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

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			273	65,000

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case_History

[redacted]

[redacted]

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and creat
cust states
1. my passenger side ***HEADLIGHT*** has been having issues
2. to my understanding its not the bulb but the assembly itself
3. i heard Kia had a recall for this, could you check to see if my vehicle was part of it?

Wrt stated
1. apologized to cust
2. advised cust that customer's vehicle not affected by SC for ***HEADLIGHT***
3. advised customer KMA recommends having concern looked at by DLR
4. educated on 5/60

cust stated
1. okay thank you.

*** [redacted] (GMT-07:00) Arizona ***
Closed with Resolution Code : Referred to Dlr

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]034	70,000

[redacted] Dealer: CA269 Dch KIA of Temecula

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

*** [redacted] (GMT-05:00) Eastern Time (US & Canada) ***
Contact = DEBORAH SUTTLES, Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created by Christine Wilkins ***
cust states
1. something is draining my battery and it blew out my ***HEADLIGHT***
2. I am taking the car to CA137 right now
3. I need a rental/loaner while this vehicle is down

wtr states
1. apologized
2. educated that the dlr does not provide rental/loaners during the diagnostic process
3. will reach out to the dlr and see if they can assist
*placed on hold

wtr called CA137
wtr states
1. calling in behalf of D SUTTLES
2. cust is bringing her vehicle to you today
3. cust is requesting rental/loaner

Service Manager states
1. we do not have a rental/loaner available at this time & do not offer them during diagnosis
2. customer does not have an appointment for service
3. not sure if we would get to her vehicle today

*returned to call

wtr states
1. dlr does not have rental/loaner at this time
2. dlr does not have an appointment for diagnosis
3. dlr states if you would like to come in today they will do what they can to squeeze you in but there is no guarantee

cust states
1. well what good is having a WTY if you can't get in

wtr states
1. dlr is willing to work with you however an appointment would need to be scheduled

cust states
1. thank you

*** [redacted] (GMT-05:00) Eastern Time (US & Canada) ***
Closed with Resolution Code : Concerns Recorded
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]874	69,500
			Dealer: FL114 Grieco KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Sales
Kia Case Type Lvl3: Sales Attitude
Kia Case Type Lvl4: Carrying Out Promise

Case History

*** [redacted] (GMT-07:00) Arizona ***
Contact = DAWN ROSADO, Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created by
Customer States:
1. Purchased car couple weeks ago from (FL114)
2. Took car for detail and svc to get ready after purchase
3. When I picked car up the ***HEADLIGHT*** area was cracked
4. I did not take car to dealer on Monday for scratched ***HEADLIGHT***
5. Dealer is refusing to take responsiblity
6. What can kia do?

[redacted]

Writer States:
1. Confirmed owner info
2. Apology for situation
3. Advised this will be something that customer and dealer will need to reach an agreement on
4. Advised kma can not make dealer repair if they say this was not something done while dealer had car
5. If not happy with info being given would recommend customer to speak to gm or owner
6. We will file complaint and review it internally with dealer management

Customer States:
1. Well I don't have time for this crap
2. Will try to reach dealer owner
3. Thanked writer for info.

Writer States:
1. Thanked customer for contacting kia

*** Phone - Call - Inbound commitment fulfilled on [redacted] (GMT-07:00) Arizona with Commitment Date 06/23/2017 closed by Teri Donnelly ***

*** [redacted] (GMT-07:00) Arizona ***
Closed with Resolution Code : Concerns Recorded
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

[redacted]

Case Number	Mileage
[redacted]265	25,459

Dealer: FL060 Crown KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

Dealer : CROWN KIA
Technician : Kendall Hollinger
Service Manager :
[redacted]

Vehicle Model : SOUL
Model Year : 2015
Mileage : [redacted]
Initial comments by Technician found in TL Case #[redacted]0543 :

[Problem Description]
CLIENT STATES THE HEADLAMP IS INOPERATIVE. BOTH HEADLAMPS APPEAR WORKING AT THIS TIME, BUT PIN #2 ON THE LH HEADLAMP BULB CONNECTOR APPEARS TO BE BURNED ONCE AGAIN. PLEASE ADVISE IF TO PERFORM ELE 093 AGAIN OR IF OTHER REPAIRS ARE SUGGESTED.

[Diagnostics Performed]
VISUAL INSPECTION OF HEADLAMP BULB CONNECTOR

*** Assigned to WIPBin default of LaKindra Sims on [redacted] (PST)
*** [redacted] (GMT-07:00) Arizona ***
Dispatched from WIP default to Queue by

*** [redacted] (GMT-05:00) Eastern Time (US & Canada) ***
Case moved into WIPBin SA/TL and Sub Status of Working

*** [redacted] (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIP 1-Monday to Queue by LaKindra Sims

*** [redacted] (GMT-07:00) Arizona ***
Case moved into WIPBin default and Sub Status of Working

*** [redacted] (GMT-07:00) Arizona ***
Dispatched from WIP CA SA/TL ca to Queue by Aimee McFarlane

*** [redacted]
Accepted from Queue ZZ[redacted]

*** Phone - Call - Outbound created on [redacted] and created by
Costumer name :[redacted]
Customer phone :[redacted]
Customer addres[redacted]

MY and Mileage: 2015 soul [redacted]
Most recent RO#, Open and Close Date: 7/15/2017 - 7/15/[redacted]
Days Down at initial Service Alert report (if applicable): 0
Most recent Repair Issue and Diagnosis: Customer says, : ***HEAD LIGHT*** out / replaced harness
Able to Duplicate (Y or N): y
Repeat Repair (Y/N), if so, how many times?: n
Repair History of current concern with dates (Open and Closed) and mileage: 7/15/2017-7/15/2017

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]265	25,459

Dealer: FL060 Crown KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

ETA for completion of repairs (if applicable): complete
Parts on order (Y/N), if so obtain part#, order#: n
Techline Case (if applicable): [redacted]543
Rental / Loaner Provided? : n
Dealer contacted DPSM (if needed): FL060
Vehicle repaired?: y
Customer has possession?: y
Dealer Code/Selling Dealer (Y or N): FL060 Y
Original Owner (Y or N): Y
What is current Customer Request (if needed): N/A

*** [redacted] ***
Dispatched from WIPBin = 01 SERVICE ALERT/TECH LINE CASES to Queue SA Escalation by Alejandra Lopez
Reason:

*** [redacted] (GMT-07:00) Arizona ***
Accepted from Queue SA Escalation to WIPBin default-1 by [redacted]

*** [redacted] (GMT-07:00) Arizona ***
Assigned to WIPBin Default of Chris Beason by [redacted]
Reason:

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created by [redacted]
ECR Backup LClark for ECR CBeason
Writer called customer and left VM:
1. Gave writer's name and case info
2. Calling to followup repairs
3. Gave 800 number and case number
4. Requested callback for further assistance

*** [redacted] (GMT-07:00) Arizona ***
Closed with Resolution Code : Concerns Recorded
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			12424051	29,000
			Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

*** [redacted] (GMT-07:00) Arizona ***
[redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created by [redacted]
Cust states:

1.I have an issue with my left ***HEADLIGHT***
2.It doesn't come on anymore
3.I called my local dealership in Alabama but I've moved to Tennessee
4.He said there's not a recall on the ***HEADLIGHT*** or anything
5.Is there a recall he wasn't aware of
6.Is this covered under warranty

Wrt states:
1.apologized
2.If this is an electrical issue, it would be covered under 5/60 blw
3.If it's just a blown ***HEADLIGHT***, it would not be covered
4.Provided case number

Cust states:
1.ok thank you

*** [redacted] (GMT-07:00) Arizona ***
Closed with Resolution Code : Information Given
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	881	1

Dealer: IN010 Community KIA of

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Roadside Assistance
Kia Case Type Lvl4: Towing

Case History

*** [redacted] T-07:00) Arizona ***
[redacted] riority = Standard, Sub Status = Working

*** Web - Note created on [redacted] (GMT-07:00) Arizona and created by [redacted]
SOCIAL MEDIA CONTACT 7/02/2017

[redacted]

Kia customer service is horrible along with their 100,000 mile warranty. I Called on a hot afternoon because my 2015 Kia Soul was having electric issues. After waiting on hold for 15 minutes someone picks up the phone and you can hear them talking to someone else and they hang up on me. This happened twice and finally the third time i call I get someone to pick up. After phonetically spelling the town that we are stuck in 4 times I finally get the girl to understand where we are located. She then asks where I want it towed. The nearest Kia dealership was an hour away so that's where we decided to have it taken. After waiting 20 minutes in the hot sun I call the tow number they text me and asked when they thought they'd arise just to find out that the lady sent them to the dealership instead of the town we were stranded in!

Once we get my car in I told them that my switch that turn my ***HEAD LIGHT***s on and off automatically is broke and causes my lights to stay on all the time and ran my battery dead. The dealership says that my car doesn't have that feature,yet my car has that equipped in it and my car manual also has that in it. So somehow the factory must have messed up and put it in a car that shouldn't have it!? I will never EVER buy a Kia! Customer service to them is a joke and their warranty isn't worth the paper it's written on

[redacted] We understand your concerns and would like to assist. Please private message your VIN and contact number and we will have a member of our team contact you. ^RM

[redacted]

[redacted]

I hope it doesn't take you months to respond to my private message like it has taken you to respond to my review. Your customer service department is well below par, in my field if I treated customers as poorly as I have been treated by Kia and it's customer service department I'd have been fired on day 1.

CUSTOMER 8/9/17
Is anyone ever going to get back with me?

It's sad when you private message them your information so they can contact you and it's been over 24 hours and still no contact. This is by far the worst customer service and I'm not just saying that because I work in customer service at an insurance company. I know what good service looks like and this is definitely not it!

CUSTOMER 8/24/17
Still waiting on getting contacted.....

[redacted] hank you for providing your VIN and contact number. Please allow 2-3 business days for one of our team members to contact you. ^MC

****

*** [redacted] (GMT-07:00) Arizona ***
Assigned to WIPBin Inbox of [redacted]
Reason:

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	881	1

Dealer: IN010 Community KIA of

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Roadside Assistance
Kia Case Type Lvl4: Towing

*** Web - Note created on [redacted] (GMT-07:00) Arizona and created by [redacted]
SOCIAL MEDIA CONTACT 8/24/17

CUSTOMER
It's been over that time frame since I initially provided you with that information. Is it going to take another month to get contacted...

****

*** Phone - Call - Outbound created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created by [redacted]

HEADLIGHT/battery concerns:
Person who answered states:
1. You've got the wrong number.

Wrt states:
1. My apologies.

Cust states:
1. OK

<For Internal Use Only
No CML sent per no address>

*** [redacted] (GMT-05:00) Eastern Time (US & Canada) ***
Closed with Resolution Code : No Cust Contact
[Resolution Summary]

*** [redacted] (GMT-07:00) Arizona ***
Reopened with Sub Status of Working

*** Web - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created by Lonnie Thayer ***
SOCIAL MEDIA CONTACT 08/29/2017

So it has been over 3 business days....what now?

Update: was told August 24th that in 2-3 business days I'd be contacted via personal message from Kia. Other than that message I've heard nothing. BUYER BEWARE! If a company can't provide good customer service or stand behind their warranties, do you really think it's a good idea to buy from said company?

[redacted] for alerting us about this issue. Could you send a private message to verify which contact number to reach you on?

*** [redacted] (GMT-07:00) Arizona ***
Closed with Resolution Code : No Cust Contact
[Resolution Summary]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	881	1
			Dealer: IN010	Community KIA of

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Roadside Assistance
Kia Case Type Lvl4: Towing

*** [redacted] (GMT-07:00) Arizona ***
Reopened with Sub Status of Working

*** Web - Note created on [redacted] (GMT-07:00) Arizona and created by [redacted]
SOCIAL MEDIA CONTACT 9/6/17

CUSTOMER
I have already, but sure I'll try again.

Here's an update my phone number is [redacted], i had to get a new number.

[redacted] for providing an updated contact number. A member of our team will be in contact with you at their earliest opportunity. ^MC

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*** [redacted] (G[redacted]
Assigned to WIPBin Inbox o[redacted]
Reason:

*** Phone - Call - Inbound commitment created on [redacted] (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 09/12/2017 and created by [redacted]

*** Phone - Call - Inbound commitment fulfilled on [redacted] (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 09/12/2017 closed by [redacted]

*** Phone - Call - Outbound created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created by Jason Henry ***
Wrt called cust to follow up to ***HEADLIGHT***/battery concerns:
Person who answered states:
1. You've got the wrong number.

Wrt states:
1. My apologies.

Cust states:
1. OK

*** [redacted] (GMT-05:00) Eastern Time (US & Canada) ***
Assigned to WIPBin My default of Lonnie Thayer by Jason Henry
Reason:

*** Web - Call - Outbound created on [redacted] (GMT-07:00) Arizona and created by [redacted]
Social Media call letter sent

Hi Jessica - We have attempted to contact you at the number [redacted] provided. Please contact us at

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	881	1

Dealer: IN010 Community KIA of

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Roadside Assistance
Kia Case Type Lvl4: Towing

[redacted] option 4. Refer case number [redacted]881. Thank you. ^LT

*** [redacted] (GMT-07:00) Arizona ***
Closed with Resolution Code : No Cust Contact
[Resolution Summary]

*** [redacted] (GMT-07:00) Arizona ***
Reopened with Sub Status of Working

*** Web - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created by [redacted]
Social media contact 09/17/2017
I provided my new number which is [redacted]. I have tried calling and not reached anyone. I've tried going to the dealership and was told yes there is a problem with my car and even though it's under warranty they won't fix the issue.

[redacted] for phone number again. We will have your Case Analyst reach out to you at their earliest opportunity. ^LT

==========

*** [redacted] ([redacted]
Assigned to WIPBin Inbox [redacted]
Reason:

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
customer states
- I'm sitting in my car broken down now in
- Last time I got roadside through Kia it took
Writer states
- I don't see any updates
- someone will be in touch soon
Customer states
-ok thank you

*** Web - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created by [redacted]
Social Media Post 09/17/2017

[redacted]
Update! I took my car to the dealer again and finally someone there said yes there is a problem with the light switch for my ***HEADLIGHT***s not working and that no they can't fix it and no it isn't covered on the extended warranty I bought. I try calling customer service at the number they messaged me and I find out I work during the hours they're open so there's no one in their department I can talk to or leave a message!!

Customer 09/19/2017

[redacted]
Update! Called and got ahold of customer service as I'm stranded in my car again for the third time! They can't help me until my case manager calls me and no they can't transfer my call.

Last_name	First_name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	881	1
			Dealer: IN010	Community KIA of

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Roadside Assistance
Kia Case Type Lvl4: Towing

==========

*** Phone - Call - Outbound created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created by [redacted]

Wrt called cust to follow up:
Wrt states:
1. Calling to follow up on SM concerns
2. Wrt sees that cust posted she was stranded
3. Are you safe, does Wrt need to get RSA out?

Cust states:
1. Oh, thank you
2. I got my insurance to take care of towing it in.

Wrt states:
1. Apologized for inconveniences
2. Wrt understands cust has had veh into dlr several times for battery concerns, possibly related to ***HEADLIGHT*** controls?

Cust states:
1. Reiterated concerns above re: automatic ***HEADLIGHT***s
2. Eventually, we just started turning them off, rather than leaving them on auto
3. But even then, there's still something draining our battery, even with the ***HEADLIGHT***s turned off
4. We've had it in now 3 times in 3 months for this issue
5. Can you help?
6. They told me that they see that there's a problem, they don't know how to fix it, and they're not going to try.

Wrt states:
1. Apologized
2. Wrt understands how frustrating this can be
3. An issue with what we call a 'Parasitic Drain' can come from several different parts of the vehicle
4. While Wrt is not a mechanic, Wrt is aware that there are tests that can determine where it's coming from, but it can be tricky to detect.
5. Wrt will follow up with IN010 for history and current details, and will see what additional resources we can involve to try and get this taken care of.
6. Wrt will follow up with cust in a few days with an update.

Cust states:
1. OK, thank you.

*** Phone - Call - Inbound commitment created on [redacted] (GMT-05:00) Eastern Time (US & Canada) with [redacted]

[redacted] (GMT-05:00) Eastern Time (US & Canada) with [redacted]

*** Phone - Call - Outbound created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created by [redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	881	1

Dealer: IN010 Community KIA of

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Roadside Assistance
Kia Case Type Lvl4: Towing

1.

Customer Name: [redacted]
Customer phone #: [redacted]
Cust[redacted]
VIN: [redacted]
MY and Mileage: 2015 / unknown
Most recent RO#, Open and Close Date: [redacted]59, 09-22
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis: Customer says has to keep jump starting. Dlr CND. Checked battery, 502/550, did draw test, nearly perfect, TL advised operating as designed.
Able to Duplicate (Y or N):
Repeat Repair (Y/N), if so, how many times?:
Repair History of current concern with dates (Open and Closed) and mileage: N/A
ETA for completion of repairs (if applicable): N/A
Parts on order (Y/N), if so obtain part#, order#: N/A
Techline Case (if applicable): [redacted]468
Rental / Loaner Provided? If so, since when?: N/A
Dealer contacted DPSM (if needed): n/A
Vehicle repaired?: No, Dlr CND
Customer has possession?: Yes, but has since traded
Dealer Code/Selling Dealer (Y or N): IN010 / Yes
Original Owner (Y or N): Yes
What is current Customer Request (if needed): N/A

<For Internal Use Only
Closing case per IN010 advised cust has notified them she has traded the vehicle at another dealership.>

*** [redacted] (GMT-05:00) Eastern Time (US & Canada) ***
Closed with Resolution Code : Information Given
[Resolution Summary]

*** [redacted] (GMT-07:00) Arizona ***
Reopened with Sub Status of Working

*** Web - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created by [redacted]
Social media contact [redacted]

So I took my car in again and was told that there is nothing wrong and they can't do anything about my cars battery dying once a month mysteriously for no reason. I finally gave up and traded my car in. I guess I shouldn't be surprised I'm no having to fight getting my prorated refund on my extended warranties

If you have electrical issues with your Kia they call into Kia and if there's no known problem they won't even diagnose let alone fix your car. The service manager told me to bad and when I said I had called their customer service and reported them, he just laughed and said that won't do a thing they're a third party.

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*** [redacted] (GMT-07:00) Arizona ***
Closed with Resolution Code : Information Given
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	307	31,637
			Dealer: OH04 [redacted]	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

*** [redacted] (GMT-07:00) Mountain Time (US & Canada) ***
[redacted]rd, Sub Status = Working

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Mountain Time (US & Canada) and created by [redacted]

1. I have a 2015 Kia Soul
2. My ***HEADLIGHT***s have a mind of their own
3. They turn off and on randomly at any given moment
4. This is a major safety issue for me, especially at night
5. I took it into my local Kia dealer yesterday, they still haven't diagnosed the issue yet
6. They can't seem to find whats going on with my vehicle
7. Dealer is supposed to look at it tomorrow to try and duplicate the issue
8. I don't know what else to
9. I am very frustrated
10. I want my vehicle fixed
11. We were told to give you all a call to open a claim

Writer states:
1. Apologized
2. A TCS will contact you within 2-3 business days to further investigate to see what we will be able to do to help solve the issues you are having
3. Definitely call us back tomorrow for an update on the guy the dealer is having come out to inspect the vehicle for more information

Customer states:
1. Thank you

Writer states:
1. Thank you for calling Kia

*** [redacted] (GMT-07:00) Mountain Time (US & Canada) ***
Dispatched from WIPBin = Default to Queue Callcenter by Isaiah Harding
Reason:

*** [redacted] (GMT-07:00) Arizo[redacted]
Accepted from Queue Callcenter to WIPBin [redacted]

*** [redacted] (GMT-07:00) Arizona ***
Dispatched from WIP 2. South to Queue [redacted]

*** [redacted] (GMT-05:00) Eastern Time (US & Canada) ***
Accepted, from Queue = ZZ Eric Swecker to WIPBin 00-Inbox / Default

*** Phone - Call - Outbound commitment created on [redacted] (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 09/01/2017 and created by [redacted]

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Mountain Time (US & Canada) and created by Linda Welter ***
Customer States:
1. Took veh to DLR, no issue duplicated.

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]307		31,637

Dealer: OH044 Taylor KIA of Boardman

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

2. DLR had veh for 3 days/ drove 15 miles in veh during the day, if it was at night they can see what it is doing.
3. I am not happy and was almost in an accident last night due to the ***HEADLIGHT***s cutting out. It is not safe to drive.
4. I work the graveyard shift. My wife Angela same contact # can receive information.
Writer States:
1. Apologized
2. Will update case for TCS.

*** Phone - Call - Outbound commitment fulfilled on [redacted] (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 09/01/2017 closed by Eric Swecker ***
[redacted] - LVM
1. This is KMA calling regarding your case inquiry concerning your vehicle.
2. KMA would like to discuss with you any concern/questions
3. If you have any questions or concerns, please call back, provided contact info.

Sent CML via mail

*** [redacted] (GMT-05:00) Eastern Time (US & Canada) ***
Closed with Resolution Code : No Cust Contact
[Resolution Summary]

*** [redacted] (GMT-07:00) Mountain Time (US & Canada) ***
Reopened with Sub Status of Working

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Mountain Time (US & Canada) and created by [redacted]
Customer States:
1. Calling to speak to Eric.
Writer States:
1. Apologized, not available
2. Transferred to TCS.,

*** [redacted] (GMT-07:00) Arizona ***
Reopened with Sub Status of Working

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created by [redacted]
The caller is warm transferred to writer by Linda

The writer states:
1. Apologizes issues
2. When was the car in Taylor Kia o[redacted]

The caller states:
1. Dropped it off Monday
2. Got it back yesterday
3. We have had it there previously for this problem
4. They replaced a bad battery under warranty for it, but that didn't fix it

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]307	31,637

Dealer: OH044 Taylor KIA of Boardman

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

The writer states:
1. Apologizes issues
2. I will get further info from the dealer and then get this concern to the Escalations office
3. They will review the concern and contact you back in three business days to discuss further

The caller states:
1. Thank you

*** Phone - Call - Outbound created on [redacted] (GMT-07:00) Arizona and created by [redacted]

MY and Mileage: 15 Soul [redacted] miles in - [redacted] miles out
Most recent RO#, Open and Close Date: RO [redacted]9 8/28-8/30
Days Down at initial Service Alert report (if applicable): 3
Most recent Repair Issue and Diagnosis: Customer says ***HEADLIGHT***s sometimes go out, CND concern, ran tests
Able to Duplicate (Y or N): N
Repeat Repair (Y/N), if so, how many times?: Y x2
Repair History of current concern with dates (Open and Closed) and mileage: RO [redacted]3 8/7/17 Same [redacted] miles
Customer says ***HEADLIGHT***s sometimes go out. Battery tested bad
Battery replaced under warranty

ETA for completion of repairs (if applicable): 8/31/17
Parts on order (Y/N), if so obtain part#, order#: N
Techline Case (if applicable): N
Rental / Loaner Provided? If so, since when?: Y 8/28
Dealer contacted DPSM (if needed): N
Vehicle repaired?: N
Customer has possession?: Y
Dealer Code/Selling Dealer (Y or N): OH044 Y
Original Owner (Y or N): Y
What is current Customer Request (if needed): N/A

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created by [redacted]

Writer sends case notes and Escalation notice to [redacted]

*** Phone - Others created on [redacted] (GMT-07:00) Arizona and created by [redacted]
Call to Action:
[redacted]s first owner of a 2015 Soul with [redacted] miles, [redacted]
2. It had been to OH044 twice for an unresolved concern with the ***HEADLIGHT***s sometimes going out at night.
3. Dispatching to Escalations to contact [redacted] ance determination.

*** [redacted] (GMT-07:00) Arizona ***
Dispatched from WIPBin = D Premium to Queue Central Region ECR by [redacted]
Reason:

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			307	31,637

Dealer: OH044 Taylor KIA of Boardman

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

*** [redacted] (GMT-07:00) Arizona ***
Accepted from Queue Central Region ECR to WIPBin default-1 by [redacted]

*** [redacted] (GMT-07:00) Arizona ***
Assigned to WIPBin Lael of Steve Larez by [redacted]
Reason:

*** Phone - Call - Inbound commitment created on [redacted] (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 09/08/2017 and created by Steve Larez ***

*** Phone - Call - Inbound commitment fulfilled on [redacted] (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 09/08/2017 closed by [redacted]

[redacted] Inbound created on [redacted] (GMT-07:00) Mountain Time (US & Canada) and created by [redacted]

Writer called customer at [redacted] and left message for a return call with regards to case.
1. Please return call to discuss case further.

*** Phone - Call - Inbound commitment created on [redacted] (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 09/12/2017 and created by Steve Larez ***

*** Phone - Call - Inbound commitment fulfilled on [redacted] (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 09/12/2017 closed by Steve Larez ***

[redacted] Call - Inbound created on [redacted] (GMT-07:00) Mountain Time (US & Canada) and created by [redacted] ***
Customer called back
Customer states.
1. I am calling you back

Writer states.
1. I wanted to get an understanding of the case.

Customer states.
1. The lights will flicker.
2. I could be driving down the road and the ***HEAD LIGHT***s flicker.
3. It does not matter when you are turning right or left.
4. I do notice it more when only when the turn signal comes on.
5. The dlr kept it for three days and it did not happen
6. i was driving and they flickered in front of another motorist who thought that I was telling him to go and I almost hit him so this could be a safety issue.
7. What can I do to get this fixed, it may go months with out doing it.

Writer states.
1. I am sorry this is the case.
2. We want to duplicate the concern before we attempt a repair.
3.We do not want you to keep going to the Kia dlr after we do a repair, we want to fix it.
4. I will call the Kia dlr and we can recommend they open a case with tech line.
5. Allow me a few days to get back to you.

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]307		31,637

Dealer: OH044 Taylor KIA of Boardman

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Customer states.
1. So how do I get out of this vehicle.

Writer states.
1. The dlr can trade you out of the vehicle, however, it would be like selling you another vehicle. We would not assist with that.
2. The replacement policies are in accordance with your state laws.
3. We are here to fix the vehicle and honor the warranty

Customer sates.
1. So I am stuck with the vehicle.

Writer states.
1. We want to fix it and if we can duplicate it, we will repair it.
2. I will speak to you when I speak to the Kia dlr.

Customer thanked writer for information.

*** Phone - Call - Inbound commitment creat[redacted]MT-07:00) Mountain Time (US & Canada) with Commitment Date 09/26/2017 and create[redacted]

*** Phone - Call - Inbound commitment creat[redacted]MT-07:00) Mountain Time (US & Canada) with Commitment Date 09/26/2017 and create[redacted]

*** Phone - Call - Inbound commitment fulfill[redacted]MT-07:00) Mountain Time (US & Canada) with Commitment Date 09/26/2017 closed by [redacted]

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Mountain Time (US & Canada) and created by [redacted]

[redacted] in service to request RO with regards to the ***HEADLIGHT*** flashing concern.

1. I can fax them to you.

Writer gave fax number.

Customer thanked writer information

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Mountain Time (US & Canada) and created by [redacted]

*** Phone - Call - Inbound commitment created on [redacted] (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 10/06/2017 and created by [redacted]

*** Phone - Call - Inbound commitment created on [redacted] (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 10/06/2017 and created by [redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]307	31,637

Dealer: OH044 Taylor KIA of Boardman

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

*** Phone - Call - Inbound commitment fulfill[redacted](GMT-07:00) Mountain Time (US & Canada)
with Commitment Date 10/06/2017 closed by [redacted]

*** Phone - Call - Inbound commitment crea[redacted](GMT-07:00) Mountain Time (US & Canada)
with Commitment Date 11/03/2017 and create[redacted]

*** Phone - Call - Inbound commitment fulfill[redacted]GMT-07:00) Mountain Time (US & Canada)
with Commitment Date 11/03/2017 closed by [redacted]

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Mountain Time (US & Canada) and created by [redacted]

Writer called customer and left message for a return call.
1. We wanted to touch base with you about the vehicle.
2. Please return call.

*** [redacted] (GMT-07:00) Mountain Time (US & Canada) ***
Closed with Resolution Code : Letter Sent
[Resolution Summary]
Call me letter sent on this date.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]891	36,344
			Dealer: OH062 Coughlin KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Door
Kia Case Type Lvl4: Door Lock Operation

Case History

Dealer : [redacted]
Technicia
Service Manager :
Dealer Phone :
DPSM : Matt Partington
Vehicle Model : SOUL
Model Year : 2015
Mileage : [redacted]
Initial comments by Technician found in TL Case #[redacted]731 :

[Problem Description]

D/S lock cylinder in door keeps turning past its stopping point. and p/s ***HEAD LIGHT*** bulb keeps blowing.

[Diagnostics Performed]

Replaced Lock cylinder in d/s door once already, and first time ***HEAD LIGHT*** bulb had burnt out it burned up the wiring and we had to replace connector, wire were soldered and heat shrunk. will attach picture of lock cylinder.

*** Assigned to WIPBin DEFAULT of Teri Donnelly on [redacted] (PST)
*** [redacted] (GMT-07:00) Arizona ***
Dispatched from WIPBin = AA default to Queue KCAC SA/TL Central by [redacted]
Reason:

*** [redacted] (GMT-07:00) Arizona ***
Accepted from Queue KCAC SA/TL Central to WIPBin Default [redacted]

*** [redacted] (GMT-07:00) Arizona ***
Dispatched from WIP Default to Queue [redacted]

*** [redacted] ***
Accepted from Queue ZZ Paul Patch to WIPBin Default TL/SA

*** Phone - Call - Outbound created on [redacted]
Writer called and left a voicemail

*** [redacted] ***
Case moved into WIPBin Default TL/SA and Sub Status of Wor

*** Phone - Call - Outbound created on [redacted]
Writer spoke with Seth

Seth states- [redacted]

Customer Name:
Customer phone #:
Customer address:
VIN:
MY and Mileage: 2015 SOUL/ 36,344
Most recent RO# Open Date and Close date (if applicable): RO# [redacted]0755 open 9/13/17 closed 9/13/17
Days Down at initial Service Alert report (if applicable): 1 DAY

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]				

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Do[redacted]
Kia Case Type Lvl4: Do[redacted]

Most recent Repair Issue and Diagnosis: Customer says, Door [redacted]
Able to Duplicate (Y or N): N
Repeat Repair (Y/N), if so, how many times?: Y/1
Repair History of current concern with RO#, Open and Closed dates with mileage: RO# [redacted]19 open6/15 closed 6/27/17
ETA for completion of repairs (if applicable): N
Parts on order (Y/N), if so obtain part#, order#: N
Techline Case (if applicable): TL [redacted]731
Rental / Loaner Provided? If so, since when?: N
Dealer contacted DPSM (if needed): N
Vehicle repaired?: N
Customer has possession?: Y
Dealer Code/Selling Dealer (Y or N): OH062/Y
Original Owner (Y or N): N
What is current Customer Request (if needed): N/A N/A

*** [redacted] ***
Dispatched from WIPBin = 2 Tuesday to Queue SA Vehicle Repaired by [redacted]
Reason:

*** [redacted] (GMT-07:00) Arizona ***
Accepted from Queue SA Vehicle Repaired to WIPBin Uper by [redacted]

*** [redacted] (GMT-07:00) Arizona ***
Dispatched from WIP Uper to Queue by Paul Patch

*** [redacted] ***
Accepted from Queue ZZ Ryane Bianco to WIPBin Default by [redacted]

*** Phone - Call - Outbound created on [redacted] and created by [redacted]
Called Customer:

Writer States:
1. Introduced self
2. Calling in regards to your most recent experience at the Kia Dlr.
3. Just wanting to confirm your concerns have been resolved

Customer States:
1. I'm working, I cant talk to you right now

*** Phone - Call - Outbound created on [redacted] and created by [redacted]
Called Customer: Left Voicemail

Writer States:
1. Introduced self
2. Calling in regards to your most recent experience at the Kia Dlr, to confirm your concerns have been resolved.
3. Provided callback number and case number

*** [redacted] ***
Closed with Resolution Code : Repaired at Dlr
[Resolution Summary]
Called Customer: Left Voicemail

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]462	65,000
			Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

*** [redacted] (GMT-07:00) Arizona ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created by [redacted]
Cust States:

1. I wanted to know if there was a known issue with the ***HEADLIGHT*** harness because mine is having issues.

Wrt States:
1. Apologized.
2. Advised that there is no known issues with that.
3. Vehicle is outside of the 5/60 BLW warranty.

Cust States:
1. Is there anything that can be done?

Wrt States:
1. Kia can look into it on a case by case basis.
2. Assistance is not guaranteed.
3. You would have to have the vehicle diagnosed at a Kia dealership first.

Cust States:
1. Ok thank you.

*** [redacted] (GMT-07:00) Arizona ***
Closed with Resolution Code : Information Given
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]145	65,310

Dealer: CA139 First KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

Case History

Dealer : Firs[redacted]
Technician : [redacted]
Service Manager :
Dealer Phone :
DPSM [redacted]
Vehicle Model : SOUL
Model Year : 2015
Mileage : [redacted]
Initial comments by Technician found in TL Case #[redacted]4783 :

[Problem Description]
WHILE DRIVING ***HEADLIGHT***S WILL STOP WORKING AND GO OUT

[Diagnostics Performed]
GOODWILL PER DPSM TO PERFORM TSB ELE 093-([redacted]F00) HEADLAMP WIRE SOCKET REPAIR(REPLACE SOCKETS AND SPLICED INTO WIRES)

*** Assigned to WIPBin Default of Sasha Kerns on [redacted] (PS[redacted]
*** Phone - Call - Outbound created on [redacted] and created[redacted]
Writer States:
1. Left msg with case# and 800#
2. Informed that we will be following up with dealer

*** Phone - Call - Outbound created on [redacted] and created[redacted]
Writer States:
1. Left msg with case# and 800#
2. Need Service Template Information

*** [redacted] (GMT-07:00) Arizona ***
Case moved into WIPBin Default and Sub Status of Auto Assigned

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) A[redacted]
Customer States:
1. I have a case but do not have the number

Writer States:
1. Confirmed owner info
2. Advised case is located
3. How can writer assist?

Customer States:
1. Well the ***HEADLIGHT*** thing was taken care of
2. Now the ac is not working
3. Took car to an independent who stated compressor is bad
4. I have a car payment and can not afford to pay $800.00 for compressor
5. Want to get this covered

Writer States:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]145	65,310

Dealer: CA139 First KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

1. Advised in service date
2. Explained that the compressor would fall under 5/60k mile blw for any defects
3. Car is outside of coverage at this time
4. If requesting any goodwill outside warranty car would need to be taken to kia dealer
5. Customer would need to allow dealer to diagnose, commit to diagnostic fee and then once diagnosed dealer svc mgr can review any request for assistance outside warranty with appropriate resources
6. Svc mgr at (CA139) is Vince who can review possible assistance but there are no guarantee's any assistance can be provided.

Customer States:
1. Will follow up with dealer
2. Thanked writer for info

Writer States:
1. Thanked customer for contacting kia

*** Phone - Call - Outbound created on [redacted] (GMT-07:00) Arizona an
Writer States:
1. Left vm message for svc mgr, V[redacted] call writer
2. Advised 800#, extension.

*** Phone - Call - Inbound[redacted] (GMT-07:00) Arizona and
Writer LVM for cust[redacted] Req c/b

*** Phone - Call - Inbo[redacted] (GMT-07:00) Arizona and
Jimmy SA at CA139 Fir[redacted] service dept
Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted]

Most recent RO#, Open and Close Date: [redacted] closed 10-27-2017 veh needs an AC compressor replacement - replaced AC compressor - cust has an ext warranty which covered the cost of the AC compressor replacement
RO [redacted]2 9-25-2017 closed 9-[redacted] mileage
[Problem Description]
WHILE DRIVING ***HEADLIGHT***S WILL STOP WORKING AND GO OUT

[Diagnostics Performed]
GOODWILL PER DPSM TO PERFORM TSB ELE 093-([redacted]F00) HEADLAMP WIRE SOCKET REPAIR(REPLACE SOCKETS AND SPLICED INTO WIRES)
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis: Customer says,
Able to Duplicate (Y or N):y

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]145	65,310
			Dealer: CA139 First KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

Repeat Repair (Y/N), if so, how many times?:n
Repair History of current concern with dates (Open and Closed) and mileage:n/a
ETA for completion of repairs (if applicable):cust has veh
Parts on order (Y/N), if so obtain part#, order#:n
Techline Case (if applicable): [redacted]783
Rental / Loaner Provided? If so, since when?:
Dealer contacted DPSM (if needed):
Vehicle repaired?:y
Customer has possession?:y
Dealer Code/Selling Dealer (Y or N):CA139
Original Owner (Y or N):y
What is current Customer Request (if needed): N/A

[redacted]

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created by

<For Internal Use Only
Writer will send customer a call me letter on 10-27-2017>

*** [redacted] (GMT-07:00) Arizona ***
Closed with Resolution Code : Letter Sent
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]471	28,372

Dealer: CA283 Car Pros KIA Glendale

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Others
Kia Case Type Lvl4: Other

Case History

Dealer : Car Pros Kia Glendale
Tech[redacted]
Servi[redacted]
Deale[redacted]
DPSM : Dennis Brown
Vehicle Model : SOUL
Model Year : 2015
Mileage : [redacted]
Initial comments by Technician found in TL Case #[redacted]3766 :

[Problem Description]
C/S LEFT SIDE ***HEAD LAMP*** WONT TURN ON

[Diagnostics Performed]
PART WAS ORDERED LAST VISIT PERFORMED TSB ELE 093

*** Assigned to WIPBin Default of [redacted] (PST)
*** Note - Others created on [redacted] (GMT-07:00) Arizona and created by [redacted]
Vehicle repaired on 10/18, replaced headlamp

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Mountain Time (US & Canada) and created by [redacted]
Wrtr called cust:
1. Following up on recent repair.
2. Left VM with callback # and case #

*** [redacted] (GMT-07:00) Mountain Time (US & Canada) ***
Closed with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			12530700	91,000
			Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

*** [redacted] (GMT-07:00) Arizona ***
Contact = [redacted] iority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created b [redacted]
Cust states:

1.My soul has an intermittent drivers side ***HEADLIGHT***
2.The connection is melted
3.NHTSA has something about it
4.I called earlier and someone gave me a number for parts
5.That person said it was only for dealers
6.This is my 4th Kia
7.The dealer told me to trade in
8.This is ascinine it's just a ***HEADLIGHT***
9.I want to do it myself
10.I just need to order the part

Wrt states:
1.ok
2.*transferred to parts dept at dealer

*** [redacted] (GMT-07:00) Arizona ***
Closed with Resolution Code : Concerns Recorded
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

[redacted]

Case Number	Mileage
12542438	36,000

[redacted]er:

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Others
Kia Case Type Lvl4: Safety

Case History

[redacted]na ***
[redacted]ndard, Sub Status = Working

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created by [redacted] ***
customer states:
1. My right ***HEAD LIGHT*** flick on and off intermittent
2. I pull over by police office
3. He didn't site for ticket but, police office told me kia having issue with light

Writer
1. Apologized for the concerns
2. Please take vehicle into Kia dealer
for diagnosis and call back KMA once the vehicle
is at the dealer

Customer
1. Thank you

*** [redacted] (GMT-07:00) Arizona ***
Closed with Resolution Code : Information Given
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	605	68,748
			Dealer: PA078 Turner KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

*** [redacted] (GMT-07:00) Arizona ***
Contact = THEODORE TURNER, Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created b[redacted]
Customer states:
1: Having trouble with driver side ***HEAD LIGHT***
2: Sometimes it come on and turns off
3: Having issue that same vehicles having under recall
4: Replaced ***HEAD LIGHT***
5: TSB ELE093

Writer states:
1: Apologized
2: Advised to take vehicle to dealer

*** Phone - Call - Outbound commitment created on [redacted] (GMT-07:00) Arizona with Commitment Date 11/13/2017 and created by [redacted]

*** Phone - Call - Outbound commitment fulfilled on [redacted] (GMT-07:00) Arizona with Commitment Date 11/13/2017 closed by [redacted]

*** Phone - Call - Outbound created on [redacted] (GMT-07:00) Arizona and created by [redacted]
Writer contacted customer:
1: No answer, left voice mail

*** [redacted] (GMT-07:00) Arizona ***
Closed with Resolution Code : Referred to Dlr
[Resolution Summary]

*** [redacted] (GMT-07:00) Arizona ***
Reopened with Sub Status of Working

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created b[redacted]
Customer states:
1.Is Sasha available?
2.I was returning her call
3.My vehicle at dealer for ***HEADLIGHT***s
4.I have a recall on ***HEADLIGHT***s
5.Car is at dealer
6.I found it online why can't you?
7.How do you know my vehicle wasn't overlooked
8.Okay thank you

Writer states:
1.Apologized
2.Sasha on call
3.Can i assist you?
4.I don't see any recalls on vehicle
5.Recalls are VIN specific if recall is not listed under VIN then vehicle is not affected
6.Dealer would have to diagnose and advise of issue

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	605	68,748

Dealer: PA078 Turner KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

7.Is there anything else i can assist you with?
8.Thank you for calling KCAC,have a great day

*** [redacted] (GMT-07:00) Arizona ***
Closed with Resolution Code : Information Given
[Resolution Summary]

[redacted]

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created by
Customer States:
1. Is Sasha available?

Writer States:
1. Thanked and apologized
2.. Advised customer TCS is currently not available
3. Offered VM

Customer States:
1. That's ok I'll call back later

Writer States:
1. Thanked and ended call

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]491	73,333

Dealer: MS027 Barnes Crossing KIA

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

*** [redacted] ***
Contact = FELISHA PEGUES, Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on [redacted] and created by [redacted]
Cust states:
1. Received recall letter.
2. Also having issues with the ***HEADLIGHT*** and trunk latch.

Wtr states:
1. Apologized.
2. Advised will need to create case.
3. Also advised that CPO only has remainder of 5/60.

Cust states:
1. It was under 60,000 miles when I took it in for the ***HEADLIGHT***.

Wtr states:
1. Will reach out to dlr and gather info.

Cust states:
1. Thanked.

*** Phone - Call - Outbound created on [redacted] and created by [redacted]
MS027 / [redacted]

Wtr states:
1. Called dlr to discuss mileage when cust visited for ***HEADLIGHT*** and trunk concern.

Dlr states:
1. She didn't bring it here for the ***HEADLIGHT***.
2. Has only brought here for recalls.
3. She mentioned taking it to Barnes Crossing Chevy, which is where she purchased the veh.
4. Chevy place told her that wouldn't cover it.
5. Veh at approx 65,000 miles when cust took in.

Wtr states:
1. Thanked.

*** Phone - Call - Inbound created on [redacted] and created by [redacted]
Wtr states:
1. Called cust back @[redacted] to advise that dlr stating mileage is OOW.

Cust states:
1. No warranty left at all?

Wtr states:
1. Apologized.
2. No.

Cust states:
1. What can I do to get some additional warranty?

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]491	73,333

Dealer: MS027 Barnes Crossing KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Recall/Service Campaign
Kia Case Type Lvl4: Not Applicable

Wtr states:
1. Can work with dlr to possibly purchase additional warranty.

Cust states:
1. Thanked.

*** [redacted] ***
Closed with Resolution Code : Referred to Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]062	25,000

Dealer: FL025 Gunther KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Battery Capacity

Case History

*** [redacted]
Contact = [redacted] iority = Standard, Sub Status = Workin[redacted]

*** Phone - Call - Inbound created on [redacted] and created b[redacted]
CUST states
1 I bought 2 Kias on the same day back in August
2 Love the vehicles and have not had any issues
3 The battery on this VEH is going out and needs to be replaced now
4 However, it is 4 months outside of warranty

WRT states
1 Apologize
2 I can attempt to get this covered for you, but it takes time, as I have to got through proper channels
3 I will, however, work this out as quickly as possible for you

CUST states
1 Thank you
2 If you could replace the Battery and a driver side ***HEADLIGHT*** bulb it would be amazing

*** Phone - Call - Outbound created on [redacted] and created by [redacted]
Customer Name[redacted]
Customer phone[redacted]
Custo[redacted]
VIN: [redacted]
MY: 2[redacted]
Mileage: [redacted]
Most recent RO# [redacted]5
Open date: 12/19
Close Date:
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis:
- Concern: Driver ***HEADLIGHT*** out, battery is going
- Cause:
- Correction: Replace items, declined out of warranty
Able to Duplicate (Y or N): Y
Repeat Repair (Y/N), if so, how many times?: N
ETA for completion of repairs (if applicable):
Parts on order (Y/N), N
Techline Case (if applicable): N
Rental / Loaner Provided? N
Dealer contacted DPSM (if needed): N
Vehicle repaired?: N
Customer has possession?: Y

*** Note - Others created on [redacted] and created by [redacted]
Customer is a multiple Kia owner. This is his other Kia, also a 2015 So[redacted]

*** Email - Internal Email Sent commitment created on [redacted] with Commitment Date 12/20/2017 and created by Jason Murray ***

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created b[redacted]
Cust states:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]062	25,000

Dealer: FL025 Gunther KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Battery Capacity

1. Repeats battery concern.
2. Top of the veh is rusting also.

Writer States:
1. Apologized for concern.
2. Advised TCS is waiting response.

*** Email - Internal Email Sent commitment fulfilled on [redacted] with Commitment Date 12/20/2017 closed [redacted]
PER DPSM via EMAIL

We will extend a one-time goodwill warranty on the battery, however, there will be no warranty on the bulbs.

*** Phone - Call - Outbound created on [redacted] and created [redacted]
WRT called CUST
1 LVM
2 Kia has made a decision
3 Will give one-type GW on the battery but not the ***HEADLIGHT*** as it is not a warranty item
4 Left phone and case

*** [redacted] ***
Closed with Resolution Code : Information Given
[Resolution Summary]

*** [redacted] (GMT-05:00) Eastern Time (US & Canada) ***
Reopened with Sub Status of Working

*** Phone - Call - Inbound created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created by [redacted]
Cust
1.) I just wanted to know if the battery is going to be covered

Writer
1.) Apologized
2.) Informed DPSM did approve a one-time GW for coverage on battery.
3.) Informed would speak with dealership to inform of DPSM agreement for coverage.
4.) Called DPSM to inwuire about situation
5.) Called dealer about it as well
6.) Dealer states waiting on PWA
7.) DPSM states waiting on PWA request.
8.) Informed dealer to send PWA request to get PWA
9.) Informed customer of situation

Cust
1.) Ok. Thank you

*** [redacted] (GMT-05:00) Eastern Time (US & Canada) ***
Closed with Resolution Code : Information Given
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]385	63,000

Dealer: GA053 KIA Mall of Georgia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case Hist[redacted]

*** [redacted]
Contac[redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on [redacted] and created by [redacted]
Customer states:
1. I have only had this car for 2 1/2 years
2. I figured it was going to be 10-15 bucks for a ***HEADLIGHT***
3. Auto zone said it was going to be $150
4. So I called the dealer and they said to call you
5. I called Kia mall of GA
6. I understand it is outside of warranty but the light has nothing to do with miles

Writer states:
1. Apologized
2. Advised would call dealer
****
Writer called dealer (parts):
1. Calling to get part # for ***HEADLIGHT***

Dealer states:
1. [redacted]

Writer states:
1. This bulb is covered under 5-60
2. Thank you
******

Writer states:
1.Advised ***HEADLIGHT*** was covered under 5/60 warranty
2. Advised would reach out to DPSM for assistance
3. Please provide 2-3 business days for resolution

Customer states:
1. Thank you

*** Email - External Email Sent created on [redacted] and created by [redacted] (HID ***HEADLIGHT***)

*** Email - External Email Received commitment created on [redacted] with Commitment Date 01/23/2018 and created by [redacted]

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created by [redacted] ***
Customer States:
1. Advised case number
2. Need to speak to tcs

Writer States:
1. Confirmed owner info
2. Asked customer to hold will see if tcs is available

Writer States:
1. Thanked customer for holding

[redacted] VIN of 2015 SOUL | Case Number [redacted]385 | Mileage 63,000

Dealer: GA053 KIA Mall of Georgia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

2. Tcs is on another line or away from her desk
3. Can let her know customer is requesting call back when available?

Customer States:
1. Yes please

Writer States:
1. What is the best number to reach customer at?

Customer States:
1. My number is [redacted]

Writer States:
1. Request for call back noted along with call back number
2. Thanked customer for contacting kia

*** Phone - Call - Outbound created on [redacted] (GMT-07:00) Arizona and created b[redacted]

Writer States:
1. Spoke to dpsm[redacted]
2. Asked if dpsm received email for goodwill request for customer on goodwill for ***HEADLIGHT***

[redacted] States:
1. This is not my dealer
2. I have SO1 and[redacted]

Writer States:
1. Ok do apologiz[redacted]

*** Phone - Call - Outbound created on [redacted] (GMT-07:00) Arizona and created by [redacted]

Writer States:
1. Spoke to Amanda at (GA053) bdc
2. Calling to confirm history for customer and if dealer has seen car for any concerns with ***HEADLIGHT*** recently?

Dealer States:
1. No history regarding concerns with ***HEADLIGHT***
2. Car was here recently at 62k when we did campaign and we did oil change and multi point inspection at which time we advised customer that a transmission drain and fill along with brakes and 60k service was recommended which customer declined
3. She does do oil changes but she has a vip maintenance plan and has 2 more free oil changes due
4. She did pay for 30k svc at 32k miles

Writer States:
1. Thanked dealer for info

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created by [redacted]

[redacted] | Case Number | Mileage
[redacted]385 | 63,000
Dealer: GA053 KIA Mall of Georgia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Writer States:
1. Left vm message for dpsm[redacted]stating reason for call and goodwill request for ***HEADLIGHT*** bulb for customer who brings car to (GA053)
2. Advised that customer feels hid light is too expensive and should be covered no matter the mileage
3. Customer does limited maintenance at dealer and when in shop last dealer recommended transmission drain and fill, brakes, 60k service which customer declined
4. Customer did do 30k svc at 32k miles

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created by [redacted]
Customer States:
1. Returning writer's call

Writer States:
1. Thanked customer for calling back
2. Calling to follow up on request for assistance on repairs for ***HEADLIGHT*** bulb
3. Advised that car is outside coverage for this repair
4. The ***HEADLIGHT*** bulb is consumable part which means as it wears it will need to be replaced
5. Bulbs fall under kia adjustment coverage which is 12/12k miles
6. Car has not been taken into kia dealer for diagnosis to confirm if it is the bulb or wiring issue causing bulb to not work so for those reason's kia is unable to offer any assistance on cost for new bulb

Customer States:
1. Well the other rep said hid bulb is covered 5/60k miles
2. So what is correct?

Writer States:
1. Info that writer has and what is listed in warranty and consumer info manual shows bulbs would fall under 12/12k adjustment coverage
2. Prior rep no longer working at kia so not sure how she arrived at this info

Customer States:
1. Well that is still a lot of money and this should be covered
2. Thanked writer for info

Writer States:
1. Thanked customer for contacting kia

*** Email - External Email Received commitment created on [redacted] (GMT-07:00) Arizona with Commitment Date 01/23/2018 and created by [redacted]
TD

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]385	63,000

Dealer: GA053 KIA Mall of Georgia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

*** Email - External Email Received commitment fulfilled on [redacted] (GMT-07:00) Arizona with Commitment Date 01/23/2018 closed by [redacted]
TD

*** [redacted] (GMT-07:00) Arizona ***
Closed with Resolution Code : Concerns Recorded
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]505	30,237

Dealer: HI001 Aloha KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

Dealer [redacted]
Technic
Service
Dealer Phone :
DPSM : Robert Leal
Vehicle Model : SOUL
Model Year : 2015
Mileage : [redacted]
Initial comments by Technician found in TL Case # [redacted]2343 :

[Problem Description]
CUSTOMER STATES HEADLAMPS TURN SIGNALS, CLUSTER AND AUDIO LIGHTS FLICKERS ON AND OFF WHILE DRIVING. COMBO SWITCH REPLACED LAST JULY. CONDITION IS INTERMITTENT. ROAD TESTED WITH CUSTOMER BUT COULD NOT VERIFY.

[Diagnostics Performed]
SCANNED VEHICLE AND RETRIEVED DTC IN SJB B[redacted]0 ***HEAD LAMP*** LOW RH SCG(HISTORY). INSPECTED CONNECTIONS AT BOTH ***HEAD LAMP***S, GROUNDS GC103 AND GC104. OK. SJB I/P-E OK. ALSO PARKING LAMPS STAY ON WITH COMBO SWITCH IN ***HEAD LAMP*** POSITION WITH VEHICLE LOCKED AND ARMED. ANY SOULS KNOWN WITH THIS CONDITION. PLEASE ADVISE. THANK YOU MICHAEL KANE.

*** Assigned to WIPBin 1.Default of Chistopher Davis on [redacted] (PST)
*** [redacted] ***
Case moved into WIPBin Default and Sub Status of Working

*** Phone - Call - Inbound created on [redacted] and created by Edward Hunter ***
Writer:
1. Called Cust. no answer
2. Left VM including Case #
3. Requested CCB at 800#, opt. 4

*** Phone - Call - Inbound created on [redacted] and created by [redacted]
TL case # [redacted]343
unable to reach service, re-schedule. Flash number is to a person.

*** Phone - Call - Inbound commitment created on [redacted] with Commitment Date 02/13/2018 and created by [redacted]

*** Case note has been appended from duplicated auto-case on [redacted] (PST)

Comments from JDP/Medallia Service Survey

Kia Dealer Service Satisfaction Survey

Survey Date: [redacted]
Name of the Dealer: HI001 - Aloha Kia

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]505	30,237
			Dealer: HI001 Aloha KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Name of dealer Service Consultant: [redacted]

*** CUSTOMER SURVEY RESPONSE REGARDING SERVICE QUALITY***
8.Was all of the work completed right the first time?
Response: No

8-1.If NOT completed right the first time,what was the reason?

8-2.If NOT completed right the first time,what was the nature of the problem?

*** CALL TO ACTION ***
Case created and dispatched to Kia Consumer Assistance Center for customer and dealer contact to provide further assistance to resolve any open issues .

*** Phone - Call - Inbound commitment fulfilled on [redacted] with Commitment Date 02/13/2018 closed by [redacted]

*** Phone - Call - Inbound commitment created on [redacted] with Commitment Date 02/22/2018 and created by [redacted]

*** Phone - Call - Inbound commitment fulfilled on [redacted] with Commitment Date 02/22/2018 closed by [redacted]

*** Phone - Call - Inbound created on [redacted] and created by [redacted]
Writer:
1. Called Cust. no answer
2. Left VM including Case #
3. Requested CCB at KMA 1-[redacted], Option#4
4. Called Dlr using phone number in flash, left VM there also.

*** Phone - Call - Inbound commitment created on [redacted] with Commitment Date 02/23/2018 and created by [redacted]

*** Phone - Call - Inbound commitment fulfilled on [redacted] with Commitment Date 02/23/2018 closed by [redacted]

*** Phone - Call - Inbound created on [redacted] and created by [redacted]
Writer:
1. Called Customer
2. Identified self

Customer
1. No, the vehicle was not fixed when I paid it off.
2. I would really like the dealer to send me the title so I can give it to the new owner.
3. I will be sending a letter to your Corporate offices detailing the problems I had with this dealer
4. I will send a copy to you to attach to this case.

*** Phone - Call - Inbound commitment created on [redacted] with Commitment Date 02/26/2018 and created by [redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]505	30,237
			Dealer: HI001 Aloha KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

*** Phone - Call - Inbound commitment fulfilled on [redacted] with Commitment Date 02/26/2018 closed by [redacted]

*** Note - Others created on [redacted] (GMT-07:00) Arizona and created by [redacted]
*****DUPLICATE CASE# [redacted]730 CASE NOTES*****
*** [redacted] ***
Contact = Athline Clark, Priority = Standard, Sub Status = Dispatched

*** [redacted] ***
Web - Note created on [redacted] and created by [redacted]

Please read attached letter pertaining to the car I no longer own. This is in reference to Case NO: [redacted]505.

*** [redacted] (GMT-07:00) Arizona ***
Accepted from Queue eWebSupport to WIPBin 4. West by [redacted]

*** [redacted] (GMT-07:00) Arizona ***
Dispatched from WIP 4. West to Queue by

*** [redacted] (GMT-07:00) Arizona ***
Accepted from Queue ZZ Yeimy Armenta to WIPBin Default by [redacted]

*******END OF CASE NOTES*****

*** [redacted] ***
Closed with Resolution Code : Referred to Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	978	168,000
			Dealer: TX108 Fredy KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

Case History

*** [redacted] ***
Contact = [redacted] rity = Standard, Sub Status = Working

*** Phone - Call - Inbound created on [redacted] and created by [redacted]
Customer states:
1. I am having problems with the compressor.
2. I have only had the car for two years.
3. To fix a compressor, it costs like $800.
4. This is a top of the line Kia Soul but with something going out in less than 3 years... that's one thing.
5. My left ***HEADLIGHT*** has been blinking and giving me problems.
6. The DLR said I need the whole system for the light fixed and that will cost about $1k.
7. I had it diagnosed somewhere else.
8. I hope it is not that serious for the compressor, but I have two people telling me two different things.
9. They are going to check to see if it a fuse.
10. I don't want to take it to the DLR because it is too expensive.
11. They want to do some extra work they don't need to do because I will have to pay for all of it.
12. They said it was $139 just for them to diagnose the issue.
13. Then it's another $300 to install it.
14. Then they said it might be something with the condenser.
15. But that's not necessarily true because I'm not losing free-on which is what someone else told me.

Writer states:
1. So you are asking for some kind of assistance for getting your vehicle repaired because you have spent a lot of money at the DLR already for getting repairs done, is that correct?

Customer states:
1. Yes, I am unsatisfied with the product I got from you guys.
2. I have the A/C not working properly either.
3. The kind of money I'm spending on this vehicle is crazy for a good car.
4. I get my oil changed at the DLR often, I have bought tires from them, all kinds of thing.

Writer states:
1. Once you have brought the vehicle into the DLR for a diagnosis and an estimate for repairs needed, give us a callback and reference your case # so we can look further into what we can do for you.
2. We will follow up with our DPSM with this information and see if there is anything we can offer you.

Customer states:
1. Well I don't see why the DLR won't cover this because I maintain the vehicle.
2. The repairs will be almost as much as the downpayment on another car.
3. I don't know if this is something I want to do because I have paid a lot of money for a car I paid $30k for and am still paying on.
4. I have taken it elsewhere and they tell me that certain issues are wrong with the vehicle, but the Kia DLR always tells me it's something else.
5. I had to take the vehicle back to the DLR multiple times because every time they do repairs, I always have more issues.
6. It's like they want me to keep bringing it back.
7. It is too much.

Writer states:
1. I do apologize, but this is how we have to go about requesting the GW assistance.

Customer states:

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			978	168,000
			Dealer: TX108 Fredy KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

1. I understand that.

Writer states:
1. I guess I'm confused about what you are asking.
2. You want us to cover all of the repairs or you do want any help at all because you have already paid so much for the vehicle?

Customer states:
1. The car is basically a Lemon.
2. If you guys don't want to help at all, I won't take it to the DLR.
3. I just want to take it elsewhere because I don't trust them.

Writer states:
1. Ok, I will follow up with the DLR to get more information about the issues with your vehicle.
2. Then I will send your case over to our ECR team so they can further review and see what else we can do for you.
3. Someone from that department will follow up with you in 2-3 business days.
4. Any questions or issues in the meantime, please call #800 and reference case #.
5. Offered survey.

Customer states:
1. Ok, I want to speak with you about this since you are already familiar with my case.
2. Thank you.

*** Phone - Call - Outbound commitment created on [redacted] with Commitment Date 03/22/2018 and created by Jeddah Ortega ***
Need RO history, send case to ECR.

*** Phone - Call - Outbound commitment fulfilled on [redacted] with Commitment Date 03/22/2018 closed by [redacted]
Customer nam[redacted]
Custo[redacted]
Custo[redacted]
VIN #[redacted]
MY a[redacted]
Most recent Repair Issue: customer came in for multipoint inspection and oil change, replaced wipers light bulbs, regular maintenance, balanced tires, alignment...

Service advisor, Elizabeth, states:
1. I don't see any mechanical issues other than something in June.
2. Going further back there is nothing.
3. 06/12/2017, customer states noise coming from underneath vehicle, performed fuel injection service.
4. The customer is pretty loyal, he has paid for multiple services.
5. He has come in since 05/31/2016 at 48,065 miles.
6. No record of any mechanical issues though.

Dealer Code/Selling Dealer (Y/N): TX108
Original owner (Y/N): N
What is current Customer Request? GW for repairs to vehicle A/C syst[redacted]

*** Note - Others created on [redacted] and created by [redacted]
Forward to ECR
1. Customer states vehicle is a Lemon due to numerous issues and repairs needed.

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]978	168,000
			Dealer: TX108 Fredy KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

2. TX108 does not have record of any mechanical issues, but states customer is loyal customer who comes in regularly for service.
3. Customer is requesting to have repairs 100% covered by GW assistance because he is out of warranty.
4. Customer is not willing to bring vehicle in for diagnosis and estimate because he wants mechanic opinion first.
5. DPSM has been advised.
6. Please review and follow up accordingly.

*** Note - Others created on [redacted] and created by [redacted]

<For Internal Use Only
Customer was advised to review Lemon Law section of WCIM>

*** Case [redacted]978 is sent on [redacted] by [redacted]
To: [redacted]
Cc: [redacted]
Title: NO ACTION REQUIRED - Case Escalation:TX108, [redacted]978, OKERA[redacted]

*** [redacted] ***
Dispatched from WIPBin = 4. Thursday to Queue Southwest Region ECR by [redacted]
Reason: Customer states vehicle is a Lemon, requestin GW assistance for repairs, customer is a loyal customer at TX108

*** [redacted] (GMT-07:00) Arizona ***
Accepted from Queue Southwest Region ECR to WIPBin default-1 by [redacted]

*** [redacted] (GMT-07:00) Arizona ***
Assigned to WIPBin Working Today of Brandon Hilderbrand by [redacted]
Reason:

*** Phone Call - Inbound created on [redacted] (GMT-07:00) Mountain Time (US & Canada) and created by [redacted]

Customer States:
1. Status

Writer Advised:
1.In escalation process

Customer States:
1. Reiterates concerns wit[redacted]
2. Car has not been diagnosed yet per her suggestion
3. I need to know

Writer Advised:
1. No update yet
2. Will Request callback
3. Will need KMA diagnosis to receive any GW consideration

Customer States:
1. Requested JOrtega, you are giving me different info
2. She said I needed to wait to see what ECR office needs

Writer Advised:

Last_name	First_name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]978	168,000
			Dealer: TX108 Fredy KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

1. Apologized, she is no longer case owner
2. Can get you to BHilderbrand your case manager

Customer States:
1. Thanked

***Transferred to BHilderbrand VM

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created by Brenda Hernandez ***
Customer states:
1. I would like to speak to my case manager

Writer states:
1. Advised would be able to transfer

Transferred to VM

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created by David Holly ***
cust states:
1 I would like to speak to Brandon

Writer states:
1 He is unavailable (via skype)
2 I will document the case and he will return your call as soon as he is available

Cust states:
1 okay
2 thank you

Writer states:
1 Thank you

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created by Brandon Hilderbrand ***
Writer called customer and states:
1. Following up on case

Customer States:
1. I wanted to discuss my concerns with you on this car
2. I am at 170k miles and now parts are starting to go bad
3. I am not sure that I should be responsible for all of the repairs

Writer States:
1. Apologized
2. Advised customer is over 100k miles outside of the warranty
3. Advised GW can not be considered until diagnosis done at dealer
4. Advised writer will not tell customer by going to the dealer for a diagnosis he is going to be covered
5. Advised it is very unlikely that customer will be provided any GW assistance because of the distance out of warranty

Customer States:

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]978	168,000
			Dealer: TX108 Fredy KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

1. I am not satisfied but I understand
2. Thanked and call ended

*** [redacted] (GMT-07:00) Arizona ***
Closed with Resolution Code : Concerns Recorded
[Resolution Summary]

*** [redacted] (GMT-07:00) Arizona ***
Reopened with Sub Status of Working

[redacted]

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created by
customer states:
1 dealer has not been able to diagnose
2 why a pc module
3 never said anything about this
4 Freon is going out

writer states:
1 apologize
2 dealer has not been able to diagnose?

customer states:
1 all said that if they can't figure out
2 they should be able to know
3 have been here for 7 hours
4 they can't find nothing
5 they are doing something else
6 no car takes 7 hours to diagnose
7 have been at the dealer since 9 am now 3 pm and can't find the problem
8 was told might find it tomorrow
9 you are playing games
10 now put 6 hours on the car
11 not making situation any better
12 can't diagnose it why would I be charge
13 now trying to charge me for all this time that they are trying to rip me off

writer states:
1 apologize
2 sometimes dealer has to involve additional resources if can determine the source of the problem
3 unfortunately extensive diagnostic could take some time

customer states:
1 you are not helping
2 but they will try to rip me off
3 notate that
4 but when it comes time to pay will charge me for all this time that the car was just sitting there and them doing nothing
5 but will try ripping me off
6 notate that

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]978	168,000
			Dealer: TX108 Fredy KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioner Operation

customer disconnected

*** [redacted] (GMT-07:00) Arizona ***
Closed with Resolution Code : Concerns Recorded
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]809	30,500
			Dealer: CA296 Galpin KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

*** [redacted] *** = Standard, Sub Status = Dispatched

*** [redacted] ***
Web - Note created on [redacted] and created by [redacted]
I have taken my Kia t[redacted]n Kia three different occasions with the same complaint. My ***HEADLIGHT***s will randomly turn off. WH[redacted]g my turn signal after making a completed turn and the turn signal goes off the ***HEADLIGHT***s will turn off for a second as well, again this is all random and I can not duplicate it. The ***HEADLIGHT***s will also randomly act up minutes after making a completed turn (after I've already been driving straight) whether I've used the turn signal or not and I must wiggle the ***HEADLIGHT*** switch up again as if reminding it they are on in order for the ***HEADLIGHT***s to come back on again. The lights will shut off and turn back on after I've started my car and turned the ***HEADLIGHT*** on waiting for my car to warm up. Last time I took my car to the dealership they rushed through everything I had a service guy named Brian Hough. I have dealt with him twice. The first time I showed up he told me I needed front breaks, transmission fluid, throttle body service and fuel injectors but was unable to find the problem with my ***HEADLIGHT***s. According to the paper my front brakes were at a five and my rear brakes were at a seven and a six. This time when I came in they said my front brakes were at a five and my rear brakes were at a three. I asked him how my back brakes could be a 3 when not 6 months ago and less then [redacted]ixed your car up with someone else's.

[redacted]

*** Phone - Call - Inbound commitment created on [redacted] (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 04/18/2018 and created by Craig Williams ***

*** Phone - Call - Inbound commitment fulfilled on [redacted] (GMT-05:00) Eastern Time (US & Canada) with Comm[redacted]
--Cus[redacted]
--Cus
--Cus
--VIN
--MY and Mileage: 2015 / [redacted]
--Most recent RO# Open/Close Date: [redacted] 4/13/18 - 4/13/18
--Days Down at initial Service Alert report
--Most recent Repair Issue and Diagnosis:
--Concern: ***HEADLIGHT***s shutting off intermittently
--Cause: Not duplicated
--Correction: Not as not duplicated.
--Able to Duplicate (Y or N): N
--Repeat Repair (Y/N), if so, how many times?: Y 3
--Repair History of current concern:

[redacted]

[redacted] | Case Number: [redacted]809 | Mileage: 30,500

Dealer: CA296 Galpin KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

[redacted]1/17 - 5/1/17 Same issue Unable to duplicate
--ETA for co[redacted]
--Parts on o[redacted]
--Techline C[redacted]
--Rental / L[redacted]
--Dealer co[redacted]
--Vehicle re[redacted]
--Customer [redacted]
--Dealer Co[redacted]
--Original O[redacted]
--What is current Customer Request (if needed): None at this time

[redacted]s created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created b[redacted]

****CALL TO ACTION****
Forwarding to ECR
1. Customer states ***HEADLIGHT***s go out intermittently.
2. CA296 states unable to duplicate
3. DPSM has been advised.
4. Dispatching as vehicle has been to dealer 3 times for this issue.
5. Please review and respond accordinglyl

*** Case [redacted]309 is sent on [redacted]
To: [redacted]

*** Phone - Call - Inbound created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created by Craig Williams ***
Wrt states
1. Called cust to advise case sent to ECR.
2. LVM 800# Case# Ext#

*** [redacted] (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin = Commitment Set to Queue Western Region ECR b[redacted]
Reason:

*** [redacted] (GMT-08:00) Pacific [redacted]
Accepted from Queue Western Region ECR to [redacted]

*** [redacted] (GMT-08:00) Pacific [redacted]
Assigned to WIPBin 0. Default of Clare Segar b[redacted]
Reason:

*** Email - External Email Sent created on [redacted] (GMT-08:00) Pacific Time (US & Canada) and created [redacted]
ECR contacted Veronica (Svc Admin) CA296 requesting contact information

*** Email - External Email Received created on [redacted] (GMT-08:00) Pacific Time (US & Canada) and [redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]809	30,500
			Dealer: CA296 Galpin KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

*** [redacted]d created on [redacted] (GMT-08:00) Pacific Time (US & Canada) and created by [redacted]

ECR LVM for Cust at [redacted] requesting call back
-Gave direct # and case #

*** Phone - Call - Inbound created on [redacted] (GMT-08:00) Pacific Time (US & Canada) and created by [redacted]

ECR contacted by Cust

Wrt states:
1. Thank you for calling me back
2. I understand you have been having concerns with your ***HEADLIGHT***s and the dlr has not been able to duplicate the concern

Cust states:
1. I am trying to catch it on film
2. I am taking it to Kia of Cerritos to try to have them duplicate the issue, taking it 5/2
3. It happens a few times a month
4. I do a lot of my driving at night
5. The lights go off and I have to wiggle the stick to have them go back on
6. Sometimes when I am turning it happens

Wrt states:
1. How often does the concern happen?

Cust states:
1.2-3 times a month

Wrt states:
1. When did the concern first start occurring?
2. When did you purchase the veh?

Cust states:
1. I noticed it in December
2. I purchased the vehicle in 2016

Wrt states:
1. I will reach out to you via email so you will have my full contact information
2. Confirmed email
3. Thank you for your time

Thanked and call ended

*** Email - External Email Sent created on [redacted] (GMT-08:00) Pacific Time (US & Canada) and created [redacted]

Subject: [redacted] Kia Soul

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]809	30,500
			Dealer: CA296 Galpin KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

[redacted]

Thank you for speaking with me earlier, I was able to obtain your repair orders from Galpin Kia. I will review your records and reach out to Kia of Cerritos to advise them of your history with the concern.

Thank you,

[redacted]ent created on [redacted] (GMT-08:00) Pacific Time (US & Canada) and created [redacted]

ECR contacted Shawn (Svc Mgr) and Theresa (Svc Admin) CA243 regarding customer concerns and requesting TL case opened

*** Note - Others created on [redacted] (GMT-08:00) Pacific Time (US & Canada) and created b[redacted]

[redacted]

ECR reviewed case with PQ and FTSM

*** Phone - Call - Outbound created on [redacted] (GMT-08:00) Pacific Time (US & Canada) and created by [redacted]

ECR contacted Cust at [redacted]

Wrt states:
1. Calling from KMA
2. Did you take your veh in today?

Cust states:
1. Yes, I took it in and they replaced the switch
2. I do have another question, Galpin said back brakes were at a 3 front brakes at a 5 last time
3. Now Cerritos said they are at a 8 and a 7
4. I paid for only the rear brakes
5. Can you look into this for me?

Wrt states:
1. Of course, can you send me the information via email you have to show this?

Cust states:
1. Yes

Wrt states:
1. I will review the repair orders
2. I also want to review for GW for the inconvenience of multiple visits for your ***HEADLIGHT***s as well then reach back out

Cust states:
1. Thank you so much
2. I really appreciate your assistance

Thanked and call ended

*** [redacted] (GMT-08:00) Pacific Time (US & Canada) ***

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]809	30,500
			Dealer: CA296 Galpin KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case moved into WIPBin 00. Monday and Sub Status of Assigned

*** Email - External Email Received created on [redacted] (GMT-08:00) Pacific Time (US & Canada) and created by [redacted]

Sent: Wednesday, May 02, [redacted]16 PM
[redacted]
Subject: Re: [redacted] Kia Soul

Hey there! Thank you so much for all of your help! I hope that this resolved the ***HEAD LIGHT*** issue. Here is the service done from today as well as all of the service check points, and when I got the back brakes changed. I really appreciate you helping me out so very much it means a lot to me thank you again!

*** Email - External Email Sent created on [redacted] (GMT-08:00) Pacific Time (US & Canada) and created [redacted]

Subject: RE: [redacted] Kia Soul
[redacted]

I apologize for the delayed response I was out of the office. Thank you for sending the requested information; please allow me a few days to review the documents and touch base with the dealership.

Thank you,

[redacted] - Outbound created on [redacted] (GMT-08:00) Pacific Time (US & Canada) and created by [redacted]

ECR LVM for Cust at [redacted] requesting call back
-Advised want to offer GW for ***HEADLIGHT*** concern
-Requested sales contract
-Gave email, fax, and phone #
end VM

*** Email - External Email Sent created on [redacted] (GMT-08:00) Pacific Time (US & Canada) and created [redacted]

ECR contacted Theresa (Svc Admin) CA243 requesting RO

*** Email - External Email Received created on [redacted] (GMT-08:00) Pacific Time (US & Canada) and [redacted]

[redacted] have a photo copy of the bill of sale I hope this is alright. I also filed a new claim before I heard back from you about the brakes it was [redacted]898. Thank you again so much for helping me out!! Hope your having a wonderful day and that you have a great weekend!

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]809	30,500
			Dealer: CA296 Galpin KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

<For Internal Use Only
received copy of sales contract>

*** Note - Others created on [redacted] (GMT-08:00) Pacific Time (US & Canada) and created by [redacted]

****

DUP CASE NOTES: [redacted]398

*** [redacted] ***

[redacted]

*** [redacted] ***

Web - Note created on [redacted] and created by Tara Cirillo

I have been to Galpin Kia several times, my brake life read out stayed relatively constant until the last two times. When I went in December, The service manager insisted that I needed new front brakes which were at a 5 but when I went back on April 13th he told me my back brakes mind you this is less than 3,000 miles I've even driven, that were previously reading out at a seven have suddenly drop down to a three and I needed to get them replaced. I replaced the brakes and on May 2 I went to Kia Cerrito's who told me my brakes were at an eight for the front and a seven for the back which indicates that I do not have new brakes like Galpin Kia told me and what I paid for. I have gone to galpin 3 times and have 3 different read outs. Now that I've gone to Kia Cerritos they are telling me the 200 dollars I've paid for new rear brakes arnt even on my car and that the brakes have a lot more life than even previously told. Please help me resolve this issue.

*** [redacted] ***
19A5635D-0315-44FC-8AA9-F774C467B534.jpeg added by TARA CIRILLO on [redacted]

*** [redacted] ***
51A8E1DE-0077-477F-91F1-2FC76F17E71F.jpeg added by TARA CIRILLO on [redacted]

*** [redacted] ***
2[redacted]-4438-ADB3-E[redacted]A7DC3A.png added by TARA CIRILLO on [redacted]

*** [redacted] ***
6EEA300B-9474-49FC-8AE0-FF2C26B4A790.jpeg added by TARA CIRILLO on [redacted]

*** [redacted] (GMT-07:00) Arizona ***
Accepted from Queue eWebSupport to WIPBin AA default by Thomas Morales

*** [redacted] (GMT-07:00) Arizona ***
Dispatched from WIP AA default to Queue Callcenter by

*** [redacted] (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Callcenter to WIPBin INBOX by Robyn Hall

*** [redacted] (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIP INBOX to Queue ZZ Craig Williams by Thomas Morales

*** [redacted] (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue ZZ Craig Williams to WIPBin Default by Craig Williams

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]				30,500

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

*** Phone - Call - Inbound commitment created on [redacted] (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 05/14/2018 and created by Craig Williams ***

END DUP CASE NOTES [redacted]898
****

*** Phone - Call - Outbound created on [redacted] (GMT-08:00) Pacific Time (US & Canada) and created by [redacted]

LVM for Cust at [redacted] requesting call back to discuss GW
e direct # and case #

*** Phone - Call - Outbound created on [redacted] (GMT-08:00) Pacific Time (US & Canada) and created by [redacted]

ECR LVM for Cust at [redacted] requesting call back to discuss GW
-Gave direct # and case #

*** Phone - Call - Inbound created on [redacted] (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
ECR contacted by Cust

Cust states:
1. Sorry I missed you earlier

Wrt states:
1. No problem, I would like to offer you GW for the inconvenience of the repairs
2. After evaluating your repair orders and the brake concern, I would like to offer you 4 CP, (1 CP=$261.35), totaling $1,045.40

Cust states:
1. Thank you, that is great

Wrt states:
1. Great
2. In order to proceed I will send you an offer letter, once I receive your signature back it does take around 30-45 days to process the GW and issue the check

Cust states:
1. Thank you for your help
2. I really appreciate it

Wrt states:
1. Of course
2. I will be in touch with the offer letter shortly via email

Cust states:
1. Thank you

Thanked and call ended

*** Email - External Email Sent created on [redacted] (GMT-08:00) Pacific Time (US & Canada) and created [redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]809	30,500
			Dealer: CA296 Galpin KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

[redacted]

Sent: Friday, May 18, [redacted]:21 PM

[redacted]

Subject: RE: [redacted] Kia Soul

[redacted]

Attached is the offer letter for a one time goodwill offer for the inconvenience with your vehicle. Please confirm the address on the offer letter is correct, review, sign, and return all 4 pages to me via fax or e-mail to proceed.

If you have any questions or concerns you can contact me at [redacted] or via email.

Thank you,

[redacted] (GMT-08:00) Pacific Time (US & Canada) and

Here is the contact you requested. Thank you so much please let me know if there is anything else that you need and that you have received everything needed.

[redacted]

<For Internal Use Only
received signed offer and release>

*** Email - External Email Sent created on [redacted] (GMT-08:00) Pacific Time (US & Canada) and created

[redacted]

Thank you for returning the signed documents. I will processes your goodwill payment and follow up to advise when the check will be sent. This process can take up to 45 days but if you have any additional questions or need immediate assistance do not hesitate to contact me directly.

Best Regards,

*** [redacted] (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted]5 Submitted

*** [redacted] ***
Goodwill #: [redacted]5 Submitted

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]809	30,500

Dealer: CA296 Galpin KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

*** [redacted] (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted]5 Final Approved

[redacted]ted on [redacted] (GMT-08:00) Pacific Time (US & Canada) and created by

ECR mailed check no. [redacted]25 in the amount of $1,045.40 to Cust via USPS

*** Email - External Email Sent created on [redacted] (GMT-08:00) Pacific Time (US & Canada) and created

[redacted]

I have mailed out your goodwill check via USPS, you can expect to receive it in the next few days. Thank you again for contacting us and allowing us the opportunity to be of assistance. Our goal at Kia is to provide you with a level of customer service unmatched in the industry. Thank you for taking the time to share your experience with us. We wish you many years of driving pleasure with Kia products.

Best Regards,

*** [redacted] (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Goodwill Issued
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]523	41,594

Dealer: FL137 Dyer KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

[redacted]

Vehicle Model : SOUL
Model Year : 2015
Mileage : [redacted]
Initial comments by Technician found in TL Case #[redacted]2898 :

[Problem Description]
the ***HEADLIGHT***s flicker while driving. also when you turn ac down to 1 on the fan control the cuts off.

[Diagnostics Performed]
tested the ground side of connector MO7-A pin 6 and got 2.8 ohms. also tested ground side of connector MO2-L pin 1 and 10 and got 218ohms

*** Phone - Call - Outbound commitment created on [redacted] (GMT-07:00) Arizona with Commitment Date [redacted]

Customer Service:

1. We just took it back Wed morning
2. They went back in to look at it
3. There is a resistor that is loose
4. When they work on it it's good then goes back to doing the same thing
5. The vehicle has been at the Dealer 7-8 x's for this same issue

Writer States:
1. Follow up call /update on concerns
2. Kia was notified by the dealer of the issue with the ***HEADLIGHT***s
3. Apologized
4. Escalating Case to Regional for further review 7-8 x's to dealer for same concern
5. Once Case is received & reviewed follow up call 2-3 business days
6.Gave customer Case# KMA [redacted] Option #4 Ext#
7. Survey

Customer States:
1. Ok thank you

Writer States:
1. You're welcome
2. Thank you for being apart of Kia

[redacted] (GMT-07:00) Arizona with Commitment Date [redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]523	41,594
[redacted]			FL137	Dyer KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Dealer: FL137
Adviser: Jim

Customer Nam[redacted]
Customer phon[redacted]
Customer addr[redacted]

MY and Mileage: 41,818
Most recent RO# Open Date and Close date (if applicable): 05-02-18, [redacted], left open in case problems happenes again this morning
Days Down at initial Service Alert report (if applicable): 1 day
Most recent Repair Issue and Diagnosis: Customer says,
C/S: ***HEADLIGHT***s flicker while Driving
Cause: Not able to Duplicate
Able to Duplicate (Y or N): No
Repeat Repair (Y/N), if so, how many times?: Repeat concern, but have not repaired anything but one time
Repair History of current concern with RO#, Open and Closed dates with mileage: R/O# [redacted], 04-016-18, 04-23-18, Mileage 46,600
ETA for completion of repairs (if applicable): N/A
Parts on order (Y/N), if so obtain part#, order#: Part# [redacted]B2020
Techline Case (if applicable): Yes
Rental / Loaner Provided? If so, since when?: Loaner
Dealer contacted DPSM (if needed): Yes
Vehicle repaired?: Unable to Duplicate , replaced whole wiring harness
Customer has possession?: Yes
Dealer Code/Selling Dealer (Y or N): FL137
Original Owner (Y or N): Yes
What is current Customer Request (if needed): N/A

****

Tim Service Manager:

1. Provided them a Loaner on 04-23-18 @ 41,600 ***HEADLIGHT*** flickers removed & replaced Dash, Wiring Harness
we never got to duplicate we decided to go ahead and change it out the whole Wiring Harness they have only been here 4xs for same concerns
2. never duplicated it we have driven at night they got the Wiring Harness covered under Warranty

*** Phone - Call - Outbound commitment fulfilled on [redacted] (GMT-07:00) Arizona with Commitment Date 05/03/2018 closed by Heather Orosco ***

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created by Heather Orosco ***
CALL TO ACTION

VEHICLE IS DOWN FOR 3 OR MORE TIMES FOR SAME CONCERN (customer's perception)
Forward to ECR

1 Customer states ***HEADLIGHT***s flicker while Driving
2 FL137 states Not able to Duplicate
3 Dispatching because vehicle has been into dealer 7-8 X'S for ***HEADLIGHT***s flickering

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]523	41,594

Dealer: FL137 Dyer KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

4 DPSM has been advised
5 Please review and follow up accordingly

Escalating Case to ECR*

*** Case [redacted]523 is sent on [redacted]
To: [redacted]
Cc: [redacted]
Title: NO ACTION REQUIRED -

*** [redacted] (GMT-07:00) Arizona ***
Dispatched from WIPBin = Sub Cases to Queue Southern Region ECR by Heather Orosco
Reason:

[redacted] (GMT-07:00) Mountain Time (US & Canada) and created by [redacted]

Writer states
1 ok one moment and I will get you over to her

customer states
1 thank you

*** [redacted] (GMT-07:00) Arizona ***
Accepted from Queue Southern Region ECR to WIPBin Default by [redacted]

*** [redacted] (GMT-07:00) Arizona
Assigned to WIPBin Default of Colby Duncan b[redacted]
Reason:

[redacted] Outbound created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created by [redacted]

Writer called [redacted] LVM

Writer states
1. Calling to advise case has been received
2. Provided case and cb #
3. Advised OOO 5/8-5/9
4. Thanked

*** Phone - Call - Inbound commitment created on [redacted] (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 05/10/2018 and created by [redacted]

*** Phone - Call - Inbound created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created by [redacted]
Writer received voicemail from customer

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]523	41,594
			Dealer: FL137 Dyer KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

*** Phone - Call - Inbound commitment fulfilled on [redacted] (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 05/10/2018 closed by [redacted]

*** Phone - Call - Outbound created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created by [redacted]

Writer called [redacted]

Writer states
1. Calling to follow up
2. Advise case has been received
3. Is vehicle is at the dealer?

Customer states
1. We have it, it's just the ***HEADLIGHT***s
2. We don't know if it's all the lights or just the ***HEADLIGHT***s
3. They flicker and flash intermittently
4. My dashlights flash when it does it.

Writer states
1. Apologized for on going ***HEADLIGHT*** concern
2. Advised dealer will not attempt any repairs unless they can clearly diagnose the concern
3. Advised will be more than happy to assist in getting the vehicle back into the dealer
4. Advised rentals and loaners are provided as a courtesy by the dealer
5. In the event the vehicle is taken back to dealer, will be happy to reach out and see if rental assistance can be offered
6. Thanked

*** Phone - Call - Outbound commitment created on [redacted] (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 05/16/2018 and created by [redacted]

*** Phone - Call - Outbound created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created by [redacted]

Writer called [redacted] LVM

Writer states
1. Calling to follow up regarding case
2. Customer requesting to bring vehicle back in
3. Wanted to verify if rental assistance can be provided
4. Provided case and cb #
5. Thanked

*** Phone - Call - Outbound commitment fulfilled on [redacted] (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 05/16/2018 closed by [redacted]

*** Phone - Call - Outbound created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created by [redacted]

Writer called [redacted] LVM

Writer states
1. Calling to follow up
2. Advised pending a response from the service manager regarding rental
3. Provided case and cb #

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]523	41,594
			Dealer: FL137 Dyer KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

4. Thanked

*** Phone - Call - Inbound commitment created on [redacted] (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 05/21/2018 and created by [redacted]

*** Phone - Call - Outbound created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created by [redacted]
Writer called [redacted]

Writer states
1. Returning your call
2. Customer states flickering concern is reoccuring

Service Manager states
1. We got approval to replace the wiring harness
2. We'll be happy to look at it
3. Have him give me a call on Monday and I'll see if I can get him in a loaner again
4. Thanked

Writer states
1. Thanked

*** Phone - Call - Inbound commitment fulfilled on [redacted] (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 05/21/2018 closed by [redacted]

*** Phone - Call - Outbound created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created by [redacted]
Writer called [redacted] LVM

Writer states
1. Calling to follow up on case
2. Advised Service Manager requested for you to give him a call to discuss concern and availability
3. Provided case and cb #
4. Thanked

*** Phone - Call - Inbound commitment created on [redacted] (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 05/24/2018 and created by [redacted]

*** Phone - Call - Inbound commitment fulfilled on [redacted] (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 05/24/2018 closed by [redacted]

*** Email - External Email Sent created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created by [redacted]
Writer sent email CML

*** [redacted] (GMT-05:00) Eastern Time (US & Canada) ***
Closed with Resolution Code : Information Given
[Resolution Summary]
.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			12704311	26,000

Dealer:

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

*** [redacted] (GMT-07:00) Arizona ***
Contact = DEBRA CARTER, Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created by [redacted]
Cust states:

1. i am having a problem with my ***HEAD LIGHT*** burning out.
2. I wanted to know if the warranty would cover the repair.

Writer States:
1. Apologized for concern.
2. Advised cust has 5/60k BLW that would cover defects.

Cust thanked writer and accepted survey.

*** [redacted] (GMT-07:00) Arizona ***
Closed with Resolution Code : Information Given
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]208	1
			Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

*** [redacted] (GMT-07:00) Arizona ***
Contact = ERICA LIRA, Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created by [redacted]
SOCIAL MEDIA CONTACT 5/22/2018

[redacted]
Did you guys fix your wonky headlamp issue with these new models? I'm pretty sure those bulbs shouldn't be burning out every few weeks the way mine do.

[redacted] would like to assist. Please private message your VIN and contact number and we will have a member of our team contact you. ^RM

CUSTOMER 05/30/18
Kia Motors America Will do. Thanks!

I own a Kia Soul and love everything about it except the way the headlamps, especially the left headlamp, keeps "burning out".

There's nothing wrong with the bulbs themselves, which is obvious because the "burnt" light will suddenly turn on with no intervention on my part, although I do keep replacing them to avoid being ticketed because that will usually buys me a few weeks of consistent operation before it starts acting wonky again.

VIN is:
[redacted]

I'm including a picture of it in case I made a typo

https://s3.amazonaws.com/spr-uploads-prod/202/FACEBOOK/9837/media/FD48DC22C3DE57ECB03ED7C0841A2A18

[redacted] for providing your VIN and contact number. Please allow 2-3 business days for one of our team members to contact you. ^RM
==========

*** Phone - Call - Outbound created on [redacted] (GMT-07:00) Arizona and created by [redacted]

1. I am following after your
2. Social media post
3. on your concern for headlamps
4.Please contact us back 800# case#
5. Thank you

*** Phone - Call - Inbound commitment created on [redacted] (GMT-07:00) Arizona with Commitment Date 06/11/2018 and created by Roxana Montano ***

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]208	1

Dealer:

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

*** [redacted] (GMT-07:00) Arizona ***
Case moved into WIPBin 0. Default and Sub Status of Working

*** Phone - Call - Outbound created on [redacted] (GMT-07:00) Arizona and created by [redacted]
***
Wrt contacted [redacted] not able to *LVM*

*** Phone - Call - Inbound commitment fulfilled on [redacted] (GMT-07:00) Arizona with Commitment Date 06/11/2018 closed by Roxana Montano ***

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created by [redacted]
Wrt sent a CML Social Media*

*** [redacted] (GMT-07:00) Arizona ***
Closed with Resolution Code : No Cust Contact
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	333	56,072

Dealer: CA139 First KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl [redacted]
Kia Case Type Lvl

Case History

Deale
Techn
Servi
Deale
DPSM [redacted]
Vehicle Model : SOUL +
Model Year : 2015
Mileage : [redacted]
Initial comments by Technician found in TL Case # [redacted] 962 :

[Problem Description]
WHILE DRIVING VEHICLE FRONT DRIVER ***HEADLIGHT*** WILL TURN OFF OR FLICKER

[Diagnostics Performed]
INSPECTED FRONT DR ***HEAD LAMP*** AND NOTICED THAT THE WIRE THAT PLUGS IN TO THE BULB WAS MELTED. THE WIRE IS PART OF THE ***HEAD LAMP*** ASSEMBLY. REPLACED ***HEAD LAMP*** AND VEHICLE IS NOW OPERATING NORMAL AT THIS TIME.

*** Assigned to WIPBin 1.Default [redacted] (PST)
*** Phone - Call - Inbound created on [redacted] and created by David Law ***
Writer st
Emplo
Cus
Cus
Cus nta clarita CA
VIN
Make and Mileage: 2015 soul
RO#: [redacted]9
Open date: 6/1/18
Closed date: 6/1/18
Days Down:1
Customer Concern: flikering
Able to Duplicate (Y/N):y
Repeat concern:y
Diagnosis: ***HEAD LAMP*** assembly melted wires
Parts on order (Y/N):
Part#na
Order#na
Rental / Loaner Provided:na
ETA on completion: na
Vehicle repaired:y
Customer has possession:
Techline Case: [redacted]962
Dealer contacted DPSM: na
Dealer Code/Selling Dealer (Y/N): CA139n
Original Owner (Y/N): n

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			333	56,072
			First KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

*** Phone - Call - Inbound created on [redacted] and created by David Law ***
cust states
1. it was a good experiance and i was in and out

writer states
1 if you need anything else please give us a call back

*** [redacted] ***
Closed by David Law with Resolution Code : Information Given
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			12783236	39,000

Dealer:

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

[redacted] n Time (US & Canada) ***
dard, Sub Status = Working

*** Phone - Call - Inbound created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created by Tracey Icenhour ***

[redacted]

3 ***HEADLIGHT*** keeps blowing bulbs

Wrt states
1 Apologized / no SC
2 Has cust taken veh to dealer?

Cust states
1 Not yet, wanted to check on recall first
2 Thank you

Wrt states
1 Thank you

*** [redacted] (GMT-05:00) Eastern Time (US & Canada) ***

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	72,752

[redacted]

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created by William Bushong ***
cust states

1. is there a recall on the ***HEADLIGHT***s?
2. i had to replace the ***HEADLIGHT*** bulbs multiple times

writer states
1. apologized
2. there is no recall on this

*** [redacted] (GMT-07:00) Arizona ***
Closed by William Bushong with Resolution Code : Concerns Recorded
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]				40,000
				of Bossier

1. Both my ***HEADLIGHT***s are cracking from the inside and I do not know why it would be happening.
2. I have taken it into dealership several times and they say they have taken pictures but nothing has come of it.
3. I drive 30 miles a day to work and home from work and use my ***HEADLIGHT***s constantly, thinking maybe they are getting to hot causing the spackle of cracks on the inside of the cover.
4. i have taken it into the dealership and they said they didnt know why it was doing that and should not be covered under warranty

wrt states:
1. apologized
2. advised will reach out to dealership for RO information
3.advised of case # and callback information
4. advised does take 24-48 hours before I will reach back out to you with decision.

cust states:
1. Ok thank you

*** Phone - Call - Outbound commitment created on [redacted] with Commitment Date 07/13/2018 and created by Sarah Samples ***

*** Phone - Call - Outbound created on [redacted] and created by Sarah Samples ***

[redacted]

Concern : Cracking on inside of ***HEADLIGHT***
Cause
Correction: Replace ***HEADLIGHT*** assembly

Able to Duplicate (Y or N): Y
Repeat Repair (Y/N), if so, how many times?: N
Repair History of current concern- dates/mileage:
ETA for completion of repairs:
Parts on order- part# order#:N/A
Techline Case:N/A
Rental / Loaner Provided? Dates:N/A
Dealer contacted DPSM: N
Vehicle repaired?: N
Customer has possession?: Y
Dealer Code/Selling Dealer (Y or N):
Original Owner (Y or N):
What is current Customer Request (if needed): N/A
If HEV vehicle, is dealer HEV certified (if needed): N/A

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]				

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created by David Holly ***
[redacted]

1 part#left ***HEADLIGHT*** [redacted] part # right ***HEADLIGH*** [redacted]
2 warranty: 0.7 hours [redacted] R0B
3 $ 350 each ***HEADLIGHT*** is cust cost per ***HEADLIGHT*** we can adjust accordingly if approved

Writer states:
1 thank you

*** Phone - Call - Outbound commitment fulfilled on [redacted] with Commitment Date 07/13/2018 closed by [redacted]

*** Case [redacted]770 is sent on [redacted]
To: [redacted]
Cc: [redacted]
Title: ACTION REQUIRED - Goodwill (Out of Warranty) :LA051, [redacted]770, KIPER

*** Phone - Call - Outbound commitment created on [redacted] with Commitment Date 07/18/2018 and [redacted]

*** Phone - Call - Outbound created on [redacted] and created by Sarah Samples ***
wrt called DPSM Arthur AVerhart @[redacted]

1.Calling to see if decision has been made regarding GW for customer

DPSM states:
1. I have decided to cover this repair.
2. I will forward you the email right now

wrt states;
1. Thank you

*** Phone - Call - Outbound commitment fulfilled on [redacted] with Commitment Date 07/18/2018 closed by Sarah Samples ***

*** Phone - Call - Outbound created on [redacted] and created by [redacted]
wrt called [redacted] LVM

1. Calling to follow up and let you know DPSM has decided to grant GW repair for your ***HEADLIGHT***s
2. advised of case # and callback information

*** Phone - Call - Outbound created on [redacted] and created by [redacted]
wrt called LA051 @[redacted]

1. Calling to advise that customers repair has been approved for GW through DPSM
2.advised of customer information and vin#

dlr states:(spoke with rachel)

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]770	40,000
			Dealer: LA051	Orr KIA of Bossier

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

1. Yes the DPSM let us know and we have already ordered the parts
2. Thank you for checking in with us on this.

*** Phone - Call - Outbound commitment created on [redacted] with Commitment Date 07/25/2018 and created by [redacted]

*** Phone - Call - Outbound created on [redacted] and created by [redacted]
wrt cal[redacted] LVM

1. Calling to check status of vehicle after repairs at dealership
2. advised of case # and callback information

*** Phone - Call - Outbound commitment fulfilled on [redacted] with Commitment Date 07/25/2018 closed by Sarah Samples ***

*** [redacted] ***
Closed by Sarah Samples with Resolution Code : Information Given
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]414	1

Dealer: FL072 Family KIA of St.

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Attitude
Kia Case Type Lvl4: Other

Case History

[redacted]

Where to start the service department is useless at this dealer ship. The passages seat belt in my car malfunction and I advise them of this they told me to bring it in. So I did I spent 2 hours for them to tell me I would have to come back once they get the parts in a week that they would call me. A week went by I called them and they said I they try to call me but my number is long distance that's why I didn't get the call. But my number is local, so they set me a appointment another week away. I went two weeks without a working seat in the car I am lucky nothing happen and it cause me Or my wife life. Then the incident was a ***HEADLIGHT*** that was out I told them that I look at the light and seen the wiring was burnt. They said ok set the appointment for Friday and my wife got pulled over by a cop and was worn that the light need to be repair. So I called them to make sure that they would be able to fix it when I came in they advised yes. I got their they said they would look at the light and fix it they came in and said That they would need to order a ***HEADLIGHT*** I advised them that we already got pulled over by the cops and I going to work early in the morning that I needed it fix they advised that their was nothing they could not do anything until the part came in and That would take a week I told them I would not wait a week. So the person went to the back and came back and Was like we can put a new wire connector on to replace the melt one. I have so much to say about Kia

*** [redacted] ***
Accepted from Queue eW

*** [redacted]
Dispatched from WIP Web

*** [redacted]
Accepted from Queue Cal

*** [redacted]
Dispatched from WIP Web

*** [redacted]
Accepted from Queue ZZ

*** Phone - Call - Outbound created on [redacted] and created by [redacted]
Writer Calls Customer @[redacted]
1. No answer, left VM CB# CASE#
2. Explained that was calling in regards to case.

*** [redacted] ***

[redacted]

Customer states:
1. Returning call
2. I have had so many issues with this dealership

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]414	1
			Dealer: FL072	Family KIA of St.

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Attitude
Kia Case Type Lvl4: Other

3. I bought the car there because I had a buddy that worked there as a mechanic
4. After my first visit they told me they couldn't do anything for me
5. My wife got a survey and filed it out
6. After that they started sending my surveys to my buddy
7. I was told at one point that they had revoked my privileges for surveys
8. I don't like this dealership
9. I just feel like we need to say something about our experience
10. I do not want another Kia
11. I bought this brand new
12. And I have had more issue out of this car than any other vehicle ever

Writer states:
1. Apologize
2. Advise will make DPSM aware

Customer states:
1. Okay thank you

*** Phone - Call - Outbound commitment created on [redacted] with Commitment Date 09/04/2018 and [redacted]

*** Phone - Call - Outbound commitment fulfilled on [redacted] with Commitment Date 09/04/2018 closed [redacted]

*** Phone - Call - Inbound created on [redacted] and created b[redacted]
Customer states:
1. Was just wanting to check in and see if there has been any updates on the case

Writer states:
1. Apologize
2. Advise still need to reach out to the dealership
3. Advise will do that today

Customer states:
1. Okay thank you
2. I will wait for your return call

*** Phone - Call - Inbound created on [redacted] and created by [redacted]
Writer states:
1. Needing more information on customers experience

Service manager states:
1. ***HEAD LIGHT*** connecter pigtail failed
2. Customer was upset because we had to run a TSB
3. As far as the surveys the only reason he would not get a survey would be if someone else was bringing the car in and giving there information
4. He has only had warranty work done here never a oil change or any regular maintenance
5. The seat belts were done in May
6. Lights in July

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]414	1
			Dealer: FL072	Family KIA of St.

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Attitude
Kia Case Type Lvl4: Other

Writer states:
1. Thank you

*** Phone - Call - Outbound commitment created on [redacted] with Commitment Date 09/07/2018 and created by [redacted]

*** Case [redacted]414 is sent on [redacted]
To: [redacted]
Cc: [redacted]
Title: NO ACTION REQUIRED - Dealer Complaint:FL072, [redacted]414, BERP

*** Phone - Call - Outbound commitment updated on [redacted] with Commitment Date 09/12/2018 and updated by [redacted]
Writer states:
1. Advise have made contact with the dealer
2. Advise have emailed DPSM

Customer states:
1. Okay thank you
2. I have made a appointment with the [redacted]
3. Regarding my electrical issues to see if they can tell me what is wrong with the vehicle

Writer states:
1. Advise will follow up in 2-3 business days

*** Phone - Call - Outbound commitment fulfilled on [redacted] with Commitment Date 09/12/2018 closed by Kayla Uhl ***
Writer states:
1. calling regarding service appointment at Orange park kia
2. request call back
3.800# Case# ext

*** [redacted] ***
Closed by Kayla Uhl with Resolution Code [redacted]
[Resolution Summary]

*** [redacted] ***
Reopened by Haley Mitchell with Sub Status of Working

*** Phone - Call - Inbound created on [redacted] and created by [redacted]
cusotmer states:
1 I am returning a call from my case manager

writer states:
1 apologize
2 she was following up with you to see how your service apt. went with Orange Park Kia

customer states:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	414	1
			Dealer: FL072	Family KIA of St.

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Attitude
Kia Case Type Lvl4: Other

1 much better than the other dealership
2 able to fix concern and figure out what was wrong
3 made sure everything electrical was okay
4 the issue was FL072 didn't screw in the wireless portion of the ***HEADLIGHT*** causing glitch
5 will drive the extra hour just to get better service

writer states:
1 apologize
2 great to hear
3 adv can call with any concerns

customer states:
1 thanks

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	524	9,600

Dealer: FL118 Miami Lakes KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

[redacted]

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created by [redacted]
Customer states
1.im being ignored by the dealer
2.trying since july to resolve issue
3.was leaving overseas
4.said parts not in stock
5.said would call me, never called
6.called multiple times
7.aparatly they have no record of me bringing my car in
8.asked to speak to a manager many times

Writer states
1.Apologized
2.what was the repair?

Customer states
1.its a factory defect
2.developed little cracks in the plastic
3.drivers side front headlamp
4.also cracks in the taillights
5.spider cracks
6.going on over a month

Writer states
1.what were the parts?

Customer states
1.headlamp cover
2.service rep couldnt even tell me if they ordered them

Writer states
1.let me call and see if they were ordered

FL118/
not able to to reach the dealer

Writer states
1.im sorry i am not able to reach the dealer either
2.i can continue to try
3.we wil get back to you one we know if your pats were ordered
4.i will file also as a complaint

Customer states
1.ok, thanks

[redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]524	9,600
			Dealer: FL118	Miami Lakes KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

*** Phone - Others created on [redacted] (GMT-07:00) Arizona and created [redacted]

[redacted]

*** Phone - Call - Outbound commitment updated on [redacted] (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 09/11/2018 and updated by Tracey Icenhour ***
Wrt calls FL118 @ [redacted]
Wrt states
1 Calling from KCAC

[redacted]

*** Phone - Call - Outbound commitment updated on [redacted] (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 09/11/2018 and updated by [redacted]
Wrt calls FL118 @ [redacted]
Wrt states
1 Calling from KCAC
2 Need RO info for Rodolfo Sanchez, were there any parts ordered?
3 No answer, no VM

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]524	9,600
			Dealer: FL118	Miami Lakes KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

1 Calling from KCAC
2 Need RO info for [redacted] were there any parts ordered?
3 No answer, NO VM

*** Phone - Call - Outbound commitment updated on [redacted] (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 09/14/2018 and updated by [redacted]

*** Phone - Call - Outbound commitment updated [redacted] Time (US & Canada) with Commitment Date 09/14/2018 and updated by [redacted]
Wrt calls FL118 @ [redacted]
Wrt states
1 Calling from KC[redacted]
2 Need RO info fo[redacted]ere there an
3 Left VM with Josh (admin)

*** Phone - Call - Outbound commitment updated [redacted] Time (US & Canada) with Commitment Date 09/14/2018 and updated by [redacted]
Wrt calls FL118 @ [redacted]
Wrt states
1 Calling from KCAC
2 Need RO info fo[redacted]were there any parts ordered?
3 No answer, no VM

*** Phone - Call - Outbound commitment updated on [redacted] (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 09/18/2018 and updated by Tracey Icenhour ***

*** Case [redacted]524 is sent on [redacted] by Tracey Icenhour
To: [redacted]
Cc: [redacted]
Title: ACTION REQUIRED - No Dealer Contact:FL118, [redacted]524, SANCHEZ

*** Phone - Call - Outbound commitment updated on [redacted] (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 09/18/2018 and updated by [redacted]
Wrt calls FL118 @ [redacted]
Wrt states
1 Calling from KCAC
2 Need RO info for Rodolfo Sanchez, were there any parts ordered?

DLR Carolina states
1 SVCM Roger McComb and he was not available and no VM and GM for Kia [redacted]
2 Msg left for [redacted]

Wrt states
1 Thank you

*** Phone - Call - Outbound commitment updated on [redacted] (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 09/18/2018 and updated by [redacted]
Wrt calls FL118 @ [redacted]
Wrt states
1 Calling from KCAC
2 Need RO info for Rodolfo Sanchez, were there any parts ordered?
3 Been trying to get in touch with service for a week to get RO as well.

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]524	9,600
			aler: FL118	Miami Lakes KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Scheduling Dept Diana states
1 No one is available and calls come to us
2 Will mark it as priority

Wrt states
1 Thank you

*** Phone - Call - Outbound commitment fulfilled on [redacted] (GMT-05:00) Eastern Time (US & Canada)
with Commitment Date 09/19/2018 closed by [redacted]

*** Phone - Call - Outbound commitment cr[redacted] (GMT-05:00) Eastern Time (US & Canada)
with Commitment Date 09/19/2018 and creat[redacted]

*** Phone - Call - Outbound commitment up[redacted] (GMT-05:00) Eastern Time (US & Canada)
with Commitment Date 09/19/2018 and upda[redacted]

*** Phone - Call - Outbound commitment up[redacted] (GMT-05:00) Eastern Time (US & Canada)
with Commitment Date 09/19/2018 and upda[redacted]
Wrt calls FL118 @ [redacted]
Wrt states
1 Calling from KCAC
2 Need RO info for Rodolfo Sanchez, were there any parts ordered?
3 No answer in service, NO VM

*** Phone - Call - Outbound commitment updated on [redacted] (GMT-05:00) Eastern Time (US & Canada)
with Commitment Date 09/20/2018 and updated by Tracey Icenhour ***

*** Phone - Call - Outbound commitment fulfilled on [redacted] (GMT-05:00) Eastern Time (US & Canada)
with Commitment Date 09/20/2018 closed by Tracey Icenhour ***
Wrt calls FL118 @ [redacted]
Wrt states
1 Calling from KCA[redacted]
2 Need RO info for [redacted]ere there any parts ordered?

1 Do not have any history of veh being here
2 The VIN pulls his name but no ROs

Wrt states
1 Thank you

*** Pho[redacted]on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created by
Tracey Ic[redacted]
Wrt calls [redacted]
Wrt state[redacted]
1 Calling from KCAC
2 DLR has no record of veh at dlr, need to confirm what dlr cust took veh to in July
3 No answer left vm with case id and contact info
4 Requested call back.
CML sent

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]524	9,600
			Dealer: FL118	Miami Lakes KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

*** [redacted] (GMT-05:00) Eastern Time (US & Canada) ***

[redacted]

Cust states
1 [redacted]
2 Returning call
3 Issue is with Miami Lakes Kia
4 Did go to DLR and they were supposed to order parts
5 Called them many times and reqeusted to speak with a manager
6 The person that was supposed to order parts is [redacted]
7 They are ignoring me
[redacted]1524

*** Phone - Call - Inbound created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created by [redacted]

DLR states
1 [redacted]524
2 Angel is an advisor
3 02/24/18 was last time cust was here
4 No other issues and has not been back since then
5 Nothing about headlamps and tail lights
6 Will call him

Wrt states
1 Thank you for calling

*** Phone - Call - Outbound commitment created [redacted] GMT-05:00) Eastern Time (US & Canada) with Commitment Date 09/21/2018 and created by [redacted]

*** Phone - Call - Outbound commitment updated [redacted] GMT-05:00) Eastern Time (US & Canada) with Commitment Date 09/21/2018 and updated by [redacted]
Wrt calls [redacted]
Wrt states
1 Calling from KCAC
2 DLR had no record of veh being at DLR and we[redacted] bring veh in, did they call?
3 No answer left vm with case id and contact info
4 Requested call back.

*** Phone - Call - Outbound commitment updated [redacted] GMT-05:00) Eastern Time (US & Canada) with Commitment Date 09/25/2018 and updated by [redacted]

*** Phone - Call - Outbound commitment fulfilled [redacted] MT-05:00) Eastern Time (US &

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]524	9,600
			[redacted]118	Miami Lakes KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Canada) with Commitment Date 09/25/2018 closed by [redacted]
Wrt calls Rodolfo Sanchez @ [redacted]
Wrt states
1 Calling from KCAC
2 DLR had no record of veh being at DLR and were going to call to have cust bring veh in, did they call?
3 No answer left vm with case id and contact info
4 Requested call back.
cml sent

*** [redacted] (GMT-05:00) Eastern Time (US & Canada) ***
Closed by Tracey Icenhour with Resolution Code : Letter Sent

[redacted]
Reopened by Tracey Icenhour with Sub Status of Working

*** Email - External Email Received created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and [redacted]
Sorry I just missed your call. Jose did schedule me to come in yesterday. I am going back to the dealership today; they did not finish the job. I will let you know when it's finished and satisfactory so you can close the case. Thanks, Rod

*** Email - External Email Received created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and [redacted]y finished the work and it looks ok. Thanks, Rod

*** [redacted] (GMT-05:00) Eastern Time (US & Canada) ***
Closed by Tracey Icenhour with Resolution Code : Concerns Recorded
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]684	37,868
			CA302 KIA of Orange	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Sales
Kia Case Type Lvl3: Estimation/Contract
Kia Case Type Lvl4: Asking Estimation/Contract

Case History

*** [redacted] (GMT-07:00) Arizona ***

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created by [redacted]
Customer states:
1.Requesting CPO check list from dealer but i have not received it yet
2.I was told on the 2nd that it would be mailed to me by finance man Leo but i still have not got it
3.I'm having headlamp concerns
4.I need this taken care of

Writer states:
1.Apologized
2.I will call dealer and see about getting CPO check list for you
3.May i place you on hold and call dealer?

Customer states:
1.Yes thanks

Writer states:
1.Called dealer CA302
2.Advised of concerns

Kiro(Sales manager)states:
1.I will scan and email to you the CPO check list
2.Took email address

Back to customer

Writer states:
1.Apologized for hold
2.I spoke with Sales manager Kiro and he is going to email me check list so i ca ensure to get it to you
3.I will be off tomorrow so i might not contact you until Wednesday but once received i will forward to you

Customer states:
1.Okay thanks

*** Phone - Call - Inbound commitment created on [redacted] (GMT-07:00) Arizona wi
09/26/2018 and created by [redacted]

*** Phone - Call - Inbound commitment created on [redacted] (GMT-07:00) Arizona wi
10/01/2018 and created by [redacted]

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created by [redacted]
Writer states:
1.Called customer to ensure CPO check list was received
2.No answer left VM
3.If needing further assistance please call me back
4.Provided case # and contact info

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]684	37,868
			Dealer: CA302 KIA of Orange	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Sales
Kia Case Type Lvl3: Estimation/Contract
Kia Case Type Lvl4: Asking Estimation/Contract

*** Phone - Call - Inbound commitment fulfilled on [redacted] (GMT-07:00) Arizona with Commitment Date 10/01/2018 closed by [redacted]

*** [redacted] (GMT-07:00) Arizona ***
Closed by Christopher Davis with Resolution Code : Information Given
[Resolution Summary]

*** [redacted] ***
Reopened by Christopher Vanburen with Sub Status of Working

*** Phone - Call - Inbound created on [redacted] and created by [redacted]

Paula Deleon States**[redacted]**
1) I have my CPO checklist now
2) I purchased my vehicle September 2nd
3) I do not have my tags or registration
4) I was informed that the title has not been received for the previous owner
5) The dealership is now closing down.

WRT States
1) Apologized
2) No open SC's

[redacted]**
1) I called the service manager and she promised that she would call back on Monday morning
2) I just need my tags
3) How did they sell me a vehicle which I paid cash for without having a Title?

WRT States
1) The sales department will be leveraged for your registration.
2) Provided case number [redacted]684

[redacted]
1) Thank you

[redacted] with Commitment Date 12/11/2018 and

[redacted] with Commitment Date 12/12/2018 and

[redacted] with Commitment Date 12/12/2018 closed

*** Case [redacted]684 is sent on [redacted] by Christopher Vanburen
To: [redacted]
Cc: [redacted]
Title: ACTION REQUIRED - No Dealer Contact:CA302, [redacted]684, DELEON (Customer needs Registration for vehicle that was purchased cash.)

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]684	37,868
			Dealer: CA302 KIA of Orange	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Sales
Kia Case Type Lvl3: Estimation/Contract
Kia Case Type Lvl4: Asking Estimation/Contract

[redacted]ded

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]				79,000

[redacted]enway KIA Hickory

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

[redacted]

1. My ***HEADLIGHT*** bulbs keep blowing
2. Turns out it was a recall (on line)
3. I took my car to the dlr and now they are saying I will have to pay for this
4. When it should have been done for free last year
5. I am driving car now, has not been seen at dlr for this issue

wtr states

1. Apologize
2. Advised veh must be diagnosed at dlr before we can do anything
3. Advised I will be happy to assist in getting an appt

Placed caller on hold to get appt

[redacted]

Appt set for Thurs Sept 27@ 9:30

Cust states

1. Thanks

*** Phone - Call - Outbound commitment created on [redacted] with Commitment Date 09/28/2018 and

[redacted]ent created on [redacted] with Commitment Date 09/28/2018 and

[redacted] (GMT-05:00) Eastern Time (US & Canada) and created by

*** [redacted] (GMT-05:00) Eastern Time (US & Canada) ***
Assigned to WIPBin Default of Teresa Quinn by [redacted]
Reason:

*** Phone - Call - Outbound commitment updated on [redacted] with Commitment Date 09/28/2018 and updated by [redacted]
called customer LM regarding no show appt

*** Phone - Call - Outbound commitment fulfilled on [redacted] with Commitment Date 09/28/2018 closed

[redacted]e in

[redacted]d on [redacted] with Commitment Date 09/28/2018 closed

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	851	79,000

Dealer: TN031 Greenway KIA Hickory

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Closed b[redacted]tion Code : Referred to Dlr
[Resoluti[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]000	83,770

[redacted]ealer: GA077 [redacted]

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys[redacted]
Kia Case Type Lvl4: Other

Case History

*** [redacted]:00) Mountain Time (US & Canada) ***
Contact = [redacted] ority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Mountain Time (US & Canada) and created by [redacted]

1. i have ongoing ***HEADLIGHT*** issues with my car
2. they have been replaced under warranty before
3. now i am having electrical issues with my USB outlet
4. they are saying im out of warranty
5. this is a defect
6. it has melted 3 times already(cust kept stating catching fire/could hear wife Angel Connel stating not fire, melted)
7. this is a defect

writer states:
1. apologized
2. adv only opened SC on veh at this time is SC155B, Str Gear Pinion Plug
3. adv taking veh into the local dlr for this SC
4. adv when was the last time you have the veh in the dlr for the concerns of the electric issues

cust states:
1. 3 weeks ago i took it to the dlr
2. I have been driving without ***HEADLIGHT***s ever since

writer states:
1. apologized
2. adv will get some info from the dlr
3. we can reach out to the DPSM for assistance, not a guarantee
4. adv once i have an update i will call you back

cust states:
1. ok, thank you
-call ended

*** Phone - Call - Outbound commitment crea[redacted]) Mountain Time (US & Canada) with Commitment Date 10/16/2018 and create[redacted]

*** Phone - Call - Outbound commitment fulfi[redacted]) Mountain Time (US & Canada) with Commitment Date 10/16/2018 closed by [redacted]
call to GA077
writer states:
1. looking to speak to Svc Adv/Mgr
2. req veh status/info
-transferred to VM of Eric Jetson-mail box was full
-called back/req SVCA or SVCM

Becky in service states:
1. he has seen the articles for the vehs catching fires, so hes not happy about that
2. his ***HEADLIGHT*** was GW and it came in this morning, i am going to call him to bring the veh in
3. as far as the USB it might be a blown fuse, we have not diag that before
4. we will check it when be brings it in
5. his ***HEADLIGHT*** was replaced in 2016, but it was the drivers side

Last_name	First_name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]				83,770
				[redacted]tchinson KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

6. now he is at 83K, and the pass side is out
7. we req GW due to us seeing it often, and our DPSM reconized it as a known problem
8. RO# [redacted], miles: 83,770, open and closed same day 10/4/2018

writer states:
1. thank you
-call ended with dlr

*** Phone - Call - Outbound created on [redacted] (GMT-07:00) Mountain Time (US & Canada) and created [redacted]

[redacted]
1. calling from KCAC
2. following up on your case
3. adv spoke to Becky yesterday, 10/17/2018
4. did she give you a call?

cust states:
1. yes she did
2. i am taking it into the dlr in the morning

writer states:
1. excellent
2. I will follow up in a few days on how the repairs went

cust states:
1. ok, thank you for the follow up

writer states:
1. thank you for your time
-call ended

*** Phone - Call - Outbound commitment created on [redacted] (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 10/24/2018 and [redacted]

*** Phone - Call - Outbound commitm[redacted]07:00) Mountain Time (US & Canada) with Commitment Date 10/24/2018 clo[redacted]
Writer calls customer and LVM:
1. calling from KCAC
2. This is a status call to see how the vehicle is performing after the repairs?
3. Checking in to see if there are any further concerns or questions you may have.
4. if you need to call us back we are available Monday-Fridays 5am-6pm pacific standard time.
-provided case number/1-800#

*** [redacted] (GMT-07:00) Mountain Time (US & Canada) ***
Closed by [redacted] with Resolution Code : Repaired at Dlr
[Resolutio[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	460	60,000

Dealer: MT009 Billion KIA of Missoula

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

[redacted]

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created by cust states

1. we have problems with the ***HEADLIGHT***s
2. we heard there was a service bulliton

writer states
1. apologized
2. educated cust on the BWC 5/60
3. i don't see a recall for it

cust states
1. i had visited the dealer prior to the expiration of the BWC

writer states
1. i will call the dealer
2. then i will call you back

*** Phone - Call - Outbound commitment created on [redacted] (GMT-07:00) Arizona with Commitment Date 10/19/2018 and created by [redacted]

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created by [redacted]
Customer [redacted] states:
1. My current contact number [redacted]

Writer states:
1. Apologize for inconvenience
2. I have documented your case for WBushong to view

Customer states:
1. Ok
2. Thank You

Writer states:
1. Thank You

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created by
Customer [redacted] states:
1. My current contact number [redacted]
2. I would like to provide a second phone# [redacted]

Writer states:
1. Apologize for inconvenience
2. I have documented your case for WBushong to view

Customer states:

Last_name	First_name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	460	60,000

Dealer: MT009 Billion KIA of Missoula

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

1. Ok
2. Thank You

Writer states:
1. Thank You

*** Phone - Call - Outbound created on [redacted] (GMT-07:00) Arizona and created by [redacted] ***
Writer called MT009 and LVM for Svc Adv :
1. Following up on customer concerns
2. Need RO info for service template
3. Gave 800#, case#, and writer Ext.
4. Requested callback for further assistance

*** Phone - Call - Outbound commitment fulfilled on [redacted] (GMT-07:00) Arizona with Commitment Date 10/19/2018 closed by [redacted]

*** Phone - Call - Ou[redacted]d on [redacted] (GMT-07:00) Arizona with Commitment Date 10/23/2018 and creat[redacted]

*** Phone - Call - Ou[redacted]d on [redacted] (GMT-07:00) Arizona with Commitment Date 10/23/2018 closed by [redacted]

*** Phone - Call - Outbound created on [redacted] (GMT-07:00) Arizona and created by [redacted]
Writer called MT009 and LM for Svc Adv :
1. Following up on customer concerns
2. Need RO info for service template
3. Gave 800#, case#, and writer Ext.
4. Requested callback for further assistance

*** Phone - Call - Outbound commitment created on [redacted] (GMT-07:00) Arizona with Commitment Date 10/25/2018 and created b[redacted]

*** Phone - Call - Outbound commitment fulfilled on [redacted] (GMT-07:00) Arizona with Commitment Date 10/25/2018 closed by [redacted]

*** Phone - Call - Outbound created on [redacted] (GMT-07:00) Arizona and created by [redacted]
Writer called MT009 and LM for Svc Adv :
1. Following up on customer concerns
2. Need RO info for service template
3. Gave 800#, case#, and writer Ext.
4. Requested callback for further assistance

*** Email - Internal Email Sent created on [redacted] (GMT-07:00) Arizona and created b[redacted]
***
*** sent email to DPSM ***

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]460	60,000

Dealer: MT009 Billion KIA of Missoula

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Good Morning,

I have called the MT009 service department multiple times to gather information about repair order. They have failed to call me back after I have left multiple voicemails. Please help.

Thank you,

[redacted]

*** Phone - Call - Outbound commitment created on [redacted] (GMT-07:00) Arizona with Commitment Date 10/30/2018 and created by [redacted]

*** Phone - Call - Inbound created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created by [redacted]

Cust states
1. Calling to see if I can get an update on this case..

Wrt states
1. Apologize.
2. Looks like the dlr hasn't responded to the case manager's requests for information.
3. He sent a message to the DPSM to get the info.

*** Phone - Call - Inbound created on [redacted] and created by [redacted]

customer states:
1 I was disconnected
2 need to speak with [redacted]
3 got a ticket for driving with one ***HEADLIGHT***

writer states:
1 apologize
2 adv he is not available
3 we are attempted to reach out to the dealership

customer states:
1 one attempted a day is not enough

writer states:
1 apologize
2 understand the concern
3 we must give the dealer 24 hours between attmepts
4 will have him follow up with you

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]460	60,000

Dealer: MT009 Billion KIA of Missoula

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

customer states:
1 thanks

*** [redacted] Email Received created on [redacted] (GMT-07:00) Arizona and created by [redacted]

DPSM responded via email saying they are having the dealer SM call KCAC ***

*** Phone - Call - Outbound created on [redacted] (GMT-07:00) Arizona and created by [redacted]
LVM for cust

writer states
1. apologized
2. i have had problems contacting the dealer
3. i reached out to the DPSM to help me contact the dealer
4. gave case#, phone#, and ext
5. if you have any questions feel free to call back

*** Phone - Call - Outbound commitment fulfilled on [redacted] (GMT-07:00) Arizona with Commitment Date 10/30/2018 closed b[redacted]

*** Phone - Call - C[redacted]eated on [redacted] (GMT-07:00) Arizona with Commitment Date 11/02/2018 and crea[redacted] ***

*** [redacted] Email Received created on [redacted] (GMT-07:00) Arizona and created by [redacted]

email received from DPSM saying he will reach out to the dealer and provide GW for repair ***

*** Phone - Call - Outbound commitment fulfilled on [redacted] (GMT-07:00) Arizona with Commitment Date 11/02/2018 closed by William Bushong ***

*** Phone - Call - Outbound created on [redacted] (GMT-07:00) Arizona and created by [redacted]
LVM for cust

writer states
1. apologized
2. the DPSM got back to me and told me they would contact the dealer directly
3. gave case#, phone#, and ext

[redacted] (GMT-07:00) Arizona and created by [redacted]

1. status of repair?

dealer states
1. cust asked me to order the ***HEAD LAMP*** switch
2. we have not looked at the vehicle

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]460	60,000

Dealer: MT009 Billion KIA of Missoula

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

3. i should be able to look at his car on 11/28/2018
4. an RO has not been started yet
5. so far we had not been able to duplicate the problem

*** Phone - Call - Outbound commitment created on [redacted] (GMT-07:00) Arizona with Commitment Date 11/12/2018 and create[redacted]

*** Phone - Call - Ou[redacted] (GMT-07:00) Arizona with Commitment Date 11/12/2018 closed by [redacted]

*** Phone - Call - Outbound created on [redacted] (GMT-07:00) Arizona and created by [redacted]
Writer called MT009 and LVM for Svc Adv :
1. Following up on customer concerns
2. Need RO info for service template
3. Gave 800#, case#, and writer Ext.
4. Requested callback for further assistance

*** Phone - Call - Outbound commitment created on [redacted] (GMT-07:00) Arizona with Commitment Date 11/14/2018 and created by [redacted]

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created by [redacted]

1. returning call with info

Customer Name[redacted]
Customer phone
Customer addres
VIN:
MY and Mileage: 2015 Soul, [redacted]
Most recent RO# [redacted]
Open Date and Close date (if applicable): 11/06/18
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis: Customer says,
1. Headlamps flickering
2. DPSM said he would GW
3. It wasnt the switch, it was the light bulb and connector
4. TSB was for the switch so we havent closed the case pending speaking with cust after replacing bulb and connector to be sure we didnt have to do the TSB on the swich...so far no word from cust.
Able to Duplicate (Y or N): Y
Repeat Repair (Y/N), if so, how many times?: N
Repair History of current concern with RO#, Open and Closed dates with mileage:N
ETA for completion of repairs (if applicable): done pending cust cb
Parts on order (Y/N), if so obtain part#, order#: N
Techline Case (if applicable): N
Rental / Loaner Provided? If so, since when?: N
Dealer contacted DPSM (if needed): Y
Vehicle repaired?: Y
Customer has possession?: Y
Dealer Code/Selling Dealer (Y or N): MT009 Y
Original Owner (Y or N): Y

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			460	60,000

[redacted]er: MT009 Billion KIA of Missoula

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

What is current Customer Request (if needed): N/A

Writer states:
1. Thanks for the cb

*** Phone - Call - Outbound commitment fulfilled on [redacted] (GMT-07:00) Arizona with Commitment Date 11/14/2018 [redacted]

*** Phone - Call - Outbound created on [redacted] (GMT-07:00) Arizona and created by [redacted]
*** left cust voicemail ***
writer states
1. apologized
2. calling to follow up with your visit to the dealer
3. I wanted to make sure you were taken care of
4. Gave 800#, case#, and writer Ext.
5. if you have questions feel free to call back

*** [redacted] (GMT-07:00) Arizona ***
Clos[redacted]olution Code : Repaired at Dlr
[Res[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]549	79,000

Dealer: SC033 KIA of Greenville

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Warranty
Kia Case Type Lvl4: Warranty Condition/Coverage

Case History

*** [redacted] ***

Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on [redacted] and created by [redacted]

Customer States
1 I had my veh in at Fire Stone for an alignment
2 They advised me i have a ***HEADLIGHT*** out
3 I have an appointment tomorrow at DLR i was wondering if KIA has a recall for this repair
4 or will this be covered under warranty

Wrt States
1 Apologized
2 Advised customer of 5/60 coverage
3 she would be out of pocket on repair DLr still will have to diagnose veh to determine cause of if issue wif it is deemed manufactures defect
4 once we have RO info we can determine if any GW assistance is available in this case can not guarantee 100% but we can review on case to case basis
5 If damaged is outside source it would be a customer pay

Customer States
1 Ok so i go to DLR tomorrow and wait for diagnosis

Wrt States
1 Yes if it is deemed Manufactured defect give us a call we can call DLR at that point get some RO info to determine if your case is eligible for possible GW review

Customer States
1 Ok than you

Wrt States
1 your welcome
2 Provided Case# and 800#

*** Phone - Call - Inbound commitment created on [redacted] with Commitment Date 11/16/2018 and [redacted]

[redacted]tment fulfilled on [redacted] with Commitment Date 11/16/2018 closed by [redacted]

*** [redacted] ***

[redacted]ith Resolution Code : Information Given

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	833	65,347

Dealer: PA053 #1 Cochran KIA of

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

*** [redacted] ***

[redacted]ity = Standard, Sub Status = Working

[redacted]

*** Phone - Call - Inbound created on [redacted] and created
wtr spoke with Bill, husband
cust states
1. ***HEADLIGHT***s on the veh just stopped working
2. I know that there has been a recall previously on certain VIN
3. I have changed the bulbs and they will go out the same day
wtr states
1.Apologized
2. Is it just for the front ***HEADLIGHT***s
3. Do the back lights go out as well
cust states
1. The back seems to be working
2. Wife was caught in the dark when they just went out
wtr states
1. Advised veh needs to be diagnosed at dlr
2. Advised of SC155
cust states
1. I had it ckd once before when we had it inspected
wtr states
1.Advised that cust would likely be responsible for the diagnostic chg
2. Advised that we can look at possible GW
cust states
1. This veh is only usuable during daylight hours
wtr states
1.Will be happy to call the dlr

***outbound to dlr ***
wtr tried 3 times to get thru to service advisor and went to vm

back to cust
wtr states
1. Advised could not get thru to dlr
cust states
1. I have had a bad experience at this dlr in the past
wtr states
1. Advised cust can go to any dlr
cust states
1. I am just barely out of warranty period
2. If i had know i would have immediately taken to the dlr
3. Thank you so much

*** [redacted] ***

[redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			833	65,347
			Dealer: PA053	#1 Cochran KIA of

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Reopened b[redacted]ub Status of Working

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Mountain Time (US & Canada) and created by [redacted]

1. I was told to take the vehicle to the dlr
2. Once I did to call back for GW assistance
3. We took the vehicle to the dlr
4. I wanted to know what I need to do to get the assistance

Writer states:
1. Apologized
2. I can reach out to the dlr for the RO info
3. We can then send o[redacted]
4. Called and emailed
5. Advised customer will f/u once dlr info has been updated.

Customer states:
1. Thank you

Writer states:
1. You're welcome
2. Thank you for choosing Kia

*** Phone - Call - Outbound commitment created on [redacted] (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 12/11/2018 and created by [redacted]

*** Phone - Call - Outbound commitment updated [redacted] (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 12/11/2018 and updated by [redacted]
Email from Zachary Sikora:
1.Customer Name[redacted]
Customer Phone #:[redacted]
Customer Address:[redacted]
VIN:[redacted]
MY and Mileage:[redacted]
Most recent RO# and Open Date: [redacted]3, 12-6-18

Days Down at initial Service Alert report (if applicable): Drivers side ***HEAD LIGHT*** flickering
Most recent Repair Issue and Diagnosis: Internal failure to lamp assembly

A) Concern: Drivers side ***HEAD LAMP*** flickering
B) Cause: Internal failure to lamp assembly
C) Correction: Replacement of lamp assembly
Able to Duplicate (Y or N): N
Repeat Repair (Y/N), if so, how many times? N
Repair History of current concern with dates and mileage:
ETA for completion of repairs (if applicable): Tue dec 11
Parts on order (Y/N), if so obtain part#, order#: Y [redacted]o2270
Techline Case (if applicable): N
Rental / Loaner Provided? If so, since when? N
Dealer contacted DPSM (if needed): N
Vehicle repaired? N
Customer has possession? n
Dealer Code/Selling Dealer (Y or N): Pa053

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]833	65,347
			Dealer: PA053	#1 Cochran KIA of

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Original Owner (Y or N): y

*** Phone - Call - Outbound commitment fulfilled on [redacted] (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 12/11/2018 closed by [redacted]

*** Case [redacted]833 is sent on [redacted]
To: [redacted]
Cc: [redacted]
Title: ACTION REQUIRED - Goodwill (Out of Warranty) :PA053, [redacted]

*** Phone - Call - Inbound created on [redacted] and [redacted]
Customer states:
1. Looking for update on GW
2. Dealership said that the vehicle is ready for pick up today
3. But I really wanted to wait to see if we would be able to get it covered before paying for it
4. Can you check for me?

Writer states:
1. Apologize
2. Looks like we are still waiting on response
3. Advise will reach out to the case manager
4. Advise CM will follow up when answer is reached

Customer states:
1. Thank you
2. Really appreciate it

*** Phone - Call - Inbound created on [redacted] and created by [redacted]sband States
1. Our car is ready to be picked up and we need to know if the DPSM has approved the repair

Wtr states
1. Apologized
2. I will let you cm know that when she hear anything to call you

Cust States
1. Thank you

*** Phone - Call - Inbound created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created by [redacted]

Cust States
1 I was calling to see if they have an answer

Writer States
1 I did get an answer back from your CM and it looks like due to the lack of customer pay history with the dealership then the repairs would be customer pay

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			833	65,347

Dealer: PA053 #1 Cochran KIA of

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Cust States
1 Ok, is their anyone else I can speak with

Writer States
1 yes, I can get you some one else but the answer, will not change the DPSM has made the decision and the answer stands

Cust States
1 Can I speak to the DPSM to see if I can obtain any other information as to why this is declined

Writer States
1 He is a within contact not a public contact
2 I can message the CM and see if we can request any more information as to why this is declined

skyped OMurray*

Writer States
1 I have requested more information from the DPSM to the CM

Cust States
1 If the other ***HEADLIGHT*** wire melts and this happens again on my wife then there will be a law suit this is a safety issue
2 Thank you

*** Phone - Call - Inbound created on [redacted] and create[redacted]
Cust states :
1. Can I speak with my CM?

Wrt states:
1. I will see if she is available[redacted]
2. She is unavailable
3. Has not received anything from DPSM

Cust states:
1. Okay thank you

*** Email - External Email Received created on [redacted] (GMT-07:00) Mountain Time (US & Canada) and [redacted]
DPSM Email states:
1.Based on the lack of CP history with dealership.
2. I am declining to offer assistance for these repairs

*** Phone - Call - Inbound created on [redacted] and created b[redacted]

Customer states:
1. This issue was wide spread
2. I would like to know why this was declined
3. I feel that even though my VIN is not in the list it did the same thing
4. It should be covered by KIA

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	833	65,347

Dealer: PA053 #1 Cochran KIA of

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Writer states:
1. Apologize
2. Advise of DPSM response

Customer states:
1. I would like more information
2. please have my CM follow up

<For Internal Use Only
notes from 12/12**>

*** Note - Others created on [redacted] (GMT-07:00) Mountain Time (US & Canada) and created by [redacted]

*** Call to Action***
Forward to ECR

1 Customer states Drivers side ***HEAD LAMP*** flickering
2 Vehicle was down at PA053, Dlr states replace of lamp assembly
3 DPSM declined Based on the lack of CP history with dealership
4 Dispatching to ECR because customer disagrees with DPSM decision
5 Please review and follow up accordingly

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Mountain Time (US & Canada) and created by [redacted]*

Customer states:
1. I wanted to get an update on my case

Writer states:
1. Apologized
2. I am showing the case has been sent for review
3. They will f/u with you to go over more info.

Customer states:
1. Thank you

Writer states:
1. You're welcome
2. Thank you for choosing Kia

*** [redacted] (GMT-07:00) Mountain
Dispatched from WIPBin = Commitments to Queu
Reason:

*** [redacted] (GMT-07:00) Arizona ***
Accepted from Queue Eastern Region ECR to WI

*** [redacted] (GMT-07:00) Arizona ***
Assigned to WIPBin Trevor's Inbound of Trevor Cl
Reason:

*** Phone - Call - Inbound created on [redacted]
Kati O'Rourke calling in

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]833	65,347
			Dealer: PA053	#1 Cochran KIA of

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

customer states:
1 it's been over 3 business days
2 need to speak with my case manger in escalations

writer states:
1 I am sorry to hear that
2 Trevor is on a call but will follow up with you

customer states:
1 thank you

*** Phone - Call - Inbound created on [redacted] and created by [redacted]
[redacted]wner) states
1 I've been waiting for a callback from my [redacted]
2 Trevor did not call me back
3 They advised Friday he would call me this week

Writer states
1 Apologized
2 Advised Trevor has 2-3 business days to contact you from Friday
3 Advised due to the weekend and holidays, please allow a few more days to receive callback

Customer states
1 The 17th was supposed to be the 3rd business day
2 I would really just like to speak to someone like supervisor
3 It's been over 2 weeks waiting on a callback at this point

Writer states
1 Writer will see if any Supervisors are available
2 Please hold

***transferred to [redacted]

*** Phone - Call - Inbound created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created by [redacted]
Wtr states
1. Introduced self
Customer states
1. I am just following up as I never get calls back
2. I was told my claim was denied on the engine due to lack of maintenance records
Wtr states
1. Apologized
2. Advised will log call noted and request a callback from ECR
Customer states
1. Ok Thank you

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	833	65,347

Dealer: PA053 #1 Cochran KIA of [redacted]

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

*** [redacted] (GMT-07:00) Arizona and created by [redacted]

Wrt States:
1. Calling to follow up.
2. Apologize for ***HEADLIGHT*** concern.
3. Was escalated because you disagreed with the decision correct?

Cust States:
1. Yes.
2. And I mainly just wanted an explanation.
3. Because I don't see where I get my oil changes done at as a reason for that because they don't even touch the lights.

Wrt States:
1. Understand.
2. It was not declined due to that reason.
3. Vehicle is outside of the warranty so even if a manufacturing concern were to happen outside of the warranty it would then be customer pay.
4. When customers ask for goodwill outside of the warranty a few things that are looked at are things such as customer loyalty, do they service at a Kia dealership or do they own multiple Kia's.
5. DPSM did not see any justification so did not offer assistance.

Cust States:
1. Ok that makes sense.
2. But I'm not that far outside of the warranty.

Wrt States:
1. Understand but a warranty does have to end.
2. But in consideration of the facts in the case wrt is willing to assist.
3. Have you already paid for the repairs?

Cust States:
1. Yes.
2. $632 is what it cost.

Wrt States:
1. Please send a copy of the receipt showing proof of payment and wrt will reimburse you for the cost of the repair.
2. Gave email address.

Cust States:
1. I'll get that to you.
2. Thank you so much.

*** Phone - Call - Inbound commitment created on [redacted] (GMT-07:00) Arizona with Commitment Date 01/02/2019 and created by [redacted]

*** Email - External Email Received created on [redacted] (GMT-07:00) Arizona and created by [redacted]
***

[redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]833	65,347

Dealer: PA053 #1 Cochran KIA of

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

[redacted]

Thanks for your time on the phone just now. Please see attached receipt and proof of payment.

Looking forward to hearing back from you. Thanks!

[redacted]

*** Email - External Email Sent created on [redacted] (GMT-07:00) Arizona and created by [redacted] wrote:

In review of your case I am willing to offer a goodwill reimbursement for the amount of $632.07 for the cost of the headlamp repair. If you are willing to accept this gesture please reply back with you acceptance and I can submit the goodwill. Typical timeframe for you to receive the check in the mail is 45 days.

<image001.png>

[redacted]

T [redacted]

[redacted]

*** Email - External Email Received created on [redacted] (GMT-07:00) Arizona and created by [redacted]

[redacted]

Sent: Friday, December 28, [redacted]2:47 PM
To: Trevor Clay <[redacted]>
Subject: Re: Kia receipt for kati O'Rourke

[redacted]

I accept the gesture. Please let me know if you need any other information from me. Thank you!

[redacted]

[redacted]

*** Email - External Email Sent created on [redacted] (GMT-07:00) Arizona and created by [redacted]

[redacted]

Thank you and I shall get this processed right away.

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]833	65,347

Dealer: PA053 #1 Cochran KIA of

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

111 Peters Canyon Rd. Irvine, CA, [redacted]
T [redacted] E [redacted]

*** Phone - Call - Inbound commitment fulfilled on [redacted] (GMT-07:00) Arizona with Commitment Date [redacted]

*** [redacted] (GMT-07:00) Arizona ***
Goodwill #: [redacted]4 Submitted

*** [redacted] ***
Goodwill #: [redacted]4 Submitted

*** [redacted] ***
Goodwill #: [redacted]4 Returned

*** [redacted] (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted]4 Final Approved

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]354	33,731

Dealer: AZ044 Jim Click KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

[redacted]ndard, Sub Status = Working

*** Phone - Call - Inbound created on [redacted] and created by [redacted]
Melissa, owner, states
1. The ***HEADLIGHT***s on my car are cracked from the inside
2. I called the dlr and they said the veh is out of warranty
3. They said it expired in April
wtr states
1. Apologized
2. Advised of 5/60 BLW, RSA, and 10/100 PTW
3. Advised cust to take veh to the dlr for diag
4. Provided dlr phone [redacted]

*** Phone - Call - Inbound created on [redacted] and created b[redacted]
Cust states
1. called 3 months ago - been out of town
2. bad cracked ***HEADLIGHT*** covers for 2015 Soul-shouldnt be
3. told is under warranty-and can be replaced
4. I took all the way to the top - spoke with[redacted]
5. At DLR now, taking photos

Wrt states
1. I will be happy to help you
2. updated cust profile
3. review old case notes
4. This shows warranty expired April 2018

Cust states
[redacted]
2. they will take pictures

Wrt states
1 I will get more DLR information
2. and contact you in a few days
3. provided case number
4. Thanked

***[redacted]ed on [redacted] with Commitment Date 03/05/2019 and [redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]354	33,731
			Dealer: AZ044 Jim Click KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

[redacted]

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created by service adviser carlos AZ044

[redacted]

MY and Mileage: 2015 Soul and [redacted] miles
Most recent RO# and Open Date: [redacted]4 open and closed 3/5/2019
Days Down at initial Service Alert report (if applicable): 0 days

Most recent Repair Issue and Diagnosis: Customer says, outside of ***HEADLIGHT*** hazzy; dealer, normal sun rot damage, recommended 3rd party company restoration fluids, this was not covered because damage was an outside influence
Able to Duplicate (Y or N): yes
Repeat Repair (Y/N), if so, how many times?: no
Repair History of current concern with dates and mileage: n/a
ETA for completion of repairs (if applicable): no
Parts on order (Y/N), if so obtain part#, order#: no
Techline Case (if applicable): no
Rental / Loaner Provided? If so, since when?: no
Dealer contacted DPSM (if needed): sent pictures to DPSM who declined replacement
Vehicle repaired?: no
Customer has possession?: no
Dealer Code/Selling Dealer (Y or N): yes
Original Owner (Y or N): yes

dealer states
1. the cust does their regular oil changes at our dealer
2. we quoted the cust around $800 for parts and labor

*** [redacted] ***
Case moved into WIPBin Default and Sub Status of Working

*** Phone - Call - Inbound created on [redacted] and created by [redacted]
Wrt called Cust
1 follow up regarding concerns with vehicle

Cust states
1 did not get resolved
2 I am disappointed
3 took to collision center, 2nd opinion

Wrt states
1 apologized
2 see AZ044 advised OOW
3 and DPSM declined assistance
4 considered outside influence
5 wanted to follow up
6 Thanked

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]354	33,731

[redacted]aler: AZ044 Jim Click KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

[redacted]und commitment fulfilled on [redacted] with Commitment Date 08/30/2019 closed by

[redacted] ***

[redacted]with Resolution Code : Information Given

Kia Motors America
Consumer Affairs Department

[redacted] VIN of 2015 SOUL

Case Number	Mileage
[redacted]285	32,951

Dealer: CA240 Kirby KIA of Ventura

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Others
Kia Case Type Lvl4: Other

Case History

Dealer : Kirby KIA of Ventura

[redacted]

Initial comments by Technician found in TL Case #[redacted]756 :

[Problem Description]
service alert- customer states that the driver front turn signal not working, found and bad socket, ordered headlamp assembly customer returned on second visit installed part all okay now,

[Diagnostics Performed]
visual

*** Assigned to WIPBin Default of Alyss
*** [redacted] (GMT-07:00)
Dispatched from WIPBin Default to Qu

*** [redacted] (GMT-05:00)
Accepted from Queue Callcenter to WI

*** [redacted] (GMT-05:00)
Dispatched from WIPBin InBox to Que

*** [redacted] ***
Accepted from Queue ZZ Chris Van Bu ...uren

*** [redacted] (GMT-05:00)
Dispatched from WIPBin Inbox to Queu

*** [redacted] (GMT-05:00)
Accepted from Queue Service Alert / T

*** [redacted] (GMT-05:00)
Dispatched from WIPBin 5 Friday to Qu

*** [redacted] ***
Accepted from Queue ZZ Aly Church t

*** Note - Others created on [redacted]
checked the warrant history vehicle is repaired

*** [redacted] ***
Closed by Alyson Church with Resolution Code : Concerns Recorded
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]569	136,000

Dealer:

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

[redacted]

1. educated cust on SC165A
2. can i schedule an appointment?

cust states
1. my ***HEADLIGHT*** is flickering off

writer states
1. apologized
2. there is no recall
3. can i schedule an appointment?

cust states
1. no

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	876	63,008

Dealer: VA053 Charlie Obaugh KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

[redacted]

[Problem Description]
customer states ***HEADLIGHT***s stay on hi beam

[Diagnostics Performed]
HEADLIGHT (combination switch) replaced 3000 miles ago for ***HEADLIGHT*** flicker , checked codes none in system , check data in bcm from switch and the bcm data is reading correctly (everything shows off when lights are off , tail lamp shows on when park lamps are on and , ***HEADLIGHT***s show on when switch is turned on and hi beam shows on switch hi beams on and flash to pass is pulled) I can see a headlamp low signal wire at the smart junction box but not a headlamp hi signal wire

*** Assigned to WIPBin Default of Sasha Kerns on [redacted]
*** [redacted] (GMT-07:00) Arizona ***
Dispatched from WIPBin Default to Queue Service A[redacted]

*** [redacted] (GMT-05:00) Eastern Time
Accepted from Queue Service Alert / Techline to WIP[redacted]

[redacted]

[redacted] at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]335	56,104
			Dealer: NC035	Stevenson KIA of

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

Dealer [redacted]
Technic
Service
Dealer
DPSM
Vehicle Model : SOUL
Model Year : 2015
Mileage : [redacted]
Initial comments by Technician found in TL Case #[redacted]0862 :

[Problem Description]
customer states the ***HEADLIGHT*** would flicker while driving and using turn signals. the instrument cluster also flashes intermittenedly..... customer had same problem prior, was not able to duplicate then with prior tech

[Diagnostics Performed]
check system, tried duplicating... was not able to duplicate..... all lights are functionalling as designed

*** Assigned to WIPBin [redacted]
*** [redacted]
Dispatched from WIPB
*** [redacted]
Accepted from Queue
*** [redacted]
Dispatched from WIPB
*** [redacted]
Accepted from Queue
*** [redacted]
Dispatched from WIPB
*** [redacted]
Accepted from Queue
*** [redacted]
Dispatched from WIPB
*** [redacted]
Accepted from Queue
*** [redacted]
Dispatched from WIPB
*** [redacted]
Accepted from Queue Z
*** Phone - Call - Inbou [redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			335	56,104
			Dealer: NC035 Stevenson KIA of	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Writer LVM for cu[redacted] Req c/b

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created by [redacted] service receptionist for NC035 service dept Req c/b Writer need ro info

*** Phone - Call - Inbound commitment created on [redacted] (GMT-07:00) Arizona with Commitment Date 01/16/2019 and created [redacted]

*** [redacted] (GMT-07:00) Arizona ***
Case moved into WIPBin Assist and Sub Status of Working

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created by [redacted]
Writer LVM for cust Robert Turner [redacted] Req c/b

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created by [redacted]
Writer LVM for the NC035 service dept Req c/b Writer needs RO information

*** Phone - Call - Inbound commitment fulfilled on [redacted] (GMT-07:00) Arizona with Commitment Date 01/16/2019 closed by [redacted]

*** [redacted] (GMT-07:00) Arizona ***
[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]207	45,803
			Dealer: IL057 Gary Lang KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

Dealer : [redacted]
Technici
Service
Dealer P
DPSM :
Vehicle Model : SOUL
Model Year : 2015
Mileage : [redacted]
Initial comments by Technician found in TL Case #[redacted]3196 :

[Problem Description]

Customer states high beams will come on and stay on at times and will not turn off even if ***HEADLIGHT*** switch is turned off.

[Diagnostics Performed]

HEAD LIGHT switch was replaced last visit for concern and customer said that it started happening again a couple days later.
Have not been able to duplicate concern a this time. Tried moving turn signal stalk all over the place and moving the steering column up, down, in and out.
M02-L pin 9 with ***HEADLIGHT***s on has 3 volts. With highbeams on, it has 55 milivolts.
Mo2-L pin 10 has 0.3 ohms of resistance to ground and battery voltage with avaiable voltage test.
Cont[redacted]y test between M02-L pin 9 and M04-d pi 12 shows 0.3 ohms of resistance.
so wiring for ***HEADLIGHT***s is ok.
also checked ***HEADLIGHT*** bulb connectors for any type of overheating and melting per TSB ELE093 and they are ok.

*** Assigned to WIPBin Working Cases [redacted] (PST)
*** [redacted] (GMT-05:00
Dispatched from WIPBin InBox to Que

*** [redacted] (GMT-05:00
Accepted from Queue Service Alert / T

*** [redacted] (GMT-05:00
Dispatched from WIPBin Inbox to Que

*** [redacted]
Accepted from Queue = ZZ M

*** [redacted]
Case moved into WIPBin De

*** Phone - Call - Outbound
***Writer called customer @

Customer disconnected the phone call as I began to speak

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]207	45,803
			Dealer: IL057	Gary Lang KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Writer emailed customer

02/26/2019
Consumer Assistance Regarding Your Kia Vehicle
Your Case Number: [redacted]207
De[redacted]
We at KIA Motors America, Inc. have been informed that you may have a question regarding your Kia vehicle and you are requesting assistance. Unfortunately, we have not been able to contact you to discuss the matter. We apologize for any inconvenience, but we must communicate by telephone.
If you still have questions that have not been resolved by your Kia dealer, please feel free to contact the KIA Consumer Assistance Center at 800.333.4Kia (4542) and we will be happy to assist you.
Sincerely,
Morgan
Total Case Specialist
Kia Consumer Assistance
Toll free: [redacted]

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	651	67,872

Dealer: NC061 Hendrick KIA of Cary

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Result
Kia Case Type Lvl4: Not Applicable

Case History

[redacted] ority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on [redacted] and created by [redacted]

1. 12/22/2018 Went to KIA dlr in GA and they replaced bulb for ***HEAD LIGHT***
2. Well it has blown again
3. I spoke with Nicole and she setup an appt at the dlr
4. They said it was too late in the day
5. Walsh was the last name of the service guy I worked with today, he's the one that told me I had to come back they didn't have time today to repair the vehicle, since appt was scheduled at 5 pm
6. I do not want to go back to this dlr
7. Is there another one that is about same distance?

Wrt states:
1. Apologized
2. I am so sorry your ***HEAD LIGHT***s didn't get repaired
3. Did they schedule you another appt to get it repaird?

Cust states:
1. No, not at all he just said. Sorry we can't get to it today.
2. I just need to schedule another appt to get this fixed

Wrt states:
1. Let me try to contact Hendrick KIA and see if they have anything available soon
2. Hendrick's website is saying unable to schedule until 1/30/2019.
3. Let me try to call, service may not be available since it is a little later int he evening, think they leave around 5:30 or 6 pm.

Cust states:
1. Ok. Thank you.
Wrt called NC061 at [redacted]
Spoke with front desk:
1. The next available appt is on 1/30/2019

Wrt states:
1. Ok. I will let cust know.
****Wrt back with customer*****
Wrt states:
1. I apologize but 1/30 was the nearest date they have

Cust states:
1. I will just call and speak with service in the morning
2. Thank you for your help.

*** [redacted] ***

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]364	91,699

Dealer: GA093 Nalley KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

*** [redacted] ***

[redacted]iority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on [redacted] and created by [redacted]
Cust states
1.my ***HEADLIGHT*** harness has melted
2.cars.com gave me this number saying there may be a SB
3.am I effected

Wrt states
1.apologized
2.have you taken the vehicle to the dealership

Cust states
1.yes and its 160.00 for the repair

Wrt states
1.apologized
2.i can speak with the dealership and see what we can do for you
3.what are you requesting of KIA

CUST STATES
1.I was just doing some homework

*** Phone - Call - Inbound commitment created on [redacted] with Commitment Date 01/22/2019 and [redacted]

[redacted]pdated on [redacted] with Commitment Date 01/22/2019 and

Wrt states
1.i'm calling on behalf o[redacted]
2.i understand their ***HEADLIGHT*** burned out

Dlr sates
1.i don't see anything but I can have a SA advisor call you back

Wrt provided contact information and extension

*** Phone - Call - Inbound commitment updated on [redacted] with Commitment Date 01/25/2019 and [redacted]

[redacted]t updated on [redacted] with Commitment Date 02/08/2019 and

[redacted]t updated on [redacted] with Commitment Date 02/08/2019 and

[redacted]

Case Number	Mileage
[redacted]364	91,699

Dealer: GA093 Nalley KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

[redacted]

Dlr states
1.we see an appointment for 1/15 for her soul let me look into the R.O. for you

[redacted]

RO#: [redacted]2
Open date:1/19/19
Closed date: 1/19/19
Concern: cust states the ***HEADLIGHT***s keep going out
Diagnosis: Replaced lamp assembly head and bulb
Days Down at initial Service Alert report (if applicable): 1
Able to Duplicate (Y or N): yes
ETA for completion of repairs (if applicable):
Parts on order (Y/N), if so obtain part#, order#:
Techline Case (if applicable):
Rental / Loaner Provided? If so, since when?:
Dealer contacted DPSM (if needed):
Vehicle repaired?:yes
Customer has possession?:yes
Dealer Code/Selling Dealer (Y or N): GA093
Original Owner (Y or N): yes
What is current Customer Request (if needed): no request made seeking info
If HEV vehicle, is dealer HEV certified (if needed):no

*** Phone - Call - Inbound commitment fulfilled on [redacted] with Commitment Date 02/08/2019 closed by

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]		2015 SOUL	[redacted]364	91,699

Dealer: GA093 Nalley KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

*** [redacted] (GMT-07:00) Arizona ***

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]272	56,100
			Dealer: CA245 Garden Grove KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Noise(Engine)

Case History

[redacted]

[Problem Description]
C/s hear rattle noise from engine at all times

[Diagnostics Performed]
Perform customers concern the engine is knowing, ck engine oil level is normal, no visible oil leaks found sending video attachment

[redacted]

*** Assigned to WIPBin Default c
*** [redacted] ***
Dispatched from WIPBin Default

*** [redacted] (GMT-
Accepted from Queue Service A

*** [redacted] (GMT-
Dispatched from WIPBin Distro E

[redacted]

No answer, left voicemail.
Writer states:
1. Advised KCAC contacting customer in regards to recent vehicle concern.
2. Advised calling to make sure concerns were resolved.
3. If you have any questions, please contact us at 1-[redacted] and reference case #.

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			272	56,100
			Dealer: CA245	Garden Grove KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Noise(Engine)

Reopened by William Bushong with Sub Status of Working

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created by [redacted] paulie perez daughter of cust

cust states
1. i am calling back
2. the car runs badly
3. it is running worse then it did before the engine replacement
4. there is a rattling noise
5. there is no power on the highway

writer states
1. apologized
2. have you brought this to the attention of the dealer?

cust states
1. i called the dealer twice
2. they never called me back

writer states
1. can i schedule an appointment for the dealer to look at the car?

cust states
1. no

writer states
1. what are you asking from kia?

cust states
1. this car needs to be fixed
2. the ***HEAD LIGHT*** is not working right
3. i don't feel safe in the car

writer states
1. we will need you to take the car back to the dealer

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	569	1

Dealer:

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History:

[redacted] on [redacted] (GMT-07:00) Arizona and created by [redacted]

CUSTOMER
I have always wanted a kia soul , i finally purchased one , i am having electrical issues , it is under warranty and i am reading on line that there many of us in this boat and kia is not taking care of the issue , even if you have a warranty , (they are calling it the ghost) i take it in as there is another recheck on the pinon and i told them of this issue , i have taken pictures of the ***HEADLIGHT*** not going on , and the dome light inside just goes on and has cost me a battery , i have under 40,000 miles - i opened the door and the blinker started blinking then stopped, im scared now to drive my car -- this is in need of rewiring job i think -- i can not afford to get another car and i put alot of money down , i am the 2nd owner and i know why now

why is what i said not posting

Kia Motors America i am having issues with mine i would really appreciate your help also, i love my kia soul -- i posted but it is not showing. electrical issues. i am not hearing good thing about kia right now - i have a warranty also and a appointment date . they willl get out of fixing it

have always wanted a kia soul , i finally purchased one , i am having electrical issues , it is under warranty and i am reading on line that there many of us in this boat and kia is not taking care of the issue , even if you have a warranty , (they are calling it the ghost) i take it in as there is another recheck on the pinon and i told them of this issue , i have taken pictures of the ***HEADLIGHT*** not going on , and the dome light inside just goes on and has cost me a battery , i have under 40,000 miles - i opened the door and the blinker started blinking then stopped, im scared now to drive my car -- this is in need of rewiring job i think -- i can not afford to get another car and i put alot of money down , i am the 2nd owner and i know why now------
[redacted]

1/27/19
Yes..if they dont fix it

[redacted]

[redacted] would be happy to have a member of our team follow up with you. Please private message your VIN and contact number. Note that once you select the 'Get Started' icon off our page, you will be greeted by our bot, Kian. Please select the 'Get Started' button followed by the 'VIN and Contact Info' button and then begin typing your message. This will ensure it gets routed to our team for follow up. ^MC

CUSTOMER 2/4/19
signed

2/11/19
i have the electrical curse on my kia soul - i want to picket , anyone in fresno ???????

2/12/19
Karla Huff
February 9 at 8:14 AM ·
asking all to repost == californina fresno counties
good morning , anyone out there from fresno county or near counties that had a kia soul or have one that has

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	569	1

Dealer:

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

electrical issue , ***HEADLIGHT***s or anything to that need please inbox me ,,, i am also asking that all repost this ,,, kia is having some issues and they do not want to warrant it , i have met people but no one from this county=== there is not a call back on it yet , but it is not ok -- this job is going to cost me over $700.00 to fix === i bought the car from lithia and they have been kind --- im asking all to repost and to keep this going ==== i am also looking for the first owner of the car . they sold it to lithia in 2017 -- my car is a [redacted] kia soul -2015--- there are class action law suits right now agaisnt kia === i want to picket them and inform future buyers of kia -- anyone who has been xxxxxxx over by kia -- lets do this -- thank you --
^ POSTED MULTIPLE TIMES

mine is electrical

some are just bad cars , one way or another --not all of them =we just have the ones with issues

kia i think you have beautiful car designs , and the right idea , but some where some us have the defected ones , and you do not honor it ...

[redacted]ce again, we're sorry to he[redacted]ut the concern you are experiencing. We have attempted to gather your contact information on several occasions as we would like to investigate further. Please private message your information for further assistance. ^RM

CUSTOMER 2/12/19
I did already ..your robot said they need to brush up on there english...

[redacted]Thank you for providing your VIN number. Could you please private message your contact number and a member of our team will contact you. ^RM

CUSTOMER 2/12/19
[redacted]

My car is in kia clovis getting repaired..for manufacture issues

2/13/19
Let me add I bought the car at lithia..I spoke with management..and mechanic...they have the Hyundai which is sister to the kia...I want them to fix all electrical...manufacture issues..kia pay for it..or take your car back...

mine are electrical and wiring gene , what are the issues with yours??? i love my kia but not happy with what the issues are with mine == there are many reports with mine on the issue , and they are trying to say something else caused it , i will find out the original owner--one way or another they are trying to charge me for there issue,
===https://www.kia-forums.com/1g-kia-amanti-opirus.../[redacted]***HEADLIGHT***-burn-out.html
there is more than one web site on this

https://www.kia-forums.com/1g-kia-amanti-opirus.../[redacted]***HEADLIGHT***-burn-out.html

https://www.carcomplaints.com/Kia/Soul/2014/lights/exterior_lighting.shtml

https://www.carcomplaints.com/.../kia-soy-based-wiring-chewed-rodents-lawsuit.shtml

and there is more than that, i kia if you block me i will get back on under another name==

they want to charge me $720.00 for melted wires, im sure the owner before me was tired of replacing the bulb and

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			569	1
		Dealer:		

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

kia probaly did not warrant it either and found an excuse --- and the drivers side wiring is melted, so i asked the manager what about the passenger side? he said no that is fine , my my question to him is if these are not kia ***HEADLIGHT*** bulbs , and your saying the bulb put in caused a resistance and the melting , should not the other bulb be changed.. his reply that may not be a bad idea===are you serious?????--- these were not fancy bulbs or led put in .. he said well they probably just wanted brighter lights ==== mmmmmm ----- please

the sad thing is kia is beautiful car--i love the look and the ride==i love it -- i just got a car with the issues ---

[redacted]***HEADLIGHT***s ==dome light comes on i have already had to replace the battery .my dome light has went on by itself=== wires melted

[redacted]wesome girl im from fresno -- will picket them anyone to join , the sales man will love us there goes there pay

[redacted]

i recieved a call from kia stating they were not going to charge me $721.00 for the melted wires = thank you kia for stepping up to the plate , i had requested i keep what the issue is , the wires and the bulbs (that was the suit) they have requested now that i surrender that to them as they are paying the bill,, all i know is thank you brandon and evajn from kia clovis
^ POSTED 6x

[redacted]u for providing your VIN and contact number. Please allow 2-3 business days for a member of our team to contact you. ^MC

*** Phone - Call - Inbound commitment created on [redacted] (GMT-07:00) Arizona with Commitment Date 02/15/2019 and created by [redacted]

*** Note - Others created on [redacted] (GMT-07:00) Arizona and created by [redacted]
Social Media Contact 02/14/19

[redacted]
It has been resolved
==========
**********Duplicate case notes**********
*** [redacted] (GMT-07:00) Arizona ***
[redacted]ndard, Sub Status = Working

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created b[redacted]
Customer States:
1. I keep getting notices for recalls
2. I no longer own the car
3. Can I please ask for no more mail for this car?

Writer States:
1. Confirmed owner info
2. Apology for situation
3. Writer has noted mail removal request
4. Advised campaign notice comes from who is listed as most

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	569	1
		Dealer:		

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

current registered owner of vehicle from mvd in customer state.

Customer States:
1. Ok thank you

Writer States:
1. Thanked customer for contacting kia

*** [redacted] (GMT-07:00) Arizona ***
Closed with Resolution Code : Concerns Recorded
[Resolution Summary]
**********End of duplicate notes**********

*** Note - Others created on [redacted] (GMT-07:00) Arizona and created by [redacted]

<For Internal Use Only
Duplicate case notes from Case # [redacted]289>

*** Phone - Call - Inbound commitment fulfilled on [redacted] (GMT-07:00) Arizona with Commitment Date 02/15/2019 closed by [redacted]

*** [redacted] (GMT-07:00) Arizona ***
[redacted]

*** [redacted] (GMT-07:00) Arizona ***
Reopened by Mariella Campos with Sub Status of Working

*** Social Media - Social Media Posting created on [redacted] (GMT-07:00) Arizona and created by [redacted]

SOCIAL MEDIA CONTACT 3/2/19

CUSTOMER
yes they did , they told me if they would not charge me , and that they would keep the wiring and bulb--- fine with me --- kia is taking a hard hit , but they are not the only company that is having issues ---- its just big on them right now

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]569	1

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

CUSTOMER [redacted] fought /kia at clovis were not the nicest, there were a couple people there nice, but ii was going to protest

*** [redacted] (GMT-07:00) Arizona ***
Closed by Mariella Campos with Resolution Code : Concerns Recorded
[Resolution Summary]

*** [redacted] (GMT-07:00) Arizona ***

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]491	80,339
			Dealer: OH028 Ricart KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

*** [redacted]00) Arizona ***
Contact = L[redacted] = Standard, Sub Status = Working

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created [redacted]
Customer [redacted]
1. Right ***HEAD LAMP*** assym needs to be replaced

Writer states:
1. Apologize for inconvenience
2. Updated Customer information
3. No open SC
4. Need to take the veh to a Kia service dept - you may incur charges - case can then be sent to the DPSM to review for possible good will assistance

Customer states:
1. Ok
2. Thank You

Writer states:
1. Thank You

[redacted]

MY and Mileage: [redacted]
Most recent RO#, Open and Close Date: [redacted] cust states passenger ***HEAD LAMP*** does not function - veh needs front ***HEAD LAMP*** assym replacement - part# [redacted]b2270 $416.67 not counting labor and tax - cust declined repair
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis: Customer says,
Able to Duplicate (Y or N):y
Repeat Repair (Y/N), if so, how many times?:n
Repair History of current concern with dates (Open and Closed) and mileage:n/a
ETA for completion of repairs (if applicable):cust has veh
Parts on order (Y/N), if so obtain part#, order#:
Techline Case (if applicable):
Rental / Loaner Provided? If so, since when?:
Dealer contacted DPSM (if needed):
Vehicle repaired?:n
Customer has possession?:y
Dealer Code/Selling Dealer (Y or N):OH028
Original Owner (Y or N):y
What is current Customer Request (if needed): N/A

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]491	80,339
			Dealer: OH028 Ricart KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created by Jim Smith ***
Customer Ms Conn [redacted] states:

1. Right ***HEAD LAMP*** assym needs to be replaced
2. This is my first and only Kia
3. OH028 changes the veh oil
4. I want Kia to provide assistance for the right ***HEAD LAMP*** assym replacement

Writer states:
1. Apologize for inconvenience
2. I will send your case to the DPSM to review
3. I will contact you when the DPSM has made a decision

Customer states:
1. Ok
2. Thank You

Writer states:
1. Thank You

*** Case [redacted]491 is sent on [redacted] b[redacted]
To: [redacted]
Cc [redacted]
Title: ACTION REQUIRED - Goodwill (Out of Warra[redacted]

*** Phone - Call - Inbound commitment created on [redacted] (GMT-07:00) Arizona with Commitment Date 02/27/2019 and creat[redacted]

*** Phone - Call - Inb[redacted] (GMT-07:00) Arizona with Commitment Date 02/27/2019 and updat[redacted]

*** [redacted]
Case moved into WIPBin dispatch and Sub Status of Working

*** Case [redacted]491 is sent on [redacted]
To: [redacted]
Cc [redacted]
Title: ACTION REQUIRED - Goodwill (Out of Warranty) :OH028, [redacted]491, CONN

*** Phone - Call - Inbound commitment updated on [redacted] (GMT-07:00) Arizona with Commitment Date 02/28/2019 and updated by [redacted]

*** Phone - Call - Inbound c[redacted] (GMT-07:00) Arizona with Commitment Date 03/01/2019 and updated by

*** Phone - Call - Inbound c[redacted] (GMT-07:00) Arizona with Commitment Date 03/04/2019 and updated by

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			491	80,339
			Dealer: OH028 Ricart KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

*** Case [redacted]491 is sent on [redacted] by Jim Smith
To: [redacted]
Cc [redacted]
Title: NO ACTION REQUIRED

*** Phone - Call - Inbou[redacted]ed on [redacted] (GMT-07:00) Arizona with Commitment Date 03/06/2019 and updated [redacted]

*** Phone - Call - Inbound created on [redacted] and created by [redacted]

1. Sure, thank you!

writer called DPSM, left voicemail with details of request

writer states:
1. I left a voicemail with the part, price, VIN, case # and name on file
2. I'll have Jim follow up again with the both of you

customer states:
1. Thank you

<For Internal Use Only
***** customer requesting ***HEAD LAMP*** assembly replacement - part#[redacted]o2270 // $416.67 *****>

*** Phone - Call - Inbound commitment updated on [redacted] (GMT-07:00) Arizona with Commitment Date 03/05/2019 and upd[redacted]**

*** Phone - Call - I[redacted] (GMT-07:00) Arizona and created by [redacted]
Writer LVM for cu[redacted] - case sent to ECR - no response from[redacted]

*** Phone - Call - Inbound commitment fulfilled on [redacted] (GMT-07:00) Arizona with [redacted]
03/05/2019 closed by [redacted]

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created by [redacted]
Case sent to ECR
1. No response from DPSM
2. Cust requesting Kia to provide assistance for the right ***HEAD LAMP*** assym replacement

*** Case [redacted]491 is sent [redacted]
To: [redacted]
Cc [redacted]
Title: NO ACTION REQUIR[redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]491	80,339
			er: OH028 Ricart KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

*** [redacted] (GMT-07:00) Arizona ***
Dispatched from WIPBin = Working to Queue Central Region ECR [redacted]
Reason:

*** [redacted] (GMT-07:00) Arizona ***
Accepted from Queue Central Region ECR to WIPBin Wednesday [redacted]

*** [redacted] (GMT [redacted]
Dispatched from WIPBin Wedn [redacted]

*** [redacted] (GMT [redacted]
Assigned to WIPBin Default of [redacted]
Reason:

*** Email - External Email Received created on [redacted] (GMT-07:00) Mountain Time (US & Canada) and created by [redacted]
Writer sent email to customer on this date requesting a return call.

*** Note - Others commitment created on [redacted] (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 03/25/2019 and created by [redacted]

*** Phone - Call - Inbound created on [redacted] and created by [redacted]
Cust states
1. I am looking for an update
2. It has been about 6 weeks and I have not heard anything

Writer states
1. Apologized
2. Advised that I do see that your case was sent to the Next dept for further assistance and review
3. What is the best contact for you?

Cust states
1. Just call me at [redacted]
2. Ok thank you

*** Phone - Call - Outbound created on [redacted] (GMT-07:00) Mountain Time (US & Canada) and created by [redacted]
Writer called customer back and left message for a return call.

*** Note - Others commitment fulfilled [redacted] GMT-07:00) Mountain Time (US & Canada) with Commitment Date 03/25/2019 closed by [redacted]

*** Phone - Call - Inbound commitment [redacted] (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 03/28/2019 and [redacted]

*** Phone - Call - Inbound commitment [redacted] (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 03/28/2019 close [redacted]

*** Phone - Call - Inbound created on [redacted] -07:00) Mountain Time (US & Canada) and created by [redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]491	80,339
			Dealer: OH028 Ricart KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

<For Internal Use Only
customer called writer and left message for a return call.
>

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Mountain Time (US & Canada) and created by [redacted]

Writer called customer back
Writer states.

1. I wanted to return your call with regards to ***HEAD LAMP*** assembly
2. I know our DPSM did not consider anything and I understand you were not happy with that.
3. I did review the case, I can split the cost with you.
4. You would need to pay the dealership your half and I can pay the dealership the rest.
5. I can call them to let them know.

customer states.
1. Can you do a little more, i mean, I do not have money to pay for it.

Writer states.
1. The warranty is a 60k mile part, it is pas that.
2. I feel 50 percent is fair.

customer states.
1 .Ok, so you will let the dlr know

Writer states.
1. i can call them for you now.

*** Email - External Email Received created on [redacted] (GMT-07:00) Mountain Time (US & Canada) and created by [redacted]
Writer sent email to Cindy, Service mgr. stating

1. We would split the repair cost with the customer regarding the ***HEAD LAMP*** assembly .
2. She would need to pay her half first. Please send me the estimate before we make anything official.

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Mountain Time (US & Canada) and created by [redacted]

Writer got back to customer
1. I sent an email to the service mgr
2. I advised her you would need to pay your half before we do anything.
3. You can contact Cindy at the dlr.

Customer thanked writer for information

*** Phone - Call - Inbound commitment created on [redacted] (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 04/10/2019 and [redacted]

*** [redacted] (GMT-07:00) [redacted]
Dispatched from WIPBin Default to Que[redacted]

*** [redacted] (GMT-07:00) [redacted]
Assigned to WIPBin 00-ECR Inbox[redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]491	80,339
			Dealer: OH028 Ricart KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Reason:

*** [redacted] (GMT-05:00) Eastern Time (US & Canada) ***
Case moved into WIPBin 00-ECR Inbox and Sub Status of Assigned

*** [redacted] (GMT-05:00) Eastern Time (US & Canada) ***
Case moved into WIPBin Goodwill and Sub Status of Assigned

*** Phone - Call - Inbound commitment fulfilled on [redacted] (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 04/10/2019 closed by [redacted]

*** Phone - Call - Outbound created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created by [redacted]

1. Calling to see if customer paid their portion of repair yet?

dlr states (joe)
1. This shows closed in our system so the customer must have paid their part
2. I will call you back once I get with accounting

wrt states:
1. advised of case # and callback information
2. Thank you

*** Phone - Call - Outbound commitment created on [redacted] (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 08/27/2019 and created [redacted]

*** Phone - Call - Outbound created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created by [redacted]

SECR writer calls call from customer [redacted]
Writer states:
1. Advised writer is reaching out to follow up on recent vehicle concern.
2. Advised writer is following up to touch base and let customer know issue is still being worked.
3. Writer will follow back up with customer in approximately one week.
4. Provided case # and direct contact information if any additional questions or concerns.

*** Phone - Call - Outbound commitment fulfilled on [redacted] (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 08/27/2019 [redacted]

*** [redacted] (GMT-05
Email is sent on [redacted]
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case# [redacted]491

*** Email - External Email Sent created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created [redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]				80,339
				KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Thank you for contacting Kia Motors America. We appreciate your feedback and the opportunity to address your concerns. Kia Motors America has been informed that you may have a question or a concern regarding your Kia vehicle and you are requesting assistance. We apologize, but we have not been able to reach you by telephone to discuss the matter.

If you still have questions that have not been resolved by your Kia dealer, please feel free to contact the Kia Consumer Assistance Center at [redacted] and refer to your case number and we will be happy to assist you. If it is more convenient for you, please feel free to respond to this email and we will be happy to follow up with you regarding the matter.

Thank you for contacting Kia.

Sincerely,
Kia Motors America

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]791	130,000

Dealer: FL106 Greenway KIA East

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

*** [redacted]

Con[redacted] Status = Working

[redacted]

3. Would you know

Wtr states
1. Apologized
2. Thanked customer for calling kia
3. Advised I can help customer
4. Checked for duplicate cases SC155
5. Checked for open SC - None
6. Preferred contact method - phone
7. Wtr advised customer offered appointment

***called dlr FL106
1. need service appointment please
2. ph# on file is [redacted]
****transferred customer

Cust states
1. Ok Thank you very much

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			353	55,000
			Dealer: TX122 Sames KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

Case History

- For Referenc[redacted]
Warranty Start
Dispatch Date
Services Rece
No. of Times
Caller Name
Caller Phone :
Tow Provider :
Disabled Addr

Vehicle has experienced multiple tows/jumps within a 90 day period.

If the vehicle has been towed, it has been towed to NULL TOWING. Prior to contacting the customer for any assistance, please contact the dealer to determine the cause and the status of the vehicle.

If the vehicle has been jump started multiple times, please contact the customer to determine if there are any concerns with the vehicle and provide any assistance.

*** Assigned to WIPBin Default [redacted]

*** Phone - Call - Outbound cr[redacted]
Wrt called Cust to follow up on recent use of RSA. No answer. LVM.

Wrt states-
1 Intro.
2 Wanted to follow up in regards to your recent use of RSA.
3 If you have any questions/concerns please give us a call.
4 Provided case#/contact info.

[redacted] o Cust Contact
[Resolution Summary]

[redacted]

1. My car is a 2015 it went through a rod
2.The towing company took 5 hours to get there and they had to call someone else to get out there from RSA
3.When i spoke to someone Saturday i was told that they were going to take this off one of the Towing comp
4.The vehicle is at the dealership now
5.They said that it will be til the end of the week till they will be able to look at the car

Writer States :

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]353	55,000
			Dealer: TX122 Sames KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

1.Apologized
2.case notated with concerns
3.Advised not open SC's on the vehicle
4.Advised writer will reach out to the dealer for an update
5.Please call if any further concerns or questions
6.case# KMA 855# EXT#

[redacted]

2.the vehicle got here yesterday
3.We are working it in with the other vehicles that are already here
4.I would say it that we can have the vehicle diagnosed by the end of the week
5.Case#

*** Phone - Call - Outbound commitment created on [redacted] (GMT-07:00) Arizona with Commitment Date 04/12/2019 and created by [redacted]
Pending diagnostic*****

*** [redacted]
Dispatched from WIP[redacted]

*** [redacted]
Accepted from Queue[redacted]

*** [redacted]
Dispatched from WIP[redacted]

*** [redacted]
Accepted from Queue[redacted]

*** [redacted]
Dispatched from WIP[redacted]

*** [redacted]
Accepted from Queue[redacted]

*** Phone - Call - Outbound commitment fulfilled on [redacted] with Commitment Date 04/12/2019 closed [redacted]

[redacted]ed on [redacted] and created by [redacted]

1. Introduction
2. Following up to obtain RO
3. Provided customer name, VIN, case # and KCAC #

*** Note - Others commitment created on [redacted] with Commitment Date 06/20/2019 and c[redacted]

[redacted]mitment fulfilled on [redacted] with Commitment Date 06/20/2019 closed[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			353	55,000
			X122 Sames KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

*** Phone - Call - Outbound created on [redacted] and created by [redacted]
writer states:
1. Introduction
2. Following up to obtain RO

svc adviser, Tiffany states:

Customer Name [redacted]
Customer phone
Customer addre
VIN: KNDJX3A5
MY and Mileage
Most recent RO
Days Down at initial Service Alert report (if applicable): 63 DAYS
Most recent Repair Issue and Diagnosis: Customer says, ENGINE STARTING CLUNKING AND SMOKING, DIAGNOSIS - REPLACEMENT ENGINE UNDER WTY
Able to Duplicate (Y or N): Y
Repeat Repair (Y/N), if so, how many times?: N

ETA for completion of repairs (if applicable): N/A
Parts on order (Y/N), if so obtain part#, order#: PART # 33YM22EW00R
Techline Case (if applicable): Y - UNAVAILABLE
Rental / Loaner Provided? If so, since when?: RENTAL
Dealer contacted DPSM (if needed): N
Vehicle repaired?: N
Customer has possession?: N

[redacted]

1. Customer contact
2. Vehicle down 63 days
3. Vehicle waiting for engine repair at TN036
4. Please review and assist

[redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			353	55,000
			Dealer: TX122 Sames KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

*** [redacted] (
Dispatched from WIPBin T

*** [redacted] (
Assigned to WIPBin defaul
Reason:

*** Phone - Call - Inbound
Customer states:
1. Customer states the eng
2. The dealer has had vehicle for 3 months
3. The dealer was rude to her
4. Her children can't help with her mother as not old enough
5. She is wanting her vehicle payments reimbursed
6. [redacted] and wants someone to call her back

Writer states:
1. We can call the dealer to see how long it will take for repair

*** Phone - Call - Outbound created on [redacted] (GMT-07:00) Arizona and created by [redacted] **
****Returned Sup Call Per Customer Request***

Writer states;
1. Called customer introduced myself
2. You requested a supervisor to give you a callback
3. How may I help you?

Customer states:
1. Yes thank you for calling me
2. So the dlr called me and said the car was done
3. I went to the dlr and they said the car is in detailing we waited 45 minutes
4. I went to ask them what was going on and the manager said they lost the air filter cover and the snorkel house
5. They were going to give me my car back like and that is unacceptable and they still have the car
6. It has been there for 4 months
7. I pay around $500 a month and $25 for satellite radio
9. I want Kia to do something for me
10. And no one has followed up with me
11. I would not be like this if I someone would have kept me informed

Writer states;
1. I understand and I agree
2. I am sorry you had to go through this
3. Your case is currently in our ECR department with Billy
4. I will request that he contacts the dlr and goes over the concern with the parts that they lost
5. When you get the vehicle back we can look into goodwill for the time down
6. Billy will request you sales contract
7. He will then send you some papers to sign
8. After that it will take around 45 days to get a check in the mail
9. May I have your email address

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]353	55,000
			Dealer: TX122 Sames KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

Customer states;
[redacted]

Writer states;
1. Thank you I will make sure this gets noted and I will advise billy to follow up with you asap

Customer states;
1. Thank you

Writer states;
1. Your welcome

*** Phone - Call - Inbound created on [redacted] and created by [redacted]
Meredith Paddock lvm on sup
1. I am currently driving therefore unable to provide my VIN
2. And no one gave me a case number
3. I need a sup to call me back today

*** Phone - Call - Outbound created on [redacted] and created by [redacted]
****Returned Sup Call Per Customer Request***
Writer states:
1. Calling to return VM

Customer states: Meredith Paddock- owner
1. I spoke to a sup last night
2. And he was very rude
3. I told him that I needed to get my vehicle back
4. Because my boys cannot drive it
5. They are under 23
6. And my mother is sick
7. And they normally help with her
8. But she had to go to the hospital last week and I had to leave work to do it
9. I told J.Carrifee
10. He then said isn't that what ambulances are for
11. How rude is that
12. I live 5 minutes from the hospital and can get her there faster
13. And this is also for her doctors appointments
14. Please have Billy call me

Writer states:
1. Apologize
2. Advise will note case
3. Advise will request that Billy return call

Customer states:
1. Okay thank you
2. I will wait on a return call

[redacted]d created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created by

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			353	55,000
			aler: TX122 Sames KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

[redacted] called in

1. this has been a nightmare from the time we needed a tow all the way through getting my car back
2. we had to wait 6 hours for a tow
3. then had to wait 4 months for my car
4. yes you put me in a rental and I appreciate that
5. but my sons are not able to drive the rental to help me get my mom to dr's apptointments
6. I call and speak to Jeremy and he is rude with me and tells me that is what ambulances are for
7. everyone at the dlr has been completely rude
8. the person I was working with at the dlr quit/fired and never heard anything
9. I'm experiencing a problem with my radio, also
10. it gets stuck on updating sirius and i cant change modes or anything
11. I have to turn off my car and open the door to get it to reset
12. the dlr said they couldn't duplicate it
12. I got a video of it doing that today for about 3 min
13. I'm paying $531 for a car I couldn't drive, $500 in insurance so my boys can drive my car, and $25 a month for sirius that I couldnt use

wrt states
1. I do apologized for all of the frustration that you have experienced with this repair
2. normally your veh would not have been down nearly this long
3. due to an engine concern with other models parts/engines are on extreme back order
4. your engine was not part of the recall, but parts are scarce for all engines due to that recall
5. I will be happy to reimburse you for payments while the veh was down and to look into inconvenience
6. we need to have the issue diag at the dlr

cust states
1. I won't go bac[redacted]
2. I'm moving to Laredo in a few weeks and will take it to a dlr there

wrt states
1. understandable
2. I would prefer to hold of on reimbursing you for car payments at this time, until you can have the radio issue diag
3. you are outside of the audio warranty, if I issue you gw now, it will affect what I may be able to assist with your radio concern
4. you could also try to reset sirius
5. visit their website, click help and support and reset my radio

cust states
1. ok I will try that and let you know if it worked or not
2. could you send me an email of the documents you would need for reimbursement
3. I'm not wanting to get something for nothing
4. it would be nice if I could get my insurance and sirius back but if I can get my car payments back I will be happy
5. verified email

wrt states
1. my email will have my contact info as well

cust states
1. thank you

[redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]353	55,000
			Dealer: TX122 Sames KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]353

*** [redacted]il Sent created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created [redacted]

[redacted]m following up on our conversation to reimburse your car payments while your vehicle was being repaired. Please provide me with a copy of your sales contract, or a copy of your current vehicle registration, along with a copy of a bill from your finance company showing the amount of your car payment. Make sure the VIN, make, and model information is included on the statement. You may email or fax these documents to me, or the preferred method is to attach them directly to your case by following the steps below. Once received I will review for goodwill consideration. Visit www.kia.com Click the owners tab located at the top of the screen Click Contact Kia Select 'Attach notes or documents to an existing case' Enter the 3 pieces of information requested, your reference ID is listed in the subject of this email Click 'Verify' Once inside, upload the requested documentation. (you may take photos of the documents to submit if you do not have a scanner)Thank you, Billy Wells Kia Motors America - [redacted]

[redacted] ---------- REPLY INSTRUCTIONS: If further communication is desired with a Kia Consumer Assistance agent, please reply directly to this e-mail without altering or deleting any information. This will allow for your response to be routed to the appropriate agent in a timely manner.
Case#[redacted]353. ----------

*** Phone - Call - Outbound commitment created on [redacted] (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 07/24/2019 and created by [redacted]

*** [redacted] ***
6A8913C9-BCD9-4950-A640-9D2758CA4B39.jpeg added by [redacted]

*** [redacted] ***
D9AE8A6A-51BF-481D-95EB-5CC9A283D568.jpeg added b[redacted]

*** [redacted] ***
[redacted]F8E-0F4B-400D-8E62-33DDAA184ABE.png added by [redacted]

*** [redacted] ***
[redacted]973-DF40-426D-A3C0-E5E[redacted]733B.png added by [redacted]

*** [redacted] ***
F5825C74-0B0A-4349-8CA5-3120B73C29CF.png added by [redacted]

*** [redacted] ***
8B18E0FC-6F16-491F-9768-1E[redacted]A34BF.MOV added by [redacted]

*** [redacted] ***
Web - Note created on [redacted] and created by [redacted]
Hopefully I've sent everything you need. If not please let me know. I tried to include a video of the stereo system messing up. The one that was 11 mins long wouldn't load because it was to long so I just included a 1 min one. If you need anything else my number i[redacted]

*** Phone - Call - Inbound created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]353	55,000
			Dealer: TX122 Sames KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

[redacted]

1. The reset of the radio did not work
2. I'm going to get it taken care of when I get to TX
3. I'm sending the documents you asked for
4. call me if you need anything else

*** [redacted] (GMT-05:00) Eastern Time (US & Canada) ***
Email is sent on [redacted] by [redacted]
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]353

*** Email - External Email Sent created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created [redacted]

I received your documentation, thank you. I have reached out to our UVO team for assistance with your UVO issue. Once I hear from them I will be in contact. Please let me know when you plan on taking your vehicle to a KIA dealer in Laredo so I may be of further assistance.

[redacted]

REPLY INSTRUCTIONS: If further communication is desired with a Kia Consumer Assistance agent, please reply directly to this e-mail without altering or deleting any information. This will allow for your response to be routed to the appropriate agent in a timely manner. Case#[redacted]353.

[redacted]

1. car is acting up again
2. got a message on my screen that said engine control system please click to schedule appt
3. ever since the CEL is on
4. I have not taken it to the dlr

wrt states
1. I apologize you are experiencing an issue with the veh
2. the first step is to get it back to the dlr
3. we need to have the CEL diag
4. I can arrange to have the vehicle towed if you like
5. you are still within the 5/60K RSA

cust states
1. I can drive it to them
2. they are only 10 minutes away
3. but I am moving t[redacted]0 and they will have to ship the car to me if it isn't repaired by then

wrt states [redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]353	55,000
			Dealer: TX122 Sames KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

1. that is an option we have available, we can have that discussion if that time comes
2. first let me know when you are taking it to the (today)
3. I will contact the dlr tomorrow to see if they have had a chance to diag the concern
4. then we can proceed from there

cust states
1. ok

*** Phone - Call - Outbound commitment fulfilled on [redacted] (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 07/26/2019 closed by [redacted]

*** Phone - Call - Outbound commitment cre[redacted] (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 08/29/2019 and create[redacted]

*** Phone - Call - Outbound created on [redacted]T-05:00) Eastern Time (US & Canada) and created by [redacted]

1. calling to let you know that cust is bringing veh in because CEL is on again
2. if she needs a rental I will auth for 3 days to give you time to diag

[redacted]
1. will need an email
[redacted]
2. thank you for letting me know

wrt states
1. will get that email out in a few
2. thank you

*** Email - External Email Sent created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created [redacted]

Sent: Wednesday, August 28, [redacted]2:43 PM
To: [redacted]
Subject: Kia Regional Office Re[redacted]

Hi Danny,

I'm writing in rega[redacted] 2015 So[redacted] has come on and is needing the concern diagnosed. If she is needing a rental I will authorize 3 days so you can have time to diagnose this concern. Please reference this case ID: [redacted]353 on the RO for the rental authorization. If you have any questions, please call or reply to this email.

Thank you,

[redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]353	55,000

Dealer: TX122 Sames KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

and created by [redacted]
Good afternoon
I took the car in yesterday and the manager checked out the codes and he says it was just a glitch and he cleared out the codes and told me to keep a watch on it and that if it happens again to bring it back in. The thing is that that means I spent 425.00 on a rental car simply because there was a glitch?!? We are waiting on what you said you'd do for me until I can get my stereo fixed but in the meantime I'm STILL having issues and spending more money and now the stereo itself is having more issues. It now no longer shows the time or date. It doesn't show me what song is playing on any station unless I change it to a different station and then put it back on the station I was just listening to.
This is all just very frustrating and something I shouldn't be experiencing on a car with this few miles
Meredith Haddock

[redacted]

*** Email - External Email Sent created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created [redacted]

It was a pleasure speaking with you today. I have included instructions regarding the date/time issue with your UVO headunit. I'm hoping these steps may also resolve the freezing issue you have been encountering. As discussed I will be temporarily closing your case until such time as the Check Engine Light occurs, or you arrive in Laredo. When one or the other occurs we will reopen the case and pick up where we left off. You may attach your rental receipts to this email for me to add to your case, or hold onto them until we reach the point of resolution. If you have any questions, please call or reply to this email.

Method 1:
1. With vehicle running and headunit fully booted, remove the SD card.
2. The error message "SD Card Removed", or a similar message will appear.
3. Press the RESET button on the outside of the unit with a pen or paperclip.
4. Allow unit to fully reboot.
5. Reinstall the SD card and allow system to restart.
6. Once restarted leave the unit running for approximately 3 minutes to allow for GPS location acquisition.
7. Verify the clock is now displayed.

Method 2
1. Go to the Clock settings and turn off GPS time.
2. Perform the SD card removal and reset procedure again (Method 2).
3. Verify the clock is now displayed.
4. Turn GPS Time back on in settings.

Method 3: (if comfortable performing this step)
1. Remove the multimedia fuse from the smart junction box.
2. Allow the vehicle to sit with the power and ignition off for 15 minutes.
3. Reinsert the multimedia fuse.
4. Verify the clock is now displayed.

[redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]353	55,000
			Dealer: TX122 Sames KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

Kia Motors America - Regional Analyst
P: [redacted] F: [redacted]

*** Phone - Call - Outbound commitment fulfilled on [redacted] (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 08/30/2019 closed [redacted]

1. following up on case
2. received your email
3. wanted to discuss concerns

cust states
1. yes, reiterated email details

wrt states
1. I apologize you had this happen again
2. i cant answer to why the dlr would clear the code and tell you to come back if it happens again
3. I can only assume that this is something they have encountered before and that was what they were advised to do
4. Why did you have a $425 rental bill

cust states
1. spent $425 for a rental for 4 days because my CEL was on and had to take my so [redacted]
2. I was not pleased that the fix was to reset the codes after me paying for a rental

wrt states
1. I do understand
2. given that the veh is currently fixed, other than the UVO issue, I will be temporarily closing the case until you either get to Laredo, or your CEL comes on again
3. if the CEL comes on before you [redacted] would prefer that we have it diag at TN036, otherwise we will pick up where we left off when you get [redacted]

cust states
1. ok we rented a veh dolly to our U-Haul
2. we do not want to drive the car to Laredo not knowing what will happen

wrt states
1. I would recommend the same thing
2. I do suggest you drive the car normally around town, hopefully you wont encounter any issues
3. I also want to send you some instructions that should resolve the date/time issue, and maybe resolve the freezing issue

cust states
1. ok
2. I'm not to concerned about that since we will be having that taken care of in [redacted]
3. but I will give it a try
4. so I can send your the rental receipts now or wait

wrt states
1. either one, you can add them just so they are there or we can wait until we get to that point of resolution

cust states
1. ok thank you

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]353	55,000
			Dealer: TX122 Sames KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

*** [redacted] (GMT-05:00) Eastern Time (US & Canada) ***

[redacted]

[redacted]
Email is received on 08/30/19 12:55: [redacted]

[redacted] on [redacted] (GMT-05:00) Eastern Time (US & Canada) and

I appreciate all your help AND your kindness. It matters more than you know during this very frustrating experience. I did finally get the clock and date to come back once I performed the 3rd method but unfortunately it didn't help the original issue with the message saying updating and allowing me to change the station.
But baby steps. Lol.
Also this form of my email doesn't allow me to attach the receipt from enterprise so I'll just have to do it the same way as I did the others on the Kia site.
Again. Thank you so much for all your help.
Meredith Haddock

*** [redacted] (GMT-05:00) Eastern Time (US & Canada) ***

[redacted]

[redacted]ed on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created

Thank you for letting me know that at least your date/time issue was fixed. I was really hoping the message would have been repaired. As long as you don't experience any further concerns I will follow up with you when you g[redacted] appreciate your patience during this period. You can attach the rental invoice whenever it is convenient for you. Also, please make note of my new phone number below as I no longer have access to the previous number. Have a very safe [redacted]

*** Note - Others commitment created on [redacted] (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 09/09/2019 and created by Billy Wells ***

[redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage

[redacted]

[redacted]

my car in to have the stereo taken care of. I don't know if you need to set that up for me or if I can just do that myself. Please let me know and I'll take it in probably Monday and we can get this all finished up finally. Thanks so much for all your help

[redacted]

I'm writing to let you kno[redacted]has an appt at 1:15 for her 2015 Soul, VIN: [redacted]She has been having an issue with the radio being frozen on updating Sirius. Customer has a video of the concern she can show you. Due to the size I am not able to attach it to the email. She has just moved to Laredo. I am looking into providing a goodwill for a new audio unit (if needed). I will follow up on the diag, in the next few days. If you have any questions please call or reply to this email.

Thank you,

[redacted]

1. Intro Self
2. calling in regards to email
3. [redacted]
4. set appt for 10/7/19 1:15p

[redacted]

Last name **First name** **VIN of** 2015 SOUL **Case Number** **Mileage**

[redacted]

Days Down at Initial Service Alert report (if applicable):
Most recent Repair Issue,
Concern: Sirius freezes on update
Cause:
Correction: needs radio, ordered
Able to Duplicate (Y or N): Y
Repeat Repair (Y/N), if so, how many times?: N
Repair History of current concern with dates (Open and Closed) and mileage:
ETA for completion of repairs (if applicable):
Parts on order (Y/N), Y
part#: R6560B2211CA – no eta showing, ordered yesterday, typically 2 days to arrive
order#: [redacted]
Techline Case (if applicable): [redacted]250
Rental / Loaner Provided? N
If so, since when?:
Dealer contacted DPSM (if needed): N
Vehicle repaired?: N
Customer has possession?: Y
Dealer Code/Selling Dealer (Y or N): TX122, N
Original Owner (Y or N): Y
What is current Customer Request (if needed): N/A
Cust relationship with dlr (if applicable):

[redacted]

1. intro self
2. calling to get update on cust veh

Sylvia states
1. cust came in yest
2. head unit was replaced
3. I will be sending you the invoice today

wrt states
1. verified email
2. thanks

[redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]				

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

3. checking on repair of radio

cust states
1. it is working fantastic
2. there are actually things there that weren't showing on the radio from the beginning
3. UVO is working

wrt states
1. I'm glad that everything is working better than before

cust states
1. I had been having problems with the radio since I had the car
2. the dlr would brush it off or not listen to me
3. then I get this, and I have things on it I've never had
4. this had been an issue from the get go

[redacted]

wrt states
1. I'm glad they treated you that way
2. they were wonderful to work with

cust states
1. bought my son a 2011 Forte
2. will be buying my middle son a car too
3. and then I have a little time to wait on my youngest

wrt states
1. we had discussed reimbursing you car payments from when the car was down
2. I can provide 3 payments, and a maintenance plan
3. and reimburse for the rental you had to get as well as cover the radio
4. I can also look into the sirius subscription as well

cust states
1. don't worry about the sirius subscription
2. I still had access to it through the app on my phone
3. you have been so nice and helpful during this whole ordeal
4. it has been very much appreciated

wrt states
1. thank you for those kind words
2. I will send an email detailing the offer as well as 2 forms to sign and return to me
3. when they are received it can take approx 45 days to get the check

cust states
1. I really do appreciate that
2. verified address
3. thank you so much

*** [redacted] (GMT-05:00) Eastern Time (US & Canada) ***

[redacted]

Case Number	Mileage
[redacted]353	55,000

Dealer: TX122 Sames KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

[redacted]

[redacted]ail Sent created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created

[redacted]t was such a pleasure speaking with you today. This is the offer we discussed. I have attached two (2) documents to print, review, sign, and return at your earliest convenience. Please be advised I do need all pages returned in order to process your claim. You may email or fax these to me, or the preferred method is to attach them directly to your case by following the steps below. Please call or reply to this email if I can be of further assistance. To attach documents to case: Visit www.kia.com Click My KIA located at the top of the screen Click Contact Us Select 'Attach notes or documents to an existing case' Enter the 3 pieces of information requested, your reference ID is listed in the subject of this email Click 'Verify' Once inside, upload the requested documentation. (you may take photos of the documents to submit if you do not have a scanner) Thank you, Billy Wells Kia Motors America - Regional Analyst P: [redacted] F: [redacted]

[redacted]

[redacted]ail Sent created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created

[redacted] received the signature pages of the documents I sent to you. Unfortunately, I do need all pages of the documents returned in order to process this claim. Please send the first pages of each document to me so I may process this payment to you. I have attached the documents to this email if you no longer have access to the signed documents. I apologize for any inconvenience this may cause.Sincerely,Billy Wells
Kia Motors America - Regional Analyst
P: [redacted] F: [redacted]

[redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			353	55,000
			Dealer: TX122 Sames KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

[redacted] 9 08:24[redacted]

[redacted] Received created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and [redacted]
Thank you for letting me know. I think I did that correctly. Can you let me know if you need anything else or if I didn't do it right? Also how long before the check will be in the mail. The mailboxes here are weird so I'd like to know when to keep my eye out for it
Thank you so much
[redacted]

*** [redacted] (GMT-05:00) Eastern Time (US & Canada) ***
Email is sent on [redacted]
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center [redacted]

*** Email - External Email Sent created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created [redacted]
I have received the documentation requested to submit your claim for reimbursement. Please allow a minimum of 45 days for processing. Please allow 60 days to receive the documentation for your maintenance plan. If you require maintenance prior to receiving your vouchers, please contact our office to confirm the plan has been attached to your VIN. You will be notified when the reimbursement check has been mailed via the USPS.

Thank you for being part of the KIA family!Sincerely,
[redacted]
P: [redacted] F: [redacted]

*** Email - External Email Sent created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created [redacted]
Sent: Thursday, October 24, [redacted]0:12 AM
To: [redacted]
Cc: [redacted]
Subject: Kia Regional Office Re: RO History request Haddock VIN: [redacted]
Importance: High

[redacted] has a case with my office concerning their 2015 Soul, VIN [redacted] Would you please email or fax the customer invoice copies of the complete RO history. Please reference case ID: [redacted]353 if you are not replying to this email, or faxing them in.

Thank you for your prompt attention,

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	353	55,000
			Dealer: TX122 Sames KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

*** [redacted] (GMT-05:00) Eastern Time (US & Canada) ***
Goodwill #: [redacted]5 Submitted

*** [redacted] (GMT-05:00) Eastern Time (US & Canada) ***
Goodwill #: [redacted]8 Submitted

*** [redacted] (GMT-05:00) Eastern Time (US & Canada) ***
Goodwill #: [redacted]3 Submitted

*** [redacted] (GMT-05:00) Eastern Time (US & Canada) ***
Goodwill #: [redacted]3 Submitted

*** [redacted] (GMT-05:00) Eastern Time (US & Canada) ***
Goodwill #: [redacted]8 Submitted

*** [redacted] (GMT-05:00) Eastern Time (US & Canada) ***
Goodwill #: [redacted]8 Submitted

*** [redacted] (GMT-05:00) Eastern Time (US & Canada) ***
Goodwill #: [redacted]3 Submitted

*** [redacted] (GMT-05:00) Eastern Time (US & Canada) ***
Goodwill #: [redacted]5 Submitted

*** [redacted] (GMT-05:00) Eastern Time (US & Canada) ***
Goodwill #: [redacted]3 Submitted

*** Phone - Call - Inbound created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created by [redacted]

1. returning your call
2. how can I help

cust states
1. the CEL came on again, Engine control system, possible engine error
2. the drivers ***HEADLIGHT*** doesn't flash when locking the car and the left turn signal blinks rapidly
3. wasn't sure if I can take it in or I need to call you since you are providing me with gw

wrt states
1. you can contact the dlr anytime you have a concern
2. you can contact us if there is an issue at the dlr you need assistance with
3. I can make an appt with the dlr while we are on the phone if you like
4. made appt for today at 3:15
5. I will follow up with them next week

cust states
1. thank you

[redacted]utbound created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created by [redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	353	55,000
			Dealer: TX122 Sames KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

1. intro self
2. calling to get diag/ro info
3. please call to discuss
4. provided call back info

[redacted] d created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created by

swer

Sent created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created

I tried calling a few moments ago and left a m[redacted]o get some information on [redacted] visit on 11/22/19 with her 2015 So[redacted]Her CEL came on again and seems to be having some electrical issues. Could you please fill out the below info and return to me at your earliest convenience?
<included RO Template>

[redacted]

2. calling to check on veh
3. I have not been able to speak to the dlr and wanted to see how things went
4. please call or reply to the email I will be sending
5. provided call back info

[redacted]

Sames KIA to get information on your vehicle. Could you let me know if they were able to resolve your concerns, or is the vehicle still there? If you would like to discuss this case with me, please let me know your availability for me to contact you, or reply to this email so I may be of further assistance. I will be in the office 11/27/19 9:00a – 6:00p EST. and wont be returning to the office until 12/4/19, 9:00a.

Thank you and have a great day!

[redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]353	55,000
			Dealer: TX122 Sames KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

[redacted]

1. I was returning your call
2. I took it to the dlr and they said the crank shaft sensor was going out,
3. they are replacing it under warranty
4. they said the would call me when it comes in
5. the veh is safe to drive

wrt states
1. I can call them to check on it

cust states
1. it's ok I'm in no rush
2. I know they will call me
3. thank you

*** [redacted] (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on [redacted] (GMT-08:00) Pacific Time (US & Canada) by Siebel System - Auto Message
To: [redacted]
Cc: [redacted]
Title: Update from Kia, Case #[redacted]353

[redacted]

This email is to provide you with an update regarding the status of your request for assistance. It has been approved and a check will be processed within the next few business days and mailed to you via U.S. postal mail. If you have any further questions or concerns, please contact the Kia Consumer Assistance Center at (800) 333-4Kia (4542).

Sincerely,
Kia Motors America Consumer Assistance

*** Case note has been appended from duplicated auto-case on [redacted] (PST)

[redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	353	55,000
			Dealer: TX122 Sames KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

[Problem Description]
Customer brought vehicle stating check engine light is on

[Diagnostics Performed]
I was able to verify customers concern; retrieved the following P0017 (active). Tested good known crankshaft sensor and test drove vehicle for proper operation, no codes appeared. vehicle came back today ten days later with P0017 in history.

[redacted]

*** Email - External Email Received created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
Good morning Billy.
I hate to bother you once again. But my car is AGAIN in the shop at Sames kIA.
It has been there for 21 days. Well. Actually longer than that. The first 5 days they gave me a loaner car through their dealership. But after that they had me get one through enterprise. They are paying most of the bill for enterprise but I have to pay the taxes at 5.00 per day. Which is adding up. I'm not exactly happy about that. Not am I happy that the car is in the shop AGAIN!!
Had it been done correctly the FIRST time this wouldn't be an issue. I would have my car and I wouldn't be out ANOTHER 110.00 for a rental car
This is really the biggest joke I have ever come across.
Please see what you can do and let me know. Thank you so much.

[redacted]

*** Email - External Email Received created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and [redacted]

I hate to bother you once again. But my car is AGAIN in the shop at Sames kIA.
It has been there for 21 days. Well. Actually longer than that. The first 5 days they gave me a loaner car through their dealership. But after that they had me get one through enterprise. They are paying most of the bill for enterprise but I have to pay the taxes at 5.00 per day. Which is adding up. I'm not exactly happy about that. Not am I happy that the car is in the shop AGAIN!!
Had it been done correctly the FIRST time this wouldn't be an issue. I would have my car and I wouldn't be out ANOTHER 110.00 for a rental car
This is really the biggest joke I have ever come across.
Please see what you can do and let me know. Thank you so much.

[redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	353	55,000
			Dealer: TX122 Sames KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

Sent from my iPhone

*** Phone - Call - Outbound created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created by [redacted]

1.intro self
2. calling to get update on cust repair

[redacted]

1. just finished the car, cust can pick up
2. this was a warranted repair
3. cust was provided rental but we don't cover the taxes

wrt states
1. thank you

[redacted] created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created by [redacted]

1. intro self
2. following up on your case

cust states
1. this is so frustrating
2. apparently when the engine was replace in Memphis they didn't do the engine properly and it got debris in it
3. and TX122 had to replace the engine again
4. I'm afraid to put anything of mine in any car because I don't know how long it will last
5. I do understand things can go wrong, but this is beyond frustrating
6. the dlr in Memphis needs to be shut down
7. they are not giving Kia a good name at all

wrt states
1. I did confirm with the dlr that they do not cover the taxes
2. if you do have to pay those taxes send me the invoice and I will reimburse you
3. I will follow up with you on Tuesday to check on the repair

cust states
1. ok I will do that thank you

[redacted]
Email is received on 01/24/20 10:06:[redacted]
Attachments:
image0.jpeg
textplain2.txt

[redacted] eived created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and

Good morning
This is the final Enterprise bill. Hopefully. Although we have thought that before :(

Last_name	First_name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]353	55,000
			ealer: TX122 Sames KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

[redacted]

[redacted]ail Sent created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created

This is the offer we discussed. I have attached one (1) documents to print, review, hand sign, and return at your earliest convenience. Please be advised I do need all pages returned in order to process your claim. You may email or fax these to me, or attach them directly to your case by following the steps below. Please call or reply to this email if I can be of further assistance. Visit www.kia.com Click My KIA located at the top of the screen Click Contact Us Select 'Attach notes or documents to an existing case' Enter the 3 pieces of information requested, your reference ID is listed in the subject of this email Click 'Verify' Once inside, upload the requested documentation. (you may take photos of the documents to submit if you do not have a scanner) Thank you, Billy W. Kia Motors America - Regional Analyst P: [redacted] F: [redacted]

*** [redacted] (GMT-05:00) Eastern Time (US & Canada) ***
Case moved into WIPBin 2. Tuesday and Sub Status of Working

[redacted] (GMT-05:00) Eastern Time (US & Canada) and created by

1. intro self
2. returning your call
3. how can I help

cust states
1. I wanted to know what the processing time will be (45 days)
2. we are moving to Texarkana 2/28
3. I have the address there

wrt states
1. I have updated the address and the reimbursement will be sent there

cust states
1. thank you

[redacted]
Email is received on 01/30/20 14:07:[redacted]
Attachments:
image0.jpeg
image0_[redacted]020_[redacted]9.jpeg
image1.jpeg
texthtml1.0.htm

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]353	55,000
			Dealer: TX122 Sames KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

*** Email - External Email Received created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
Thanks so much for all your help. I've signed the papers and added my new address.

Sent from my iPhone

*** [redacted] (GMT-05:00) Eastern Time (US & Canada) ***
Goodwill #: [redacted]0 Submitted

*** [redacted] ***
Goodwill #: [redacted]0 Submitted

*** [redacted] (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted]0 Returned

[redacted]
Email is received on 03/21/20 07:03:[redacted]

[redacted] created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and

I was just checking in because I haven't yet gotten that reimbursement check from you for that last rental where they charged me the $5.00 per day for taxes.
Could you check into and let me know what's going on with that please? Thank you so much
Meredith Haddock

[redacted]

Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]353

*** Email - External Email Sent created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created [redacted]

I apologize for this delay. I am showing it is in the final stages of processing. Checks are mailed out Thursdays and could be getting sent out today or next week. I will check on the status next week. Please call or reply to this email if I can be of further assistance.

[redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]353	55,000
[redacted]	[redacted]	[redacted]	Dealer: TX122 Sames KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

[redacted]

Thank you so much. I appreciate all the help. I know things are hard right now with most people working from home. I had just really expected to have gotten it by now. I still haven't though so I was wondering if you could check on it and see if it was mailed out to the correct address?
Thank you

[redacted]

Title: RE: Kia Consumer Assistance Center Case#[redacted]353

*** Email - External Email Sent created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created [redacted]

I can't apologize enough for this delay. I have requested that the processing team research this. I will keep a more watchful eye on this and notify you of any updates.Sincerely,
Billy W.
Kia Motors America - Regional Analyst
P: [redacted] F: [redacted]

[redacted]

Sent from my iPhone

[redacted]

This email is to provide you with an update regarding the status of your request for assistance. It has been approved and a check will be processed within the next few business days and mailed to you via U.S. postal mail. If you have any further questions or concerns, please contact the Kia Consumer Assistance Center at (800) 333-4Kia (4542).

Sincerely,
Kia Motors America Consumer Assistance

*** [redacted] (GMT-05:00) Eastern Time (US & Canada) ***

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]353	55,000
			Dealer: TX122 Sames KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

[redacted]

*** Phone - Call - Inbound created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created by [redacted]

1. my car wont start
2. I can't keep dealing with this
3. my mom died 2 weeks ago, I just started a job an hour from my home 1 week ago

wrt states
1. apologized for loss and issue
2. have you tried to have your car jumped <no one has jumper cables>
3. need to see if car will start first
4. I can auth a jump and proceed from there,
5. if won't start will need to have towed to Kia dlr for further diag
6. I'm showing a kia dlr 4 miles away
7. I know its frustrating but there is nothing more i can do until it either starts or gets to the kia dlr <i understand>

called RSA connected cust
1. authorized jump

wrt states
1. call me after the service if there are any other issues

cust states
1. ok thank you

[redacted] Time (US & Canada) and created by

1. returning your call

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			353	55,000
			: TX122 Sames KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

2. the person that came out to jump my car said the battery cable was too tight and would need replaced
3. I took it to the dlr and they said the cable was too tight, but it didn't need replaced
4. I'm just over these problems

wrt states
1. I'm glad that it was something simple
2. we have to accept the dlr diag
3. unfortunately, as the veh gets older it will need repairs due to wear and age
4. we won't be able to provide assistance with every repair that needs done

cust states
1. I'm not asking for assistance with repairs
2. the dlr over tightened a cable on the last repair
3. I pay for the brakes and oil changes, tire rotations

wrt states
1. those are maintenance items that obviously need to be done
2. but repairs needed outside normal maint we wouldn't be able to assist with
3. this current concern was a possible workmanship error and that would need to be addressed with that dlr
4. it is not a factory defect
5. if it happens again and whatever dlr you take it to says that cable needs to be replaced, have that discussion with the repairing dlr

cust states
1. I just want Kia to take care of what they should take care of
2. I had to have the engine replaced, i shouldn't have had to worry about something like that on a new car

wrt states
1. we did take care of that repair. we took ownership of the issue and the repairs
2. if it there is a known manufacturing concern we will accept responsibility for that
3. but repairs needed for wear and tear we won't cover

cust states
1. I will tell everyone how horrible the dlrs and KMA is
disconnected

[redacted]

[redacted] (GMT-05:00) Eastern Time (US & Canada) and

I did NOT deserve the "customer service" you proved this morning
I KNOW the difference between normal wear and tear on a vehicle and what THIS vehicle has had. I have NEVER once asked you to cover anything that would be considered normal wear and tear. Of course that may be because I haven't been able to keep it on the road long enough to HAVE normal wear and tear yet other than just NOW replacing tires brakes and windshield wipers. Which I did. Not you guys. Because THATS normal wear and tear. An

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]353	55,000
			Dealer: TX122 Sames KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

engine dying at 50,000 miles is NOT. and then needing a SECOND one put in because YOUR mechanics aren't trained properly is NOT. Needing a new stereo system in the car because the one you guys put in is faulty is NOT normal wear and tear.
You may very well be tired of hearing from me but I promise you that I am WAY more tired of contacting YOU.
I WILL be putting a review up of this vehicle on EVERY kIA dealership I can find so that people know not to purchase it because even if they do THIS is the treatment they can expect from your company.
Thanks soooo much

[redacted]

Kia Motors America
Consumer Affairs Department

[redacted] | Case Number | Mileage
13146236 | 82,000

Dealer:

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Battery Discharging

Case History

[redacted]

1. educated cust on SC176
2. can i schedule an appointment?

cust states
1. i made the appointment already
2. our driverside ***HEADLIGHT*** keeps going out
3. it keeps blowing out the bulbs
4. i think this might be a wiring issue
5. the cigarette lighter doesn't work

writer states
1. apologized
2. the BWC was 5/60

[redacted]

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]196	57,555

Dealer: OK026 Lawton KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

[redacted]

[redacted] on [redacted] and created by [redacted]

1. im having an issue with my ***HEADLIGHT***
2. i was trying to buy just the lens
3. but they said it has to be the whole assembly

writer states
1. i apologize
2. we only sell the assembly
3. its to ensure a water tight seal for the lighting system
4. but any and all parts purchase and pricing will be done threw the parts department

cust states
1. thank you

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			794	1
			ealer: TX125 Southwest KIA Rr	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Parts
Kia Case Type Lvl3: Supply
Kia Case Type Lvl4: Stock Status

Case History

Part ordered for customer vehicle has been placed into the UPER status on05/28/ :00:00

[redacted]

Please Update Customer with the status of the vehicle and part ordered

*** Dispatched to Queue UPER on [redacted] (PST)

*** Case note has been appended from duplicated auto case on [redacted] (PST)

[redacted]

[Diagnostics Performed]
when operating turn signals, both left and right turn signals do not work nor do they work when placed into parking light position. During inspection, found the left headlamp connector was melted and bulb was bad. Repaired connector with new bulb. ***HEADLIGHT*** now works but also flicker when the base of the switch is turned. Replaced the multi function switch and retested. Flickering and ***HEADLIGHT*** issue are now resolved but parking lights/turn signals still do not. Check 7.5a IOD fuse in SJB and found 2v where it should be B+ like the rest. Inspected fuse and found .3 ohms. Checked B3 50amp fuse in ER box and found it to be good. Swapped known good SJB and still have the same result. Tested my SJB in donor car and all lights work normally so rule that out.
I did notice with the original SJB, when I pulled the 50amp fuse in the Er box, the parking light came on but very dim but the ***HEADLIGHT*** went out. When I placed the 50amp fuse back in, parking light went out and HL came on

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]715	75,000
			Dealer: GA033 KIA Autosport	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

*** [redacted] ***

[redacted]

*** [redacted] ***

Web - Note created on [redacted] and created by Miranda Helton

I have a 2015 Kia Soul I bought in Aug 2015. Recently, it has started having a problem with the ***HEADLIGHT***s flickering both while driving & parked with engine running. Also, I use the automatic ***HEADLIGHT***s feature/option a lot but 2 times in the past 3-6 months I've come out of work to go home and my battery was dead. I thought it was my battery so I replaced it. Twice after that when I walked by a door while at work I noticed my ***HEADLIGHT***s or running lights would be on.

I say all of this because I called the Kia dealership in Columbus, Ga this morning and setup an appointment for my next service and mentioned my ***HEADLIGHT*** concern and was told I might be charged $125 to diagnose the problem. I explained that I found tons of online posts about this problem.

Has Kia issued a service bulletin or recall for this ***HEADLIGHT*** issue?

*** [redacted] ***
Accepted from Queue eWebSupp

*** [redacted] ***
Dispatched from WIPBin High Pri

*** [redacted] (GMT-0
Accepted from Queue Callcenter

*** [redacted] (GMT-0
Dispatched from WIPBin INBOX

*** [redacted] ***
Accepted from Queue = ZZ Timo

*** Phone - Call - Inbound creat
** called customer **
wtr left VM
1 calling to say no SC listed
2 call back if needed
3 gave 800 and case

[redacted]

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	261	88,400
			Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Other

Case History

*** [redacted] ***

[redacted]

Cust states:
1. Im trying to find out if my 2015 soul if there is a recall on my vehicle because my lights are blinking as we go down the road.
2. Auto ***HEADLIGHT*** is suppose to go off, but sometimes they came back on and my battery went dead.

Wrt states:
1. Apologized
2. advised to take to dealer to make sure no loose wire.

cust states:
1. My husband is taking the vehicle to the dealer tomorrow becuase its do to have a service.

Wrt states:
1. anything else we can help with today

Cust states:
1. no, thank you

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]664	60,699

Dealer: FL056 Courtesy KIA of Brandon

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Other

Case History

[redacted]

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created b[redacted]
Customer States :

[redacted]tripping side window
2.I want them to fix my car i have been having multiple issues
3.I took the vehicle to KIA OF BRANDON
4.If i can prove that i had the issues looked at before my warranty was up i was told to call KIA by my ext warranty
5.The first KIA is where i went to i told them about this before my warranty was up ***

Writer states :

1.Apologized
2.Advised writer will reach out to KIA dealer
3.Advised writer will follow up once info is received and writer will submit request to DPSM for possible GW
4.CASE# KMA 855# EXT#
****

Writer Called Dealer FL056 @ courtesy [redacted]

1.Spoke to front desk
2.Transferred to Jenny SA***
3.No answer in service
2.

*** Phone - Call - Outbound commitment fulfilled on [redacted] (GMT-07:00) Arizona with Commitment Date 07/22/2019 clos[redacted]**
SM***FERNANDO

1.DRIVERS FROM DOOR LOCK /ALL [redacted] TRIM IS FADING AN PEELING /ALL DOOR HANDLE PAINT PEELING OFF/BOTH FRONT ***HEAD LAMP***S ARE YELLOW/ SCRATCHES ON THE TRUNK
HEADLAMPS FADING DUE TO WEATHER
BEEN HERE 3 X'S HAS NOT SPENT ANY MONEY

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			664	60,699

Dealer: FL056 Courtesy KIA of Brandon

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Other

[redacted]

1. Calling regarding recent Request for possible GW ***
2. Writer received response from DPSM**
3. Left 800#
4. Left CA#
5.Please call KMA 855# EXT#

[redacted]

1. Hello, DPSM declined GW request.

Cust:
1. I strongly disagree!
2. What can I do about this?

Wrt. states:
1. I do apologize, I can try to get permission to escalate this case to our regional department for further review because you disagree with the decision.

Cust:
1. Please, please do that.
2. Had nothing but problems with this vehicle since I got it and I can't believe this.
3. Same story with the Kia I owned before this one, so many recalls all the time.

Wrt.:
1. Apologized, I will go ahead and request to escalate and contact you with an update as soon as I receive a response.

Cust:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			564	60,699
			Courtesy KIA of Brandon	

Kia Case Type Lvl2: Quality
Kia Case Type Lvl4: Other

1. Awesome, thank you.
2. Goodbye.

*** Phone - Call - Inbound commitment created on [redacted] with Commitment Date 07/23/2019 and

[redacted]

ment Date 07/23/2019 closed by

*** Phone - Call - Outbound created on [redacted] and [redacted]
Wrt. leaves VM.
1. Hello, calling to advise that your case is being escalated.
2. Please allow 2-3 business days for somebody to reach out.
3. Any questions please CB.

*** Note - Others created on [redacted] and created by [redacted]
CALL TO ACTION

Forward to ECR:
1 Customer states door handles peeling and headlamps faded.
2 Vehicle down at FL056,
3 DPSM declined repair.
4 Dispatching to ECR because customer disagrees with DPSM decision
5 Please review and follow up accordingly

[redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			664	60,699

Dealer: FL056 Courtesy KIA of Brandon

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Other

ECR called FL056, s/w Jenny:
1. Confirmed all concerns
2. Door lock issue is intermittent, didn't happen while it was here
3. Clearcoat is peeling, not paint
4. The ***HEADLIGHT***s and weather stripping have weather oxidation on them.
5. We tried the ext wty, they will not cover these concerns.

[redacted] (GMT-05:00) Eastern Time (US & Canada) and created

I wanted to reach out to get an estimate for Ms. Brown's concerns with her weather stripping and ***HEADLIGHT***s. I understand they are faded due to weather oxidation, and she has asked Kia to assist. I can see that she's relatively loyal to the dealership, and she is a multiple Kia owner, so I'd like to review for assistance. I spoke with Jenny shortly ago, but forgot to get an estimate. I called back 5x, but could not get a live person in Service to get that estimate. [redacted]ncerns with her door locks have yet to be duplicated, and we will not be assisting with the clear coat peeling, but I may provide partial coverage for the trim concerns. Please provide parts/labor estimates at WARRANTY RATES for those repairs, and I will follow up.

[redacted]

ECR called cust to follow up:
1. Left VM with KCAC# and Case ID
2. Calling to follow up on veh concerns
3. Please call to discuss
4. Thank you

[redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]664	60,699

Dealer: FL056 Courtesy KIA of Brandon

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Other

[redacted]

Please send me the estimates we discussed on the 9th, so that I can review to assist our Customer.

Thank you,

[redacted]

*** Phone - Call - Inbound commitment created on [redacted] (GMT-05:00) Eastern Time (US & Canada) with [redacted]

1. Calling to follow up on estimates requested

Fernando states:
1. I'll send you the screenshot

*** Phone - Call - Inbound commitment created on [redacted] (GMT-05:00) Eastern Time (US & Canada) with [redacted]

Thank you for the screenshots. Could you please provide the parts/labor cost for the following repairs, separately, at Warranty Rates. While I appreciate the full list in the screenshot, it is not likely that we will be covering all repairs. However, Cust has good history at FL010, and we would like to look into assisting. Please provide a simple basic parts/labor cost at Warranty Rates for the following:

Dull ***HEADLIGHT***s (treatment preferred, but replacement if that's the only option):

Clearcoat peeling on door handles:

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]664	60,699

[redacted]ealer: FL056 Courtesy KIA of Brandon

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Other

Fading trim:

Thank you,

[redacted]

*** Phone - Call - Inbound commitment created on [redacted] (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 09/06/2019 and cre[redacted]

*** Phone - Call - Inbound commitme[redacted]
Commitment Date 09/06/2019 closed [redacted]

*** Email - External Email Sent create[redacted]

My apologies, but I did not receive a response to the below request from Tuesday. If you could, please provide a simple parts/labor breakdown of the charges for the below repairs:

Dull ***HEADLIGHT***s (treatment preferred, but replacement if that's the only option):

Clearcoat peeling on door handles:

Fading trim:

*** Phone - Call - Inbound commitment created on [redacted] (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 09/12/2019 and [redacted]

*** Phone - Call - Inbound commit[redacted] (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 09/12/2019 clos[redacted]

*** Email - External Email Receive[redacted]GMT-05:00) Eastern Time (US & Canada) and created by Jason Henry ***
ECR Received estimates from SVC[redacted]

HEADLIGHTs - $1481.62 - Parts/Labor both ***HEADLIGHT***s

Door Handles/Trim - $1149.05 - Parts/Labor for all repairs

*** Phone - Call - Outbound created on [redacted] (GMT-05:00) Eastern Time (US & Canada) and created by [redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			664	60,699

Dealer: FL056 Courtesy KIA of Brandon

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Other

Cust states:
1. I don't have a 2015 Soul

Wrt states:
1. Apologized, we had a case open for ***HEADLIGHT***, door, and trim concerns?

Cust states:
1. Yeah, I traded it in because I was told you all wouldn't do anything because it was OOW.

Wrt states:
1. Apologized, Wrt had been working to get estimates from the SVCM to look at helping out, but it took a while to get those from him
2. Wrt will close the case
3. Thank you for your time.

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			692	97,815

Dealer: FL110 Airport KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

[redacted]

*** Phone - Call - Inbound created on [redacted] and created by [redacted]
Cust states:
1. Any recalls for headlamp?

Wrt states:
1. Apologize
2. No active recalls on veh

Cust states:
1. Thank you.

[redacted]

*** Phone - Call - Inbound created on [redacted] and created by [redacted]
Cust states
1.my wife's kia had a light socket that burned and it melted inside the thing it was the original light when the Bulb died it burned inside it was 1400 .OO To Fix

Wrt states
1.apologized
2.has the vehicle been diagnosed yet?

Cust states
1.yes Airport KIA did it
2.we did service the vehicle through them and a 3rd party for a few other things

Wrt states
1.please allow me 2,3 business to do the legwork on your case
2.Provided case# and Vin

Cust states
1.thank you

*** Phone - Call - Inbound created on [redacted] and created by [redacted]
wtr spoke with Robert Trevino, husband
cust states
1 no one has gotten back to me
2. this light connector caught on fire
3. the cops are on us night and day over this
4. this is on the driver side
5. $1500 is what they want to chg for me a wiring harness on this

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]692	97,815

Dealer: FL110 Airport KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

wtr states
1 apologized
2. has the veh actually been diagnosed

cust states
1 i just called them

wtr states
1 unfortunately we will need to have the veh officially diagnosed
2. once we get that we can then reach out for GW OOW

cust states
1 thank you

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]310	2
			Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

*** [redacted] ***

[redacted]

Wrt states
1. The WTY ext is not open on your veh

Cust states
1. THE WARRANTY DOES NOT MATTER
2. THE WARRANTY EXTENSION DOES NOT MATTER

Wrt states
1. it does matter
2. It decides if you are covered or not
3. You do not have it

Cust states
1. IT IS YOUR FAULTY PART

Wrt states
1. Apologize
2. There is nothing I can do

Cust states
1. You need to work on your customer service

***Cust disconnects

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	238	123,500
			Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Others
Kia Case Type Lvl4: Other

Case History

*** [redacted] ***

[redacted]

Wrt states
1. apologize
2. two open scs SC176 SC155 on the veh
3. not related to headlamps
4. can be taken to dlr and resolved at no cost
5. veh will need to be diagnosed to determine what is causing concern

[redacted]

5. Transferred to Kcac

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]133	48,949
			Dealer: NC079 Courage KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Other

Case History

*** [redacted] ***

[redacted]

*** Phone - Call - Inbound created on [redacted] and created [redacted]
Customer states:
1. Cust states calling to see if there is a bulletin about the ***HEADLIGH***
2. Took to the dealer and they want to charge her $450 for the ***HEADLIGHT***s and she wants kia to pay for it

Writer states:
1. There are 2 recalls for the SC176 and SC155B
2. Customer disconnected call while transferring to KCAC 104

*** Phone - Call - Inbound created on [redacted] (GMT-07:00) Arizona and created by [redacted]
1. Reiterated veh concerns in case
2. Calling to see if I can get some help?
3. Dealt with Lori in svc at Courage Kia who states veh needs a wire harness

Writer stated:
1. I apologize for the concern
2. Updated contact info
3. Advised of SC155 and SC176 which can be done @ any Kia dlr @ no cost to you
4. Advised of 5/60 blw which covers factory defects
5. We will reach out to dlr to get more info on this
6. If there is a defect warranty would cover that
7. Once we have info we will follow up

Customer stated:
1. Thank you

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]133	48,949
			NC079 Courage KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Other

3. Case # provided

[redacted]

Writer states:
1. Calling to get RO, provided VIN

Justin states:
1. Service adviser is not available but I have RO info

Customer Name[redacted]
Customer phone[redacted]
Customer address[redacted]
VIN: KNDJN2A26[redacted]
MY and Mileage: 2[redacted]
Most recent RO# a[redacted]
Days Down at initi[redacted]

Most recent Repair Issue: ***HEAD LAMP***S BURNING OUT
Diagnosis: 450+ LABOR TO REPLACE ASSY- ALSO COMPLETED SC155 AND SC165
Able to Duplicate: YES
Repeat Repair: NO
ETA for completion of repairs: NA
Parts on order- part# order#: NO
Techline Case: NO
Rental / Loaner Provided?: NO
Dealer contacted DPSM: NO
Vehicle repaired?: NO

[redacted]

What is current Customer Request: REPAIR ASSISTANCE REQUESTED-

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]133	48,949
			C079 Courage KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Other

1. I had taken vehicle to dlr about the driver side ***HEAD LAMP***.
2. The service adviser told me the harness was melted.
3. Her name is Lori.
4. I dont know why this is not being covered ?
5. They were asking me about the bulbs.
6. They just said I need a whole new ***HEAD LIGHT***.
7. Preferred contact is phone.

Writer states:
1. Apologized.
2. Adv we will review this.
3. Please allow 1-2 business days.
4. Case # provided

Cust states:

[redacted] and

*** Email - External Email Received created on [redacted] and creat

Email received from DPSM-
Dealer contacted customer and is handling repair under warranty

*** Phone - Call - Outbound commitment updated on [redacted] with Commitment Date 11/08/2019 and updated by Heather Jessee ***

Writer calls cust Tonya Francis @ [redacted]

no option to lvm, mailbox full

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]133	48,949
			Dealer: NC079 Courage KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Other

[redacted]

Unable to LVM, mailbox full

[redacted]

Driver side ***HEAD LAMP*** assy needs to be replaced, repair approved, appt for 11/18/2019 -veh repaired and back with customer

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	574	113,000
			Dealer: CO031 Arapahoe KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

[redacted]

Wrt
1 Asked essential questions

Cust
1 There is an issue with front driver's ***HEADLIGHT*** that is covered under TSB
2 Contacted dealer to see if there is a charge, and they said there is
3 Front driver's ***HEADLIGHT*** goes off and on intermittently

Wrt
1 Do not see an SC or Wty ext on your VIN for this issue
2 OOW, so dealer would charge a diagnosis fee
3 Can pursue GW OOW, only after we have a diagnosis from dealer
4 Gave case#

Cust
1 Ok

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]495	70,000
			Dealer: NJ003	Cherry Hill KIA

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

[redacted]

*** Phone - Call - Inbound created on [redacted] and created by [redacted]
Customer called and states that
1. One headlamp had quit working
2. While the dealer was trying to fix it, the other one shorted out
3. I saw an article in a magazine about the problem
4. Can I get some assistance?

WRiter states:
1. I am sorry that this is a problem
2. There is a TSB on this, but the problem is that TSBs expire with the warranty
3. You can discuss this with the dealer and possible get this repaired
4. If they do not cover this, please send me the bill and I will cover it.

[redacted]

[redacted]ail Sent created on [redacted] and created by [redacted]

If the dealer does not fix the headlamp connectors under the TSB, please send me the work order showing payment and I will reimburse you for the connectors and the labor

[redacted]ase Manager, Premium Kia Motors America, Inc. 111 [redacted] E

REPLY INSTRUCTIONS: If further communication is desired with a Kia Consumer Assistance agent, please reply directly to this e-mail without altering or deleting any information. This will allow for your response to be routed to the appropriate agent in a timely manner. Case#[redacted]495.

[redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]				70,000
				rry Hill KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Recall/Service Campaign
Kia Case Type Lvl4: Not Applicable

reimbursement.

<For Internal Use Only
VIN does not qualify for any ***HEAD LAMP*** connector related recall.>

*** [redacted] ***
Dispatched from WIPBin = Default to Queu
Reason:

*** [redacted] ***
Accepted from Queue Callcenter to WIPBi

*** [redacted] ***
Dispatched from WIPBin Working to Queue

*** [redacted] ***
Accepted from Queue ZZ Brittany Gibson t

*** [redacted] ***
Case moved into WIPBin 2. Tuesday and Sub Status of Working

*** [redacted] ***
Goodwill #: [redacted]8 Submitted

*** [redacted] ***
Goodwill #: [redacted]8 Submitted

*** [redacted] ***
Goodwill #: [redacted]8 Returned

*** [redacted] ***
Goodwill #: [redacted]8 Returned

*** [redacted] ***
Goodwill #: [redacted]8 Returned

*** [redacted] (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted]8 Returned

*** [redacted] (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on [redacted] (GMT-08:00) Pacific Time (US & Canada) by Siebel System - Auto Message
To: [redacted]
Cc: [redacted]
Title: Update from Kia, Case #[redacted]495

[redacted]

This email is to provide you with an update regarding the status of your request for assistance. It has been approved and a check will be processed within the next few business days and mailed to you via U.S. postal mail. If you have any further questions or concerns, please contact the Kia Consumer Assistance Center at (800) 333-4Kia (4542).

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]495	70,000
			ealer: NJ003	Cherry Hill KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Recall/Service Campaign
Kia Case Type Lvl4: Not Applicable

Sincerely,
Kia Motors America Consumer Assistance

*** [redacted] ***
Closed by David Craychee with Resolution Code : Goodwill Issued
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	377	74,000

Dealer: FL106 Greenway KIA East

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Transmission Feeling(Shift)

Case History

[redacted] Standard, Sub Status = Working

*** Phone - Call - Inbound created on [redacted] and created by [redacted]
cust states
1. i have replaced the turn signal on the front lt. 9 times since purchasing the veh
2. last night the high beam started flickering this was on the lt
3. feels like the veh is down shifting in a not normal way

wtr states
1. apologize
2. advised will be happy to ck for SC
3. does cust know if dlr has tried to reach out to the ext wty company

cust states
1. they have not reached out to my ext wty company as far as i know

wtr states
1 no SC for concern
2. OOW
3. may want to consider going to another dlr
4. who has cust talked to at dlr
5. will reach out to dlr

cust states
1. i religiously have supported this dlr
2. thank you

*** [redacted] ***

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]377	74,000

Dealer: FL106 Greenway KIA East

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Transmission Feeling(Shift)

[redacted]

I have recently inherited your case.

I wanted to know the current status of your turn signal issue. I will call the dealership next week, but I thought you might want to give me the latest status.

I know our 3rd party warranty vendor was also involved.

I want to know how Kia Motors America can help you.

If you have any questions in the meantime, please feel free to contact the Kia Consumer Assistance Center at (800) 333-4542 and refer to your case number and we will be happy to assist you. If it is more convenient for you, please feel free to respond to this email and we will be happy to follow up with you regarding the matter.

Thank you for patiently working with Kia Motors America regarding your concerns.

Sincerely,

[redacted]

After inheriting case, e-mailed customer for current status and what KMA can do for him?>

*** Phone - Call - Outbound created on [redacted] and created by [redacted]
wrt called FL106

wrt states:
1. calling for RO information

[redacted] service adviser states:

On hold for over 15 minutes, needed to disconnect.

[redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]377	74,000
			Dealer: FL106	Greenway KIA East

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Transmission Feeling(Shift)

To: [redacted]
Cc: [redacted]
Title: ACTION REQUIRED - [redacted]

*** Phone - Call - Outbound created on [redacted] and created by [redacted]

1. Got a voicemail box
2. Left case number and phone number
3. I am escalating your case, please allow 2-3 business days for a review

*** Note - Others created on [redacted] and created by [redacted]
Forward to ECR
1 Customer contact 2-3 business days
2 Unable to contact dealer
3 Dispatching for no contact from DPSM x 2
4 Please review and follow up according

*** [redacted] ***
Dispatched from WIPBin = Default to Queue [redacted]
Reason:

*** [redacted] ***
Accepted from Queue Southern Region ECR to [redacted]

*** [redacted]
Assigned to WIPBin Inbox [redacted]
Reason:

*** Phone - Call - Outbound created on [redacted] and created by [redacted]
wtr called cust @ [redacted]

no answer - left VM
wtr states
1. Introduced self as ECR
2. Advised wtr following up on cust concerns with veh
3. Provided case # and wtr phone
4. Advised wtr will be contacting dlr and follow up with cust 2/24

*** [redacted] ***
Email is sent on [redacted] by [redacted]
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case# [redacted]377

*** Email - External Email Sent created on [redacted] and created by [redacted]
Dea[redacted]
I am reaching out to confirm that your case was escalated to my regional office and I will be your case manager going forward. I contacted you today to introduce myself and to discuss any additional concerns you may have at this time. I will be gathering the necessary information and will follow up with you 2/24. Thank you and have a great day!
Sincerely,

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	377	74,000

Dealer: FL106 Greenway KIA East

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Transmission Feeling(Shift)

Melissa
[redacted]
Kia Motors America

*** Phone - Call - Outbound created on [redacted] and created by [redacted]
*** multi-veh call ***

wtr called SM FL106 @ [redacted]

no answer - left VM
wtr states
1. Introduced self as ECR
2. Advised wtr following up on cust veh
3. Provided wtr phone
4. Request reply

[redacted] and created

wtr states
1. Provided cust name/VIN
2. Provided cust complaints from case file
3. Request if cust veh currently down at dlr and if concerns have been addresse

[redacted] and cre

*** Phone - Call - Outbound created on [redacted] and created by [redacted]
wtr called cust @ [redacted]

no answer - left VM
wtr states
1. Introduced self as ECR
2. Advised wtr following up on cust recent veh concerns
3. Provided case # and wtr phone
4. Request call back if need additional assistance

[redacted]

Thank you for contacting Kia Motors America. We appreciate your feedback and the opportunity to address your concerns. Kia Motors America has been informed that you may have a question or a concern regarding your Kia

Last_name	First_name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]377	74,000
			Dealer: FL106	Greenway KIA East

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Transmission Feeling(Shift)

vehicle and you are requesting assistance. We apologize, but we have not been able to reach you by telephone to discuss the matter.

If you still have questions that have not been resolved by your Kia dealer, please feel free to contact the Kia Consumer Assistance Center at [redacted] and refer to your case number and we will be happy to assist you. If it is more convenient for you, please feel free to respond to this email and we will be happy to follow up with you regarding the matter.

Thank you for contacting Kia.

Sincerely,
Kia Motors America

[redacted]

[redacted]
Email is received on 03/05/20 10:22:[redacted]

*** Email - External Email Received created on [redacted] and created by [redacted]
Thank you..but as of today 3/5/20..no one has called me..am totally disappointed with Kia..still no turn signal..etc.am just frankly upset with the whole thing. Looks like I have to take other steps to get this issue resolved...

[redacted]

*** Email - External Email Sent created on [redacted] and create[redacted]

[redacted]you would like to discuss further, please feel free to call back or provide a good phone number for us to follow up. Thank you.

[redacted]

no answer - left VM
wtr states
1. Introduced self as ECR
2. Advised wtr calling to follow up on cust veh concerns

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]377	74,000
			[redacted]FL106	Greenway KIA East

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission [redacted]
Kia Case Type Lvl4: Transmission Feeling(Shift)

3. Provided case # and phone #
4. Request call back if have additional questions

*** [redacted] ***
Email is sent on [redacted] b[redacted]
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case# [redacted]377

[redacted]

Thank you for contacting Kia Motors America. We appreciate your feedback and the opportunity to address your concerns. Kia Motors America has been informed that you may have a question or a concern regarding your Kia vehicle and you are requesting assistance. We apologize, but we have not been able to reach you by telephone to discuss the matter.

If you still have questions that have not been resolved by your Kia dealer, please feel free to contact the Kia Consumer Assistance Center at [redacted] and refer to your case number and we will be happy to assist you. If it is more convenient for you, please feel free to respond to this email and we will be happy to follow up with you regarding the matter.

Thank you for contacting Kia.

Sincerely,
Kia Motors America

[redacted]

*** Phone - Call - Inbound created on [redacted] and created by [redacted] states:
1. I'm still getting the issue
2. My turn signal burns out and it looks like it may be ***HEADLIGHT*** assembly according to my research
3. I will have to find other venues to get this light fixed
4. Do I have to take it to an outside vendor?
5. Both ***HEADLIGHT***s are not cheap

Writer states:
1. Apologized
2. Adv cust to take veh to different dlrship to get a second opinion
3. Can give us a call back for help

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			377	74,000
			Dealer: FL106	Greenway KIA East

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Transmission Feeling(Shift)

Cust states:
1. Thank you

*** [redacted] ***

[redacted]

*** [redacted] ***

[redacted]

*** Phone - Call - Inbound created on [redacted] and created by [redacted]
cust states
1. i have taken it to the dlr and they want to chg me just to look at it
2. went to another dlr and they said that i should take it back to the dlr that i have a case with
3. i need to find another ave to take care of this

wtr states
1apologized
2. advised will ck notes
3. see that we had escalated the case
4. see that the veh is CPO
5. if the concern is under ext wty then cust would likely just have to pay for the ded.
6. TCS does not know what that ded. may be

cust states
1. i just want to get this fixed
2. thank you

*** Phone - Call - Outbound created on [redacted] and created by [redacted]
wtr spoke with Jeffrey

wtr states
1. needing to know about cust veh
2. is the diag charge for the ext wty
3. looking for something about the ***HEADLIGHT***s or electrical concern

Jeffrey states
1. i can help with that
2. there is nothing in the RO's since May of 2018
3. looking at all of his history

wtr states
1 will let cust know that veh will have to be brought to dlr for diag

*** Phone - Call - Outbound created on [redacted] and created by [redacted]
wtr states
1 following up on case
2. followed up with dlr and they do not have anything regarding your turn signals
3. need to take veh to dlr for diag
4. had to lvm

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]377	74,000
			Dealer: FL106	Greenway KIA East

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Transmission Feeling(Shift)

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]276	52,000
			Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

*** [redacted] ***

1. Issue with ***HEADLIGHT***
2. Primarily when turning left, the light go off
3. Any recalls?

wtr states:
1. No recalls for that concern
2. Advised warranty 5/60
3. Advised SC155 and SC176 outstanding
4. Offered to connect with dealership to schedule appointment'

cust states:
1. I have their number, I can call
2. Is there a recall on the stop peddle? NHTSA say there is

wtr states:
1. Are you searching with Model/MY? (Yes)
2. Advised to search using VIN#

cust states:
1. Thank you

*** [redacted] ***

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]997	111,634

Dealer: OK021 Bob Moore KIA Northwest

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Case History

[redacted]

*** Phone - Call - Inbound created on [redacted] and created by
Javier Saucedo – owne[redacted]
1. last week took to kia
2. CEL was on
3. was for the catalytic converter
4. messed up my short block
5. dealer told me to call about getting GW for damages to my car
6. estimate was over $7000
7. I am in a borrowed car right now

Writer States
1. apologized
2. you have your vehicle correct
3. will be glad to reach out to
4. who Is your SA
5. no open SC
6. advised case#
7. will see if GW could be obtained for your repair
8. preferred contact ///phone or email

Customer States
1. SA Caleb
2. not working too much now; with temp agency in evenings

Writer States
1. do you maintenance at kia or a multi kia owner
2. glad to reach out to dealer

Customer States
1. thank you

*** Phone - Call - Outbound created on [redacted] and created b
OK021 @ [redacted]
1. SPOKE TO MIKE

DLR STATES
1. HAS AN AFTER MARKET CATALYTIC CONVERTER
2. SO CAN'T EVEN RETEST FOR SC176 IF COULD

[redacted]

Customer address: WE HAVE OLD IL ADDRESS
VIN: KNDJN2A29F[redacted]55
MY and Mileage: 2015 kia SOUL MILEAGE [redacted]0
Most recent RO#, Open and Close Date: RO#[redacted] OPENED 4/20 AND CLOSED 4/24
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis:
Customer states ... CEL/OIL LIGHT AND ***HEADLIGHT*** ISSUE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]				

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Dealer states ... (cause & correction
>>>ENGINE FAILURE- ENGINE REPLACEMENT AND CATALYTIC CONVERTER
Able to Duplicate (Y or N): Y
Repeat Repair (Y/N), if so, how many times?: Y
>>>> 3/24/2020 RO# [redacted] MILEAGE/CEL - CATALYTIC CONVERTER RECOMMENDED AND CUSTOMER DECLINED REPAIRS
>>>THEN BACK TO 2017
Repair History of current concern with dates (Open and Closed) and mileage:
ETA for completion of repairs (if applicable): N/A
Parts on order (Y/N), if so obtain part#, order#: NO
<<<ENGINE AND CAT CONVERTER $7200.00
Techline Case (if applicable): NO
Rental / Loaner Provided? If so, since when?: NO
Dealer contacted DPSM (if needed): NO
Vehicle repaired?: N
Customer has possession?: Y
Dealer Code/Selling Dealer (Y or N): OK021
Original Owner (Y or N): N
What is current Customer Request (if needed): N/A

[redacted]

*** Email - External Email Sent created on [redacted] and created by
****sent 2nd request -

[redacted]

1. calling about your 2015
2. is your vehicle back at the dealership yet

Cust states
1. no I have the vehicle
2. just waiting on you guys

Writer States
1. let me reach out to the dealership

****called OK021 @ [redacted]
1. spoke to diagnosis

Dlr States
1. (caleb) have not had a time to reach out to him yet
2. Monday 10:30

Customer States
1. Great see you then

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			997	111,634
Oklahoma OK	[redacted]	11/04/2014	Dealer: OK021	Bob Moore KIA Northwest

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

<For Internal Use Only
>>>>DPSM
The customer had taken the car. I had advised the dealer to get the vehicle back in and do a proper diagnoses ad then call me. I am waiting for that to happen>

[redacted]ution Code : Referred to Dlr

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]113	52,346

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

[redacted]yes ***

1. I was driving home and the I realized the ***HEADLIGHT***s are not working
2. I called the DLR
3. They said it is a common issue
4. I want to know if there are recalls on this
5. The Mechanic said that it is not something that I did but he said a control module shorted out and caused all of my exterior lights to burn out

Wrt states:
1. Apologies
2. Do you have an appointment with the DLR? (Y Next week)
3. Informed about open SC
4. There are none that appear to be for that concern

Cust states:
1. Thank you

[redacted]

Thank you for contacting Kia Motors America. We appreciate your feedback and the opportunity to address your concerns. Kia Motors America has been informed that you may have a question or a concern regarding your Kia vehicle and you are requesting assistance. We apologize, but we have not been able to reach you by telephone to discuss the matter.

If you still have questions that have not been resolved by your Kia dealer, please feel free to contact the Kia Consumer Assistance Center at [redacted] and refer to your case number and we will be happy to assist you. If it is more convenient for you, please feel free to respond to this email and we will be happy to follow up with you

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]113	52,346

[redacted]ler:

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

regarding the matter.

Thank you for contacting Kia.

Sincerely,
Kia Motors America

REPLY INSTRUCTIONS: If further communication is desired with a Kia Consumer Assistance agent, please reply directly to this e-mail without altering or deleting any information. This will allow for your response to be routed to the appropriate agent in a timely manner. Case#[redacted]113.

*** [redacted] ***
Dispatched from WIPBin Default to Queue Callcente[redacted]

*** [redacted] ***
Accepted from Queue Callcenter to WIPBin Default[redacted]

*** [redacted] ***
Dispatched from WIPBin Default to Q[redacted]

*** [redacted]
Accepted from Queue[redacted]

*** Phone - Call - Outbound created on [redacted]
Wrtr called cust
1 Good day / intro
2. calling in reference to your ***HEAD LIGHT*** concern
3. case #
4 Call back #

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	66,100

[redacted]ealer: TX097 Southwest KIA-Nw

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

[redacted]

Problem Description :
ON 11/17/2014 WITH [redacted] MILES, CAR CAME IN FIRST TIME WITH A RIGH SIDE HIGH BEAM BULB OUT. OTHER TECH REPLACED BULB. AT [redacted] MILES CAR CAME BACK WITH A SHORTED OUT LEFT SIDE ***HEADLIGHT*** AND TECH REPLACED ASSY. AT [redacted] MILES CAR CAME BACK WIHT A BAD BULB ON LEFT SIDE AGAIN, TECH REPLACED BULB. AT [redacted] CAME BACK WITH PASSANGER LIGHT OUT AND HAD A SHORTED OUT HEADLAP, TECH REPLACED HEADLAMP ASSY ON RIGHT SIDE. TODAY CAME IN WITH DRIVERS LIGHT OUT AND PASSANGER SIDE IS DIM, INSPECTED AND FOUND PASS ***HEADLIGHT*** SHORTED OUT AGAIN.

Diagnostics Performed :
CHECKED GROUNDS AND THEY ARE GOOD, THE PART THAT KEEPS SHORTING OUT IS THE HEADLAMP BULB CONNECTOR INSIDE THE HEADLAMP ASSY. I ALREADY HAD A CASE FOR THIS CAR FOR THIS SAME CONCERN BACK ON JANUARY OF THIS YEAR..
Please contact dealer for additional information regarding customer handling & repair status and update customer accordingly.

[redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	66,100

Dealer: TX097 Southwest KIA-Nw

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

-RO# [redacted]3,Opened 12/1/14, [redacted] Miles
- Customer states ***HEAD LIGHT***s not working
- Replaced left side ***HEAD LIGHT*** assembly

-RO# [redacted]5,Opened 12/3/14, [redacted] Miles
- Customer states ***HEAD LIGHT***s not working
- Replaced right side ***HEAD LIGHT*** assembly

[redacted]

*** NOTES 04/24/[redacted]3:41 PM US Mountain Standard Time RBauer Action Type:Internal
Forwarding to RCA:
1. Veh has been to TX013 4X for the same concern.
2. Forwarding to RCA for further review.
3. Customer requesting call back.

[!<For Internal Use Only
Writer sent case notes to DPSM CBesser as FYI.>!]

*** PHONE LOG 04/24/[redacted]3:41 PM US Mountain Standard Time RBauer Action Type:Outgoing call
Writer called customer and left VM:
1. Gave name, 800# and case number.
2. Received information that vehicle was at dealer for service.
3. Calling to verify customer concerns were resolved?
4. Request callback if additional assistance is needed.

*** PHONE LOG 04/24/[redacted]3:54 PM US Mountain Standard Time BHardt Action Type:Incoming call
Cust states:
1. Someone called me.
2. Provided case #.

Wrt states:
1. Apologized.
2. Advised case is on its way to the region.
3. Will receive c/b in 2 business days.
4. Being sent due to number of times it has been to dlr.
5. How is veh working?

Cust states:
1. Light is dimming still.

Last_name	First_name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	66,100
			Dealer: TX097	Southwest KIA-Nw

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Wrt states;
1. Region will contact you.

Cust states:
1. Thanked.

Wrt states:
1. Thanked.

*** PHONE LOG 04/27/[redacted]1:38 PM US Mountain Standard Time JEchenique Action Type:Outgoing call
Cust states
1. I have case number K[redacted]04

Wrt stated
1. apologized to cust
2. adv cust that i show case has been sent to region
3. adv cust that it may take 2 business days and i show case was sent on 4/24/2015

Cust stated
1. okay thank you.

[redacted]

Writer leaves VM for Brandy Hebert stating
1. Introduces self
2. Calling in regards to concern with ***HEADLIGHT***s, apologizes
3. Requested callback with further questions/concerns
4. Provided case #, ext, and 800#

*** PHONE LOG 04/28/[redacted]8:28 AM US Mountain Standard Time BSherrick Action Type:Incoming call
Cust stated:
1. I got a call from MHill and missed her call
2. I just get her VM
3. I need to talk to her

Writer stated:
1. Apologize
2. Let me see if she is avail

******* Got VM

WRiter stated:
1. Apologize
2. She is not at her desk at the moment
3. I can leave her a message to give you a call when she gets back

Customer stated:
1. Thank you

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	66,100
			Dealer: TX097	Southwest KIA-Nw

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

*** PHONE LOG 04/28/[redacted] 9:21 AM US Mountain Standard Time MHill-SO Action Type:Outgoing call
Writer contacts Brandy Hebert and states
1. Introduces self
2. Calling in regards to ***HEAD LIGHT***s not working, apologizes
3. Understand you went in on the 22nd for repair
4. How is the veh doing?

[redacted]
1. Working fine, now they are starting to go dim again

Writer states
1. Apologizes
2. I am going to get some further resources involved for this concern

[redacted]
1. cause see, at night, I work nights
2. And it is a pattern
3. When i took it on Wednesday
4. Driver's side bright light went out
5. Normally when the bright light goes out entire ***HEADLIGHT*** will go out
6. This time bright light went out, passenger side connector was melting
7. You can look at the service history
8. Last time I had it replaced, it had melted
9. I have actually seen smoke, then they noticed that the connectors
10. There are a couple times
11. Right after I got the car, showed them that there is something wrong with the brakes
12. It is like you are pushing a brick
13. For the last week or so
14. They are supposed to do the MPI on veh, did not do it the last 2 times that I was in
15. I told them there is a squeal, it will stop, and then squeal again
16. It doesn't matter if you are pushing the brakes or backing up not pushing the brakes
17. They said there is something stuck in there
18. If there was something stuck in there, it would have fallen out with me driving the veh on the highway
19. it is like it is cutting into the rotor, kind of like the calipers are sticking

Writer states
1. They haven't really looked at the brakes?

[redacted]
1. No, they only put it on a lift
2. They will not drive the veh
3. You can look at the work orders

Writer states
1. I will request for the ROs from the dealer
2. Do you have my extension?

[redacted]
1. Yes
2. So when you are driving down the highway
3. Acts like it has no vacuum to the booster

[redacted] | Case Number | Mileage
[redacted] | 66,100
Dealer: TX097 Southwest KIA-Nw

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Writer states
1. Apologizes
2. Once I have further info for what will be done next, will contact you back

[redacted]

1. Thank you

*** PHONE LOG 04/28/[redacted]:29 AM US Mountain Standard Time MHill-SO Action Type:Ltr/email/fax sent
Writer sends email to DPSM Chris Besser informing of customer concern, requesting assistance.

*** NOTES 04/28/[redacted]:32 AM US Mountain Standard Time MHill-SO Action Type:Dealer contact
Writer contacts SVC TX013 and states
1. Requested Svc Mgr

Ty svc writer states
1. He is at lunch

Writer states
1. Would you be able to send me over the ROs for customer

Ty svc writer states
1. Yes

Writer states
1. Thank you

*** NOTES 04/28/[redacted]:01 AM US Mountain Standard Time MHill-SO Action Type:Dealer contact
Writer contacts SVC TX013 and states
1. Calling to let you know that only the cover sheet came in

Ty Svc writer states
1. Trying to resend it now

Thanked and call ended.

[redacted]

[redacted]

1. Calling to just give you an update
2. Wanted to let you know that I am still waiting to hear back from DPSM regarding what the next step will be to resolve concern

[redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	66,100
			Dealer: TX097	Southwest KIA-Nw

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

2. Reason is because attorney is asking

Writer states
1. Ok
2. I will give you an update as soon as I have any further info
3. Should hear by the end of day today or tomorrow

[redacted]

1. Is the veh at the dealer now?
2. She will need to schedule with the dealer to get it back in.
3. the dealer will then need to open service alert and get with techline so we can find if there is a root cause.

[redacted]

1. I understand that, but the vehicle was repaired and left and the condition has returned, so they will have to do so again.
2. Obviously there is an underlying issue (possibly) and we need to find that root cause so they are going to have to start from square one.
3. First step, get the car to the shop.

*** PHONE LOG 05/01/[redacted] 2:15 PM US Mountain Standard Time CWilliams Action Type:Incoming call
Cust stated
1. calling on my case

Writer stated
1. i see that MHill at the region is handleing the case
2. let me try and get her on the phone

Cust thanked and writer contacted MHIll and got vm

Writer stated
1. got her vm
2. can transfer over there if you would like and she can reach out to you again

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	66,100
			Dealer: TX097	Southwest KIA-Nw

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

cust stated
1. thank you

Writer thanked and transferred to MHill's vm

[redacted]

1. Calling to follow up
2. Did hear back from DPSM
3. He is wanting to have you take the veh back into the dealer

[redacted]

1. Ok
2. I can possibly take it in today

[redacted]

*** NOTES 05/01/[redacted]2:44 PM US Mountain Standard Time SBuchanan Action Type:Dealer contact
Rec cll from dlr TX013 Marie Wade srv mgr:
1. Cust is stating that they were advised to bring veh back
2. That we would provide them a veh over weekend

Writer states:
1. Apologized
2. Advised that I do show we recommended the cust to return due to returning issue
3. Do not see anything advising vehicle being supplied
4. Can see if RCAA MHill avail

Marie states:
1. Thank you

Writer xfrd to RCAA MHill

[redacted]

1. Calling in regards to concern with loaner
2. Dealer does not have loaner program
3. Will need to get rental approved
4. WIll know Monday

[redacted]

1. Ok, thank you

*** PHONE LOG 05/01/[redacted]2:55 PM US Mountain Standard Time MHill-SO Action Type:Ltr/email/fax sent
Writer sends email to DPSM Chris Besser requesting rental assistance

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	66,100
			Dealer: TX097	Southwest KIA-Nw

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

*** NOTES 05/01/[redacted]1:01 PM US Mountain Standard Time MHill-SO Action Type:Dealer contact
Writer receives call from TX013

Writer states
1. Customer is needing to bring veh in
2. Is there any way you can put customer into loaner?

Marie Svc Director states
1. No we don't have a loaner program
2. That is what she did
3. She told her to call me and give me a rental today
4. Not only that, I know a little bit about this concern
5. I will have to get him involved so he can come in and meet her vehicle
6. Until then we don't know if we will be able to provide vehicle

Writer states
1. I will have to contact DPSM to see if he would approve rental

Thanked and call ended

[redacted]

1. I have told the dealer SM that they can put customer in a rental for the day while we inspect vehicle.
2. Until we have an answer as to the cause of failure I don't want to approve more in the event it is caused by outside influence, IE aftermarket bulbs, prior collision repair etc.

*** NOTES 05/04/[redacted]6:46 AM US Mountain Standard Time MHill-SO Action Type:Dealer contact
Writer contacts SVC TX013 and states
1. Requested Svc Mgr
2. Wanted to know when customer would be coming in?

[redacted]

1. Svc Mgr is not available
2. She is coming in tomorrow morning

[redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	66,100
			Dealer: TX097	Southwest KIA-Nw

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Writer states
1. Great
2. I will be further following up with dealer and you

[redacted]

1. I will be there about 8:30 a.m. tomorrow morning until 8:30 Wednesday morning

Thanked and call ended.

*** NOTES 05/06/[redacted]7:23 AM US Mountain Standard Time MHill-SO Action Type:Dealer contact
Writer contacts TX013 SVC and states
1. calling to find out what diagnosis was on veh

[redacted]

1. Techline said case is under review
2. Customer still in rental
3. Justin is the svc adv on this

Thanked and call ended.

[redacted]

1. Just wanted to call and follow up
2. Technicians are still investigating concerns
3. I will be further monitoring repairs and providing updates
4. Requested callback with questions or concerns
5. provided case #, ext, and 800#

*** NOTES 05/08/[redacted]2:40 PM US Mountain Standard Time MHill-SO Action Type:Dealer contact
writer attempts to contact dealer, continuously rings, no answer

*** NOTES 05/11/[redacted]8:30 AM US Mountain Standard Time MHill-SO Action Type:Dealer contact
writer attempts to contact dealer, continuously rings, no answer

*** PHONE LOG 05/11/[redacted]8:32 AM US Mountain Standard Time MHill-SO Action Type:Ltr/email/fax sent
Writer sends email to DPSM Chris Besser requesting contact from TX013

*** NOTES 05/11/[redacted]2:35 PM US Mountain Standard Time MHill-SO Action Type:Dealer contact
Writer contacts SVC TX013 and states

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	66,100
				Southwest KIA-Nw

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

1. Calling for status of veh

[redacted]

1. Techline says there working as designed at this time
2. Replaced ***HEADLIGHT*** bulb, no known problems
3. Customer is driving veh

Thanked and ended call

[redacted]

1. calling in regards to concern with ***HEADLIGHT***s
2. Wanted to know how the veh is doing at this time?
3. requested callback
4. provided case #, ext, and 800#

*** NOTES 05/13/[redacted]0:05 AM US Mountain Standard Time JHirshfield Action Type:Dealer contact notes from dup case--Vital Insight Service Survey K[redacted]22

Kia Dealer Service Satisfaction Survey

Survey Date: 05/09/2015
Name of the Dealer: CROWN KIA - TX013

[redacted]

8.Was all of the work completed right the first time?
Response: No

8-1.If NOT completed right the first time,what was the reason?
Response: Dealership could not find the problem

8-2.If NOT completed right the first time,what was the nature of the problem?
Response: Interior

8a.If you had any issues or concern with the service or repair work performed, please explain
Comments:

8b.Was your vehicle ready when originally promised?
Response: No, it took more time than promised
Comments:

11.Your feedback will be passed on to the Dealership management.Please add any comments you think are important about your service or ownership experience.
Comments:

*** UP TO 5 MOST CURRENT ACTIONS BETWEEN DEALER AND CUSTOMER TO RESOLVE (Oldest To Most Current Order) ***
ACTION 3:
Reply to Customer on 05/11/[redacted]30

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]				66,100
				[redacted]hwest KIA-Nw

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

[redacted]

ACTION 5:
Follow Up Email Response on 05/12/[redacted]:31
Concerns Addressed or Resolved: No Customer Comments: My problem is still there but my attorney is handling it now

*** CALL TO ACTION ***
Case created and dispatched to Kia Consumer Assistance Center for customer and dealer contact to provide further assistance to resolve any open issues .

*** NOTES 05/13/[redacted]1:36 AM US Mountain Standard Time MHill-SO Action Type:Manager review
Please refer to ADL Case K[redacted]69
[!<For Internal Use Only
Attorney contact has been provided, closing case.>!]

*** CASE CLOSE 05/13/[redacted]1:37 AM US Mountain Standard Time MHill-SO

*** PHONE LOG 10/30/[redacted]0:28 AM US Mountain Standard Time SHoward Action Type:Incoming call
Customer states:
1. My ***HEAD LIGHT***s went out again and my wiring harness is melting again
2. I took it to TX097 because Crown Kia TX013 didn't do anything
3. What can be done I am 2 hours from my house and I have my handicapped son
4. I need to get home

Writer states:
1. Updated info
2. No open SC
3. Apologized
4. Writer can call to see if they have one available

Placed customer on hold called TX097
Writer states:
1. Is the service manager available

Katrina states:
1. He is at lunch

Writer transferred to Advisor Benny

Writer states:
1. Do you have rentals on loaners available

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	66,100
			Dealer: TX097	Southwest KIA-Nw

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Benny states:
1. We are trying to get her in to an Enterprise
2. There are some major electrical issues with the car
3. I notified service director and manager about the rental
4. We will probably get her in one and bill you guys
5. It will at least be done under parts warranty

Call ended

Writer states:
1. Apologized
2. Benny is working on getting you a vehicle from Enterprise

Customer states:
1.Okay that is fine
2. I was told to call you because it is the same thing

Writer states:
1. Writer will follow up on the repairs

Thanked call ended

*** PHONE LOG 10/30/[redacted]1:11 PM US Mountain Standard Time JJenkins Action Type:Incoming call
Customer states:
1 Calling back on case
2 Dlr is telling me not to drive with my brights on
3 How is that safe?

Writer states:
1 Apologized
2 Advised shouldn't be driving with brights on all the time anyways; that's not what they are intended for
3 Will see if case mgr is avail; not avail; offered vm or assistance
4 Advised if the dlr is suggesting to not use them till they get the repairs done...

Customer states:
1 NO the advisor said after the repairs are complete not to use the brights at all

Writer states:
1 That would something your case mgr will have to discuss with the dlr
2 If the veh is repaired properly shouldn't be any reason why you couldn't use any feature on the vehicle

Customer states:
1 Well I'll leave a msg for my case worker

Writer transferred cust to TCS SHoward vm

[redacted]

Last_name	First_name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	66,100

Dealer: TX097 Southwest KIA-Nw

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

*** NOTES 11/02/[redacted]:41 PM US Mountain Standard Time SHoward Action Type:Dealer contact
Writer called TX097 Service Not an advisor Amy
Writer states:
1. Calling to get the diagnosis for the customer's vehicle

[redacted]

MY and Mileage: 2015 Soul 66,090
RO# and Open Date: RO# [redacted]9 10/30/15
Days Down at initial Service Alert report:
Current Repair Issue and Diagnosis: Customer says, ***HEADLIGHT***s do not work
Able to Duplicate (Y or N): Y
Repeat Repair (Y/N), if so, how many times?: Yes 1X
Repair History of current concern with dates and mileage:
A) RO# [redacted]4 from TX013 Crown Kia
ETA for completion of repairs:
Parts on order (Y/N), if so obtain part#, order#: None
Techline Case: None
Rental / Loaner Provided? If so, since when?: Enterprise 10/30/15
Dealer contacted their DPSM (if needed):
Vehicle repaired & customer has possession: Yes/Yes
Dealer Code/Selling Dealer (Y or N): TX097/N
Original Owner (Y or N): Y
Customer Request (if needed): N/A
Justification of Goodwill (must include maintenance history): N/A
If HEV vehicle, is dealer HEV certified (if needed): N/A

2. It was TX013 parts warranty the ***HEAD LAMP*** socket
- we replaced both ***HEAD LAMP***s

Thanked call ended

*** NOTES 11/02/[redacted]:45 PM US Mountain Standard Time SHoward Action Type:Dealer contact
Writer sent an email to DPSM MPfeifer
Matt,
FYI…Dispatching to the region. The vehicle has been to the dealer 6X for the same concern.

*** PHONE LOG 11/02/[redacted]:46 PM US Mountain Standard Time SHoward Action Type:Outgoing call
Writer called customer left VM
Writer states:
1. Apologized, calling to follow up
2. Due to your concern, writer will send your case to our regional department for review
3. Someoene from that department will contact you within two to three business days
4. If you have concerns in the mean time, you may give us a call
5. Left 800 case number

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	66,100

Dealer: TX097 Southwest KIA-Nw

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

*** NOTES 11/02/[redacted]4:47 PM US Mountain Standard Time SHoward Action Type:Dealer contact
Dispathing back to the region

1. The vehicle has been to the dealer 6X for ***HEADLIGHT***s not working
2. A) RO# [redacted]2, Opened 4/22/15
   B) RO# [redacted]5, Opened 11/17/14, [redacted] Miles
   C) RO# [redacted]3,Opened 12/1/14, [redacted] Miles
   D) RO# [redacted]5,Opened 12/3/14, [redacted] Miles
   E) RO# [redacted]4 from TX013 Crown Kia
   F) RO# [redacted]9 10/30/15 TX097 parts warranty
3. Please review

[redacted]

*** PHONE LOG 11/05/[redacted]2:43 PM US Mountain Standard Time YBrandt Action Type:Incoming call
Customer states:
1. Provided case number
2. Trying to reach Samantha

Writer states:
1. SHoward was calling to advise of case being escalated to region
2. Someone from region should be in contact with you

Customer states:
1. Yeah well it's been like 2 days.

Writer states:
1. Will see if your new case manager is available
2. May I place you on a brief hold

Customer states:
1. Yeah.

Cust put on hold
Warm transfer to MHill

[redacted]

Writer states

1. I see that you were having a concern with ***HEADLIGHT***s not working

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	66,100
			Dealer: TX097	Southwest KIA-Nw

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

[redacted]

1. They have changed these ***HEADLIGHT***s like 11 times, 9 times prior, changed them last Monday
2. Just picked car up

Writer states
1. They are not working again?

[redacted]

1. Smelled something burning last night
2. Top part of the ***HEADLIGHT***s, top part is melting
3. I was told not to run my brights, I have to have my brights
4. If I am not running them, why is this happening then?

Writer states
1. Were you running brights when you started smelling the burning smell?

[redacted]

1. Have not run brights since I was told not to

Writer states
1. Apologizes concerns
2. I will get some further info regarding this concern
3. Will collect the info from the dealer
4. Request for further info from DPSM regarding this concern
5. Are you planning on taking the veh back to the dealer?

[redacted]

1. What is the point to take it back in, they are saying that they can't fix it
2. Had this problem 2 months after I bought the car
3. Have had the problem since
4. This is costing me more money, I have to pay for the rental, pay for the gas
5. Then I get my car, have to pay gas for my car
6. Costing more money for me to not even have this car
7. I have a 2 year old granddaughter, 3 year old autistic grandson, what if this car catches on fire

Writer states
1. Apologizes
2. I will look into this concern further for you
3. I will contact you back next week to follow up with you
4. Please contact me before then with questions/concerns

[redacted]

1. Please leave me a VM with your info, I am driving

Writer leaves VM for Brandy Hebert with contact info and case #.

*** SUBCASE K[redacted]04-1 CREATED 11/05/[redacted]2:53 PM US Mountain Standard Time MHill-CE
Please contact dealer to request RO's for review. Please contact DPSM and FTR to find out if they have heard of this concern, request further info.

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	66,100

Dealer: TX097 Southwest KIA-Nw

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

*** PHONE LOG 11/13/[redacted]1:56 PM US Mountain Standard Time MHill-CE Action Type:Outgoing call
Writer leaves VM for Brandy Hebert and states
1. Still looking into the concern for the ***HEADLIGHT***s
2. As soon as I have further info
3. Provided case # and contact info

*** NOTES 11/16/[redacted]3:53 PM Pacific Daylight Time MLezama Action Type:Dealer contact
CECC emailed DPSM and FTS for further assistance.

*** PHONE LOG 11/18/[redacted]3:46 AM US Mountain Standard Time MHill-CE Action Type:Ltr/email/fax rec'd
Writer receives email from FTR Richard Peralta stating
1. I spoke to the technician at TX097. I asked him to look at something on the Headlamp assembly's that were coming out of the car.
2. He confirmed the exact same thing happened to these headlamps as before.

*** PHONE LOG 11/20/[redacted]1:55 AM US Mountain Standard Time MHill-CE Action Type:Outgoing call
Writer receives call from Brandy Hebert stating
1. Wanted to know if you had heard anything?

Writer states
1. I am waiting to hear back from FTR regarding this concern
2. How is the veh doing?

[redacted]

1. Getting bright every night, people think I have my brights on when I have my dims on
2. I was told to never turn brights on, they are on the car for a reason, for me to use them
3. I will have my brights on, they are dim
4. Last time the wiring harness was catching fire at night
5. Don't know what the problem is now?

Writer states
1. I will be back in contact with you once I have further info
2. I will be off Thursday and Friday next week
[redacted]g next week

1. Ok
2. Tried trading it in to get something else
3. Told me that payments are higher $700 a month
4. Paying $500 a month now, it is hard
5. But can't afford $700 a month for sure
6. Thank you

Thanked and call ended.

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	66,100
Mesquite TX [redacted]		05/15/2014	Dealer: TX097	Southwest KIA-Nw

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

*** PHONE LOG 11/20/[redacted] :58 AM US Mountain Standard Time MHill-CE Action Type:Ltr/email/fax sent
Writer sent email to DPSM and FTR requesting further feedback for concern.

[redacted]

1. If it is the same as last time it is going to need a wire harness and both ***HEADLIGHT***s.
2. With her delivering newspapers in the dark and going slow, the ***HEADLIGHT***s don't have a chance to cool ever.
3. That is causing the whole problem.
4. At some point this isn't going to be warranty.
5. What is our policy on commercial use of our cars?

*** NOTES 11/24/[redacted] :51 AM Pacific Daylight Time MLezama Action Type:Dealer contact

[redacted]

1. Calling to inform you that I did hear from FTS
2. If it is the same as last time it is going to need a wire harness and both ***HEADLIGHT***s.
3. With you delivering newspapers in the dark and going slow, the ***HEADLIGHT***s don't have a chance to cool

[redacted]

1. Ok, so what do I need to do

Writer states
1. Would need to contact the dealer to go in and have this concern further looked into
2. Do you know when you would be able to take it in?

[redacted]

1. I can try Friday
2. They are telling me that it is going to at a cost

Writer states
1. I can contact DPSM to see if he would be willing to assist with cost since it is outside of warranty
2. May need to have diagnosis completed first
3. Will let you know

[redacted]

1. Ok, thank you

*** SUBCASE K[redacted] 04-1 - NOTES 11/30/[redacted] 2:12 PM US Mountain Standard Time MHill-CE Action Type:Manager review
Please contact DPSM to find out if he would be willing to assist with cost outside of warranty for concern with ***HEADLIGHT***s

*** NOTES 12/04/[redacted] 9:40 AM Pacific Daylight Time MLezama Action Type:Dealer contact
CECC emailed DPSM for assistance.

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	66,100

[redacted]uthwest KIA-Nw

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

*** PHONE LOG 12/07/[redacted]7:39 AM US Mountain Standard Time MHill-CE Action Type:Ltr/email/fax rec'd
Writer receives email from DPSM Matt Pfeifer stating
1. Just got off the phone with the Fixed Ops Director at TX097.
2. Two new ***HEADLIGHT***s were installed on 10/30 under parts warranty.
3. Is there something else needed at this point?
4. where is the ultimate resolution for this situation?
5. I don't think replacing bulbs / ***HEADLIGHT***s at no charge is the way to go.
6. The vehicle is being used commercially.

*** PHONE LOG 12/07/[redacted]2:36 PM US Mountain Standard Time MHill-CE Action Type:Ltr/email/fax rec'd
Writer receives email from DPSM Matt Pfeifer stating
1. Car is out of basic warranty at 66K+ miles.
2. Both ***HEADLIGHT***s were replaced (as goodwill) just over a month ago at Southwest Mesquite TX097.

[redacted]

1. Calling to let you know that I did request for assistance outside of the warranty
2. Since the veh is 6000 miles out of LBW and the ***HEADLIGHT***s were replaced as GW just last month

[redacted]ny assistance for repair

[redacted]

1. OK, I will contact my attorney to let them know

Customer disconnected the call.

*** NOTES 12/07/[redacted]2:41 PM US Mountain Standard Time MHill-CE Action Type:Manager review

[!<For Internal Use Only
no assistance provided, outside of warranty>!]

*** SUBCASE K[redacted]04-1 CLOSED 12/07/[redacted]2:50 PM US Mountain Standard Time MHill-CE

*** CASE CLOSE 12/07/[redacted]3:06 PM US Mountain Standard Time MHill-CE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	37,715
			Dealer: TX013 Crown 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 05/12/[redacted] 2:33 PM Pacific Daylight Time SGuindi
NCA rec'd letter from customer's attorney, Patrick Law Firm. Letter states:
1. My firm has been retained to represent Brandy Hebert with respect to a claim that she had against you.
2. Please direct all communications concerning this matter to me.
3. The vehicle has been repaired at least 6 times and spent at least 10 days in the shop.
4. The vehicle has experienced defects with the ***HEADLIGHT***s, electrical wiring, smoking, tire noise, and the brake pedal.
5. The vehicle still has defects.
6. Based on the foregoing, my client demands that Kia rescind the transaction by which my client purchased the vehicle.
7. Upon your agreement to cancel the transaction, my client will return the vehicle to you in exchange for a full refund of the money paid for this vehicle, less a reasonable charge for her use of the vehicle.
8. Alternatively, my client will accept $10,000 in full and final satisfaction of her claim.
9. If you are interested in resolving this matter without the necessity of litigation, please contact me with sufficient time to resolve the dispute within 60 days of your receipt of this letter.

Attaching to case and dispatching to the Southern region.

[redacted]

Attached is Kia's acknowledgement letter confirming your representation of Ms. Hebert. As stated on the letter, please send the following documents for our review:

Current registration
Repair orders
Maintenance records
Sales Documents including buyers order and finance contract
Copy of title if customer owns vehicle

[redacted]

[redacted] | Case Number [redacted] | Mileage 37,715

Dealer: TX013 Crown KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Writer spoke to FTR (RPeralta):
1. Need to schedule inspection per ADL

FTR stated:
1. I can go to this dealer during week of 6/8/15

Writer stated:
1. I will schedule it for Tuesday, 6/9/15 at 9:00 am
2. You will need to meet with customer for test drive and to address all current concerns

[redacted]

Thank you for sending the requested documents. I have scheduled an appointment with the Kia Field Engineer for Tuesday, June 9, 2015 at Crown Kia. Please have Ms. Hebert meet with Mr. Richard Peralta in the service department at 9:00 a.m. for a test drive and to discuss any current concerns.

Please confirm this appointment or if it needs to be rescheduled.

Regards,

Ola Sprague
Consumer Affairs Analyst
Southern Region
[redacted] <mailto:[redacted]>
[redacted] - Direct Line
[redacted] - Fax

[redacted]

1. Scheduling FTR inspection per ADL on 6/9/15 at 9:00 am
2. Please forward all RO's including all related documents

[redacted]

Hi Ola. Confirmed that date will work with client. My client did express concern that the inspector most likely will not be able to duplicate the issue at 9AM considering it is a ***HEADLIGHT*** issue. The ***HEADLIGHT*** keeps burning through bulbs and at night will go very bright then very dim.

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	37,715
Tyler TX [redacted]		06/18/2014	Dealer: TX013 Crown KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

[redacted]

so Mr. Peralta can test drive after dark.

Ola Sprague
Consumer Affairs Analyst
Southern Region

[redacted]

The appointment to meet with the Field Engineer is still on schedule for tomorrow at 9:00 a.m. The dealer does not have a loaner program so a rental will need to be provided through Enterprise. I have been advised that Ms. Hebert smoked in the last vehicle she was provided through Enterprise and there is a $75.00 cleaning charge.

If she does not pay this fee, Enterprise may not be willing to provide her another rental. This is not something Kia will pay for so there is no guarantee a rental will be available.

I apologize for any inconvenience however Kia cannot change Enterprise's policy.

Regards

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	37,715

[redacted]ealer: TX013 Crown KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

[redacted]

Hi Ola. Can you please provide me with an update on the vehicle? My client said that it was still at the dealership waiting on a wiring harness but that she expected to have the vehicle back today. Thank you.

Craig Patrick
Patrick Law Firm, P.C.

*** NOTES 06/15/[redacted]9:31 AM Eastern Daylight Time OSprague Action Type:Internal
Writer spoke to FTR (RPeralta) and he stated:
1. Wiring harness was ordered
2. It should arrive at the dealer by Wednesday, 6/17 or sooner
3. Repairs should take too long once part is received

[redacted]

Hi Ola. The RO from the recent repair is attached. Let me know what Kia propose to resolve this matter. Thank you.

Craig Patrick
Patrick Law Firm, P.C.

[redacted]

Attaching to case and reassigning to ACrane.

*** CASE CLOSE 08/27/[redacted]3:25 PM Pacific Daylight Time ACrane
1) NCA negotiated and settled with atty in the amount of $7,000 inc of atty fees
2) Sent goodwill check

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	317
			r: FL113	Regal KIA

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

Case History

[redacted]

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

--For Reference--

[redacted]

Problem Description :

customer state left ***HEADLIGHT*** cuts on and off

Diagnostics Performed :

tech could not duplicate but found circled connector on attachment loose

*** NOTES 09/09/[redacted]4:53 AM US Mountain Standard Time GBolek Action Type:Dealer contact
Writer calls FL113 and LVM for Service- Left message for service manager Jack
1. Calling to get more information on the vehicle
2. Advised of the open Service Alert case, writer is needing service alert template info
3. Gave last 8 of the VIN
4. Left writers information /case number/ call back information
5. Requested call back.

[redacted]

1. Calling with KCAC
2. Advised that the dealer explained that the vehicle was in for a concern
3. Advised that KCAC is involved to assist with repair follow up and to answer any questions
- Apologized for concerns customer may have been experiencing.
4. Advised writer will be following up once the vehicle is repaired.
5. This call is to advise customer that KCAC is involved and to give contact information
6. Should customer have any questions please call KCAC
7. Left case number and call back information.

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	317
			Dealer: FL113 Regal KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

1. Writer was copied on an email to the dealer requesting that the dealer contact KCAC

[redacted]

*** NOTES 09/14/[redacted] 07 AM US Mountain Standard Time MElores Action Type:Dealer contact [redacted]

MY & Mileage: 2015 - Soul - 317 = miles
Dealer Code/Selling: FL113
RO# & Open Date: [redacted] - 9/4/15
Days Down? 0
Current Repair Issue and Diagnosis:
- Customer states left ***HEADLIGHT*** cuts on and off
- Techline opened - never responded
- when inspected lights working as normal
Able to Duplicate? no
Part on Order (Y/N), If so, Part#, Order#: na
Repeat Repair (Y/N),If so, How many times? 0
Vehicle Repaired & Customer has possession? no and yes
ETA for completion of Repairs? completed
TL Case? T[redacted]02
Rental/Loaner Provided? If So When? no
Customer Request: na
Justification of GW? na
DPSM Contacted? no
Is dealer HEV Certified? na

[redacted]

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	317

Dealer: FL113 Regal KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

2. The dealership let KCAC know that the dealership couldn't duplicate the concern.
3. Courtesy call to verify that the customers concern wasnt happening again.
- Apologized for concerns customer may have been experiencing.
4. If the customer is still having the concern, please call KCAC back to follow up
5 Requested a call back for further assistance
6 Left case number and call back information.

[redacted]

2. The dealership let KCAC know that the dealership couldn't duplicate the concern.
3. Courtesy call to verify that the customers concern wasnt happening again.
- Apologized for concerns customer may have been experiencing.
4. If the customer is still having the concern, please call KCAC back to follow up
5 Requested a call back for further assistance
6 Left case number and call back information.

[!<For Internal Use Only
SENT CALL ME LETTER>!]

[redacted]

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	23,500

[redacted]0009 George Gee KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

Case_History

[redacted]

Vehicle has experienced multiple tows/jumps within a 90 day period.

If the vehicle has been towed, it has been towed to George Gee Kia. Prior to contacting the customer for any assistance, please contact the dealer to determine the cause and the status of the vehicle.

If the vehicle has been jump started multiple times, please contact the customer to determine if there are any concerns with the vehicle and provide any assistance.

*** NOTES 11/03/[redacted]:46 AM US Mountain Standard Time SCoder Action Type:Manager review
Duplicate case notes from K[redacted]73

[redacted]

Vehicle has experienced multiple tows/jumps within a 90 day period.

If the vehicle has been towed, it has been towed to George Gee Kia. Prior to contacting the customer for any assistance, please contact the dealer to determine the cause and the status of the vehicle.

If the vehicle has been jump started multiple times, please contact the customer to determine if there are any concerns with the vehicle and provide any assistance.

[redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]				

Vehicle Model :SOUL
Model Year :2015
Mileage :[redacted]
Initial comments by Technician found in TL Case #T[redacted]281 :

*** Performed by contact: Wayne Rockstrom, [redacted]
*** This is a Request for Assistance ***

Problem Description :
customer says battery keeps going dead.

Diagnostics Performed :
battery had 10.2 volts, jump started and put battery on charger, test complete charging system and all systems passed. found .19 milliamp draw. customer is upset that battery keeps going dead and we cannot find a problem.

Please contact dealer for additional information regarding customer handling & repair status and update customer accordingly.

[redacted]

END NOTES

[redacted]

1. Wanted to let you know that our vehicle has been towed again
2. It has been towed multiple times and 3 times alone recently
3. Back when we first bought the vehicle we had some electrical concerns
4. We have taken it to coeurd'Alene dealership in ID, Liberty Lake, and Spokeane dealerships
5. Originally they found that it was the ground wire
6. It has been released back to us and now we are having problems again

Writer states
1. Apologized
2. What dealership is it at now

Customer states

[redacted] | Case Number | Mileage
[redacted] | 23,500
[redacted] Dealer: ID009 George Gee KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

1. It is now at the liberty lake location
2. What happens if we are traveling
3. Feel like this vehicle is a lemon

Writer states
1. Apologized
2. Advised that we want to get all appropriate resources involved
3. Writer is not legally trained please read the WCIM
4. But here at Kia we want the vehicle to operate as it should

Customer states
1. OK
2. Just really unsure about this vehicle, we owned a 2011 previously
3. Because of how good the 2011 was is what caused us to buy this one
4. We never had any problems with the 11 and nothing but problems on this one

Writer states
1. Understand
2. Gave case number and ext
3. Will follow up with the dealers and you

Customer states
1. Thank you

[redacted]

Writer states
1. Not yet
2. Apologized
3. Advised writer just got into office need to call out to the dealership

Customer states
1. Ok
2. What happens if we have a problem in Canada

Writer states
1. Advised we want to see what can be done
2. Explained Trip Interruption benefits

Customer states
1. Ok thank you

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	23,500

Dealer: ID009 George Gee KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

[redacted]

*** Phone - Call - Inbound created on [redacted] PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Sara Coder
Writer called WA030 and left vm with Robbie in Serivce
1. Wanted to follow up and get history on this vehicle
2. Requested call back
3. Left case number and call back information

*** CASE DISPATCHED ON [redacted] PM (GMT-08:00) Pacific Time (US & Canada)
from WIP Total Case Tuesday to Queue Callcenter.

*** CASE ACCEPTED ON [redacted] AM (GMT-08:00) Pacific Time (US & Canada)
from Queue Callcenter to WIP 4.1 Central.

*** CASE ASSIGNED ON [redacted] AM (GMT-08:00) Pacific Time (US & Canada)
K[redacted]14 to LThayer, WIP My default

[redacted]

2. Please call back, left 800 number and case number

[redacted]

Last_name	First_name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	23,500
			Dealer: ID009	George Gee KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

[redacted]

1. Calling to get some details

Service Manager states
1. Only was towed in once
2. Cusatomer had it towed 2 times at another dealership

--Phone started to stutter and loss of connection

[redacted]

anada) and craeted by

2. Apologize for delay

Customer states
1. Were still in a loaner car from kia
2. I spoke to the dealership yesterday
3. They have not driven it
a. I gave them permission to drive it
4. As of Monday they would have had it 3 weeks
5. Time before that was 8 days and time before that was 2 and then before that was also 2

Writer states
1. Advised working with their DPSM to get a better number or email to get this processed
2. Thank you for your patience

Customer states
1. Thank you

[redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	23,500

[redacted] Dealer: ID009 George Gee KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

2. Please call me back [redacted]
3. Thank you

[redacted]

All MY and Mileage: 15 Soul [redacted]
DPSM Dealer Code / Selling Dealer (Y or N) WA030 / no
All Able to Duplicate (Y or N) no, towed in
SA RO# and Open Date: ro [redacted] - 10/13/15
DPSM Current Repair Issue and Diagnosis:cust states fail to start / had to charge battery, ran as designed
All Parts on order (Y/N), if so obtain part#, order#:none
All SA Vehicle repaired & customer has possession : repaired / customer has it back
All Repeat Repair (Y/N), if so, how many times? : yes, not at his location
All Days Down at initial Service Alert report: 1 day to verify
All SA ETA for completion of repairs: next day
All Techline Case: Find by checking for previous cases: none
All Rental / Loaner Provided? If so, since when?: yes, loaner
All Repair History of current concern with dates and mileage *** Date, miles, Cust Concern, Resolution (if needed)
none

Writer states
1. Thank you

Last_name	First_name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	23,500
			Dealer: ID009 George Gee KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

*** Notes - Dealer Contact created on [redacted] PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lonnie Thayer
Cust no start taken to ID009
They found a draw

*** Phone - Call - Inbound created on [redacted] PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lonnie Thayer
Writer contacted ID009 Service Advisort Chris
1. Calling to get more details on customer visit

Service Advisor states
1. Have not been able to recreate his problem
2. Been here since the 3rd
3. We have tested the battery and it passed
4. Done a load test and an amp test and it passed
5. Been driving it and not been able to duplicate the no start
6. I did let the kia rep and he said to get the customer back in his car

Writer states
1. Will get this to further resources to look into it further
2. Thank you

[redacted]

Dispatch to region
1. Customer contact =
2. Vehicle down 20 days
3. Customer states unable to start vehicle
a. States been in multiple times
4. Review of case for additional assistance determination.

[redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	23,500
			Dealer: ID009	George Gee KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

[redacted]

cust states
1 called dlr veh is still not fixed
2 this is week 5

writer states
1 apologize
2 case has been sent to region
3 should be in contact in 2-3 days

cust states
1 ok
2 thank you

[redacted]

1. Calling in follow up to cust's no start concern.
2. Is veh still at the dlr?

Cust states:
1. Yes.
2. Going on 5 weeks.

Wrt states:
1. Apologized.
2. Our goal at KMA is to repair veh to cust's satisfaction under warranty.
3. Dlr must be able to dup concern to accomplish proper repair.
4. KMA has continued/will continue to work with dlr further on cust's concern.

Cust states:
1. Last time it happened I was picking up daughter.
2. This was after they replaced the starter.
3. Unsure if veh can ever be fully repaired.

Wrt states:
1. Apologized.
2. Advised we'll follow up with dlr and keep cust updated on next action.

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	23,500
			09	George Gee KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

Cust states:
1. Thanked.

Wrt thanked and called ended.

[redacted]

Customer states:
1. I was looking for updates on case
2. Can someone just call me

Writer states:
1. Advised will note case
2. Will connect to RCAA - if VM than LVM for return contact

Customer states:
1. Thank you

**********connected to RCAA VM

[redacted]

1. Gave name and case number.
2. Calling to verify status of my case.
3. My car payment is coming due but I have not had my vehicle in a month.
4. Request callback at main number on file.

[redacted]

1. Veh is still here and we are unable to duplicate the no start.
2. Towed in 11/3.
3. I asked DPSM what we should do and he said to release veh if CND.
4. However, we haven't released it due to cust concerns in order to do additional tests.
5. We have done a multitude of tests, got TL involved. Still CND.
6. Tech has even drove it home multiple times and still CND.
7. Cust is in a loaner.

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	23,500
[redacted]			009	George Gee KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

WECC:
1. Thanked for info.
2. Advised, to please have tech update TL case if additional testing is being done.
3. Will follow-up to w/ ID009 soon in order to determine outcome.
4. Thanked.

[redacted]

1. Will have the TL case updated.
2. Thanked.

[redacted]

Writer States:
1. transferred to Ajudson

[redacted]

Writer called customer and states:
1. Calling to review customer case.
2. Apologized for delay with follow up.
3. Advised that writer will be taking over case.
4. Would like to confirm customer current concerns?

Customer States:
1. Oct 13 vehicle towed in for no start.
2. Before that went to Liberty Lake who could not find a problem.
3. Took to ID009 after that, they found it needed new starter and was replaced
4. 11 days and 1,000 miles it would not start again.
5. The key will turn, vehicle has power but the engine does not crank/start.
6. Have had multiple issues with electrical items in this vehicle.
   - passenger airbag warning light going off when phone in seat
   - radio and exterior lights seem to lack power
7. Under WA Lemon Law vehicle should be deemed unreliable.
8. My concern is what are you willing to do before I contact attorney?
9. Issue happens randomly during cold weather.
10. After they replaced starter the vehicle has had more power.
11. Seems like the vehicle is losing power again.
12. Right now the vehicle is shaking and idling rough.
13. Traded in 2011 Soul for this vehicle and own a Sedona Mini-Van and have owned multiple Kia vehicles.
14. All of the electrical issues have been with WA030, most recently started taking vehicle to ID009.

Writer States:
1. Apologized for the problem.

Last_name	First_name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	23,500
			ID009	George Gee KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

2. Writer would like to assist with repairs under terms of warranty.
3. Refer to WACIM for additional information regarding process for Lemon Law.
4. Writer will obtain RO history from WA030 and ID009 regarding history and follow up.
5. Gave customer case number, writers name and direct number.
6. Will follow up with customer once history has been reviewed.

[redacted]

1. Just got hung up on by RSA
2. They are calling back
3. Asked wrt to hold

** Cust placed wrt on hold for 10 minutes - Wrt disconnected call **

[redacted]

ID009 SVCM Chris:
1. Veh has been released.
2. DPSM instructed to release if CND.
3. Cust picked up today 12/4.

WECC:
1. Thanked for update.
2. Requested ROs.

ID009 SVCM Chris:
1. Will send.

[redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	23,500

Dealer: ID009 George Gee KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

[redacted]

Customer States:
1. Vehicle is making same clicking noise and not starting the same as before.
2. Not parked on incline, driveway is pretty flat.
3. They advised that it sounds like the starter is stuck.
4. Vehicle is not starting and is just making clicking noise.

Writer States:
1. Apologized for the problem.
2. Advised customer that writer will follow up to ensure additional resources are involved.

Customer States:
1. They are going to bring loaner vehicle back to me and send shuttle for driver.
2. Will also need to get to RSA to have vehicle towed.

Writer States:
1. Will transfer customer to Kia RSA.
2. Request callback if immediate assistance is needed.

WRITER TRANSFERRED CUSTOMER TO KIA RSA

[redacted]

Customer left VM 12/4/15 (prior to speaking to writer)
1. Gave name, just spoke to writer about picking up vehicle.
2. I am going to pick up my daughter and this is what Im getting.
-- customer attempting to start, writer hears clicking noise --

[redacted]

Last_name	First_name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	23,500

Dealer: ID009 George Gee KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

If the vehicle has been jump started multiple times, please contact the customer to determine if there are any concerns with the vehicle and provide any assistance.

[redacted]

1. Cust picked up veh 12/4.
2. Came back about 2 hrs later for a no start.
3. Veh towed back in
4. We CND the month we had it.
5. Kia tech out today but will have him re-open TL case.

WECC:
1. Thanked.
2. Will follow up.

[redacted]

Customer States:
1. Tow company jump started vehicle when they came for tow.
2. I called dealer and advised them of this already just in case.
3. Have vehicle payment coming up, wanted to verify if I should make payment?
4. Got the loaner vehicle back that I had.

Writer States:
1. Apologized for the problem.
2. Customer should make his payments as this is his financing.
3. Once writer has confirmed that vehicle repaired and customer satisfied, can review/consider reimbursement for payment.
4. Will continue to work with customer/dealer through resolution.
5. Request callback if immediate assistance is needed.

Customer States:
1. OK, thanked writer for assistance.

[redacted]

Last_name	First_name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	23,500
			009	George Gee KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

2) Thank you

Writer
1) Thanked, apologized
2) *Transferred to AJudson*

[redacted]

1. Provides case number.
2. Calling to speak to RCAA.

Writer States:
1. Apologized.
2. Advised writer will connect customer to RCAA.

Writer transfers customer to AJudson

[redacted]

2. Calling to verify status of case?
3. Husband is sick and was not clear on your conversation.
4. At what point do they say they cant replace vehicle and replace it?

Writer States:
1. Apologized for the problem.
2. Advised customer that writer reviewed case with husband.
3. Once writer has confirmed that vehicle repaired and customer satisfied, can review/consider reimbursement for payment.
4. Will continue to work with customer/dealer through resolution.
5. Refer to WACIM regarding vehicle replacement/repurchase.
6. Will follow up with customer once updated information received.
7. Request callback if immediate assistance is needed.

[redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	23,500
			ealer: ID009	George Gee KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

1. Provided case#

writer stated:
1. Showing at the region office
2. Can cust hold while I contact ECR

cust stated:
1. I just need to know how to have the car taken back

writer stated:
1. Will need to speak to the ECR region office

cust stated:
1. Ok

writer called ECR

cust hung up

[redacted]

*** Notes - Dealer Contact created on [redacted] AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Ansis Cheung
WECC:
1. Requested status.
2. Requested to re-open TL case if diagnosing further .

[redacted]

2. Everything is showing as working at this point.
3. We will be keeping vehicle for further diagnosis.
4. Tech would like to look more into the alternator.
5. Told tech to open TL, will tell him again.

Last_name	First_name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	23,500
			Dealer: ID009 George Gee KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

*** Notes - Dealer Contact created on [redacted] AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Ansis Cheung
WECC:
1. Requested status of vehicle.
2. Have you been able to reach a diagnosis?
3. Advised that TL case is still pending updates and to please update.

[redacted]
2. We still SND 304 do not have any updates at this point.
3. Will have the tech update the TL case.

WECC:
1. Thanked.

[redacted]

*** Notes - Dealer Contact created on [redacted] AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Ansis Cheung
WECC:
1. Understand that FTS had contacted ID009.
2. Requested determination.

ID009 SVCM Chris:
1. We test drove the vehicle multiple times and did so again yesterday.
2. While doing so the vehicle started to run poor.
3. Started shaking as if there wa[redacted]sfire.
4. Tech still believes to look into the alternator.
5. Tests we have done so far:
-Drove car multiple times w/ scan tool - passed
-tested battery and alternator multiple times - passed
-draw test overnight few times - passed.
6. In light of these developments we need to keep veh for further evaluation.

WECC:
1. Advised that TL case is still pending update and to please update w/ latest findings.

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	23,500
			Dealer: ID009 George Gee KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

2. Please also ensure to document on RO all test/diagnosis performed.

[redacted]

1. Have told tech to update few times, will do so again.

[redacted]

*** Notes - Dealer Contact created on [redacted] PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Ansis Cheung
DPSM NFerdig:
1. After reviewing, I have authorized ID009 to r&r the alternator.
2. They will be replacing the alternator from a stock unit.
3. ETA for repair and release is today 12/22.

[redacted]

2. Alternator will be here 12/24 and takes about an hour to put it in.
3. Veh will be released to cust 12/24 providing he picks it up.

WECC:
1. Thanked.

*** Phone - Others created on [redacted] PM (GMT-08:00) Pacific Time (US & Canada) and craeted by

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	23,500
			Dealer: ID009	George Gee KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

[redacted]

[redacted]

MANUFACTURER RESPONSE FORM
(CALIFORNIA ARBITRATION POSITION STATEMENT)

[redacted]

Manufacturer's Position: We would like to extend an apology to this customer if their ownership experience has been less than satisfactory. Rest assured it is never Kia's intent to inconvenience a customer for issues with their vehicle. KMA (Kia Motors America) will review customers concerns with fuel odor. KMA will continue to honor the terms of the New Vehicle Limited Warranty for any diagnosable manufacturer defects in materials or workmanship. At this time KMA will not be offering a repurchase of the customer's vehicle.

KMA would appreciate the opportunity to retain her as a Kia customer and trust that you will relay the offer presented below.

1. Kia Motors America will send a factory technician (Field Technical Specialist) to your client's Kia dealership for the purpose of repairing any unresolved, verifiable and warrantable concerns as stated in your demand letter.
2. All warranties on the vehicle would remain in full effect as stated in the Vehicle's Warranty and Consumer Information Manual.

In addition; KMA will review the customers concerns for possible goodwill reimbursement. Can we please request a legible sales contract?

[redacted]

Last_name	First_name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	23,500

Dealer: ID009 George Gee KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

3. I need to have whoever is working on my case call me back

Writer stated:
1. I apologize for concern
2. Advised that I would note the case
3. Someone will follow up with you once more info is available

Cust stated
1. Ok thank you

[redacted]

[redacted]

Customer Stated:
1. Calling back on case
2. No one has called back yet

Writer Stated:
1. Apologized
2. Advised case is at another office and RCAA DCalderon has the case open
3. Provided RCAA's Callback info

[redacted]

ECA received a VM from cust.
1. Requested a call back to discuss his case and concerns with the veh.

[redacted]

ECA called cust.
1. Line rang and seemed to answer but there was no one on the other line.
2. Unable to leave a VM.

Last_name	First_name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	23,500

[redacted] ealer: ID009 George Gee KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

[redacted]

ECA spoke with cust.
Writer:
1. Adv that we understand that the cust has had some concerns with their veh.

Cust:
1. Sts that he took the car in for the no start concern.
2. Sts that the car would not start when he was going to get ashes because someone had passed away.
3. Sts that it happened when he went to try and pick his daughter up from school.
4. Sts that it happened when he was trying to take his son to a hockey game.
5. Sts that the car is at the dealer now because the wipers would not work.
6. Sts that the remote start does not work either.

Writer:
1. Apol for the concerns.
2. Adv that we will follow up with the cust and follow up.

Cust:
1. Understood and thanked.

[redacted]

1. I am trying to get a hold of Neil who is a service representative in Idaho.
2. I am uncomfortable in this vehicle.
3. I want to know if anyone is going to help me with this.

Writer States:

1. Apologized.
2. Advised that this case was forwarded to Region at this time.
3. Asked if there was anything else Kia can do to help.

[redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	23,500

Dealer: ID009 George Gee KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

[redacted]

ECA spoke with cust.
Writer:
1. Adv that we understand that the cust no longer wants their veh.
2. Adv that we have reviewed the cust concerns and request.
3. Adv if we were to repurchase the cust veh the cust would owe over $6,000.
4. Adv what we are proposing is that we give the cust a check for $2,000 and have an FTS inspect the veh.

Cust:
1. Sts that they will not accept the offer.
2. Sts that the car is not safe.
3. Sts that they want a different veh.

Writer:
1. Apol and adv at this time we are not offering a replacement veh.
2. Adv that the cust would be responsible for a usage fee if the veh was replaced.
3. Adv that we will contact Todd at BBB and let him know that we are requesting a TE and we will go from there.

[redacted]

ECA received a VM from cust.
1. Requested that we [redacted].

[redacted]

I received your voice message requesting that we send the offer that we had discussed. Please see the attached offer letter.

[redacted]

Kia Motors America
Consumer Affairs Department

[redacted] | Case Number [redacted] | Mileage 23,500

[redacted] Dealer: ID009 George Gee KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

1. For the past year we've been experiencing electrical issues with our Soul.
2. It's been in the shop for over 60 days between Oct. and Dec. 2015.
3. Under Idaho Lemon Law you are allowed one more final attempt to fix the problem.
4. Please contact us to schedule this.
5. Dates and reasons why the vehicle have been in service:

- 1/28-29: wouldn't start, ground wires repaired.
- 6/9/15: a/c not working, brakes grinding, passenger seat and airbag sensor not working.
- 7/3/15: a/c blowing warm.
- 10/13-15: wouldn't start.
- 10/15-20: dlr replaced the starter
- 11/3 - 12/4: wouldn't start.
- 12/4 - 12/31: dlr replaced the alternator.
- 1/4-6/15: remote start and windshield wipers wouldn't work.

[redacted]

- For Reference -
Dispatch Date : [redacted] AM
Services Received : Tow /Vehicle Inoperable
No. of Times : 3

[redacted]

Vehicle has experienced multiple tows/jumps within a 90 day period.

If the vehicle has been towed, it has been towed to George Gee Kia. Prior to contacting the customer for any assistance, please contact the dealer to determine the cause and the status of the vehicle.

If the vehicle has been jump started multiple times, please contact the customer to determine if there are any concerns with the vehicle and provide any assistance.

[redacted] | Case Number [redacted] | Mileage 23,500

[redacted] Dealer: ID009 George Gee KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

[redacted]

1. That was towed in yesterday
2. Just waiting for that FTR to come out to look at it first
3. This went to another store before us, so it has other repairs at the store on Liberty Lake

[redacted]

Able to Duplicate: N
RO# and Open Date: No RO written yet, 1/24/16
Current Repair Issue and Diagnosis: Cust states would not start. We are going to get an FTR to come out and look at it. This is the 3-4 time this has come in for this same issue. DPSM requested FTR this morning.
Parts on order (Y/N): Part#/Order# N
Vehicle repaired & customer has possession (Y/N): N and N
Repeat Repair (Y/N), if so, how many times: Y
Days Down at initial Service Alert report: 1 day
ETA for completion of repairs: waiting for FTR to come out
Techline Case: N
Rental / Loaner Provided/Date: Y- loaner
Repair History of current concern with dates and mileage:
1/28/15- 7573 miles- wire harness assembly
10/15/15- [redacted] miles- replaced starter motor
11/3/15- [redacted] miles- alternator replacement
Customer Request: Veh repair
Justification of Goodwill (must include maintenance history: N/A
Dealer contacted their DPSM: Y

[redacted]

Writer states:
1. Advised that received notification that veh was in for svc recently
2. Advised that spoke with dlr, waiting for FTR to come out
3. Advised that will be forwarding cust's case back to region due to number of times in for same concern
4. Gave phone # and case #

Customer states:
1. I'll just continue using the loaner car from the dlr in the mean time then
2. Thank you

Writer thanked and ended

Last_name	First_name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	23,500
			Dealer: ID009 George Gee KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

*** Phone - Others created on [redacted] PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lauren Redman
Sent email to DPSM Neal regarding forwarding case to region

[redacted]

Forwarding case back to region due to:
1. Cust's veh has been in over 3x for same concern
2. Case was previously in the regional office for same concern
3. DPSM is in the process of approving an FTR to come out and inspect the veh
4. Please contact cust
5. Please handle as needed

[redacted]

ECA spoke with cust.
Writer:
1. Adv that we understand that the cust does not want veh.
2. Adv that we will send a 3 option letter disclosing their options.

Cust:
1. Thanked.

[redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	23,500
			Dealer: ID009 George Gee KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

[redacted]

4. She is very rude and I do not wish to speak to her again.

Writer States:
1. Apologized.
2. Advised customer would want to request to speak to someone above [redacted]
3. Can leave a voicemail with DCalderon requesting for a callback to you.

Customer States:
1. No.
2. That's fine.
3. I will try calling tomorrow.
4. Thank you.

[redacted]

ECA received a VM from Todd at BBB.
1. Sts that the cust called and asked that the usage fee be waived for option one.
2. Requested a call back regarding the usage fee and if it can be waived.

[redacted]

1. Adv that we would not waive the usage fee.
2. Adv per the cust state the usage fee would be taken at the time of the arb.
3. Adv that we cut the cust usage in half as a GW.
4. Adv that if arb the usage fee would not be cut in half.
5. Adv to call back if they have any questions.

[redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	23,500

Dealer: ID009 George Gee KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

I appreciate your response. I really do not like putting these things out there but I'm beyond frustrated with the way we have been treated. The vin number is kndjp3a5xf[redacted]50 and my contact number is [redacted]. The ladies name I have been working with is Dawn. I really do not want to speak with her again, I would like someone else. Thank you

[redacted]

[redacted]

1. Customer is requesting to speak to someone else

[redacted]

ECA received VM from cust.3X
1. Requested a call back.

[redacted]

ECA received a VM from BBB.
1. Requested a call back to discuss the mileage deduction.

[redacted]

ECA spoke with Todd at BBB.
Writer:
1. Adv that we will not waive the mileage for the SOC due to the fact that it is a voluntary offer.
2. Adv that we are still allowed a final repair attempt.

BBB:
1. Sts that the cust stated that they took the veh back into the dealer and had a battery replaced.
2. Sts wants to confirm that we did not send a rep and it was not our final repair attempt.

Writer:
1. Adv that we will call the dealer and confirm.
2. Adv that we are pretty sure we did not because we would have to send someone but we will confirm.

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	23,500
			ealer: ID009	George Gee KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

BBB:
1. Thanked.

[redacted]

Writer:
1. Requested an update on cust veh.
2. Adv needed to confirm that there was no FTS that inspected the veh.

Dealer:
1. Sts that they replaced the battery and the cust adv that they would pick up the veh today.
2. Sts that there was no FTS.

Writer:
1. Thanked.

[redacted]

ECA called Todd at BBB and left a VM.
1. Adv that we confirmed that there was no FTS inspection and we have not be provided our final repair attempt.
2. Adv to call back if need be.

[redacted]

ECA spoke with cust. [redacted]
Writer:
1. Adv that we received VMs from her husband.
2. Asked if he was avail.

Cust:
1. Sts that we can reach him at [redacted]

[redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	23,500

[redacted] er: ID009 George Gee KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

Writer:
1. Adv that we received his VMs.
2. Adv that we have the mileage deduction for option one due to the fact that it is a voluntary offer.
3. Adv that we are still allowed a final repair attempt and the decision has not been arbitrated.

Cust:
1. Sts that they are just going to have their attorney reach out to us.

Writer:
1. Adv that we will wait for the attorney demand letter.

[redacted]

CUSTOMER

My husband just received another threatening phone call from Dawn. She also stated that the man who has been making the decisions to repair our vehicle is not authorized to do so...where does that leave us? I should be able to put my family in and trust that this car will get us where we need to go. I put my daughter and myself in a strangers car to get her to her hockey game because my car wouldn't start at the gas station....again. I understand that some cars are lemons, hence the laws, but this is all about the fact that Kia won't do the right thing. Obviously other people have had the same wiring issues. Take the cars back, have your technicians look at them and figure out what's wrong. Make it right with the consumers. I absolutely loved my car, in fact this is my second soul. Now I'm afraid to drive it because I don't know where I'll be left stranded.

****

[redacted]

1. Adv that we would like to make an appointment for FTS.
2. Requested a call back.

[redacted]

Writer:
1. Adv that we would like to have an FTS inspect their veh.
2. Adv that the first day that we have avail is 2/16.

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	23,500
			Dealer: ID009 George Gee KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

Cust:
1. Sts that they can drop it off and asked if they can drop off the car on 2/15 in the evening.

Writer:
1. Adv that they could.
2. Adv would follow up after the FTS inspects their veh.

Cust:
1. Thanked.

[redacted]

[redacted]

CUSTOMER
I've done that as well...I'm currently fighting with Kia as well..good luck to you!

****

[redacted]

A. Customer states the car will randomly not start
a. FTS inspected vehicle - vehicle was left undisturbed for two days and the vehicle started up on the first attempt
b. Scanned for fault codes and didn't find any that could've caused this type of concern
i. Found one ECM software upgrade - completed
c. Performed parasitic draw test - passed with 20mV after 20 minutes
d. Starting the vehicle throughout the day with no issues - okay

Vehicle is operating as designed

B. Customer states while idling the vehicle sometimes shakes, feels like it's going to die. RPM's sometimes drop during it but normally does not
a. Road tested vehicle with flight recorder installed - was unable to duplicate concern

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	23,500
			Dealer: ID009 George Gee KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

i. Analyzed flight recorder data - okay
b. Inspected pulleys and tensioner - okay

Vehicle is operating as designed

C. Customer states the remote start doesn't work
a. Verified the vehicle would not start when using the remote start feature
i. Horn would honk 6 times - this indicates a door is ajar, which is inhibiting the vehicle from starting
1. Analyzed smart junction box output data - all doors showed closed and locked
b. Found the alternator 3 pin connector completely disconnected from the pins/connector
i. The way the wires were frayed is consistent with them being pulled from the connector - it appears the connector was tampered with (pics attached)
1. Interviewed tech who had just replaced the alternator 2,465 miles ago (RO [redacted]4). He was very confident that it wasn't like that when the vehicle was released
a. The connector and circuit was repaired as a one-time good will
ii. Tested remote start again - now worked
1. Disconnected pin 2 from the alternator connector and tired starting the vehicle again - 6 honks were heard and the vehicle did not start

Note: The alternator's regulator was not working because of the series of wires eliminated from the circuit. This results in an constant full charge to the charging system, therefore ruining the battery and adding stress to the alternator

Repaired the damaged (possibly tampered) alternator wires

D. Customer was told by Liberty Lake Kia to run on #3 setting and roll down back windows because #4 blows warm air. Both cabin and air filters changed at Liberty Lake
a. Road tested vehicle under the conditions described by the customer with a thermometer installed in the center vent
i. All temperature's read the same regardless of the blower motor setting

Vehicle is operating as designed

E. Customer states passenger seat detects cell phone and turns on passenger airbag
a. Found no fault codes that could've caused this type of concern
i. Analyzed WCS data - no abnormalities found
ii. Nothing was placed under the seat
b. Placed cell phone in different areas of the seat - no change to the passenger airbag light

Vehicle is operating as designed

F. Customer states after parked for hours, running lights turned on. ***HEADLIGHT***s switch was turned off
a. ***HEADLIGHT*** operation was monitored the entire time during the inspection - unable to duplicate the customer's concern
i. Inspected multi-function switch - okay
ii. Inspected remote start circuit - okay

Vehicle is operating as designed

G. Customer states the Bluetooth does not connect correctly
a. Found 5 different types of phones paired to the audio unit - it was unclear which one was causing the customer's concern

[redacted] | Case Number [redacted] | Mileage 23,500
Dealer: ID009 George Gee KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

i. Linked personal phone and tested the Bluetooth functions - okay
1. Advised the customer to check their phone's capability with the audio unit on Kia.com
b. Inspected the software and found an available software upgrade - completed

Vehicle is operating as designed

H. Customer states last time it would not start and the dash lights kept flashing
a. Was unable to duplicate concern
i. This concern is typically associated with a dead battery, as there isn't enough voltage to satisfy the circuit
1. This concern was addressed and fixed on the customer's last visit when the battery was replaced (RO [redacted]7)
a. The customer may be bringing it back up because they think there's still an issue?

Vehicle is operating as designed

I. Customer states the ***HEADLIGHT***s dim after driving for a cont[redacted]es amount of driving
a. Tested ***HEADLIGHT*** operation numerous times - while driving, heavy loads placed on the vehicle and at prolonged idling
i. Was unable to duplicate the concern
b. Inspected wiring schematics and found the left and right side ***HEADLIGHT*** grounds are on different circuits
i. Inspected grounds and performed a voltage drop test - passed

Vehicle is operating as designed

[redacted]

ECA spoke with cust.
Writer:
1. Asked if they can fill out an auth to release loan form so we can contact their lender and confirm that the SOC would be approved.
2. Adv that we will revisit the mileage after we have confirmed.

Cust:
1. Sts that they will.
2. Thanked.

[redacted]

Please see the attached Auth to Release Loan doc. Please fill out and send back so I can contact your lender and confirm that they will approve a Substation of Collateral.

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	23,500

[redacted]aler: ID009 George Gee KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

[redacted]

ECA called Phil at Numerica Credit Union and left a VM.
1. Asked if they would allow a SOC.
2. Requested a call back.

[redacted]

Writer:
1. Asked if the credit union allows SOC's.

[redacted]

1. Sts that they would if it is the exact same veh.
2. Sts if there are any changes they will not accept it.

Writer:
1. Thanked and asked if we can send the cust auth to release loan info to see if this particular cust can have a SOC.

[redacted]

1. Sts yes and sts send the form to [redacted].

[redacted]

ECA faxed auth to release loan.

[redacted]

Duplicate case info
Kia Dealer Service Satisfaction Survey

Survey Date: 02/22/2016
Name of the Dealer: GEORGE GEE KIA - ID009
Name of dealer Service Consultant: CHRIS BARKER

*** CUSTOMER SURVEY RESPONSE REGARDING SERVICE QUALITY***
8.Was all of the work completed right the first time?
Response: No

8-1.If NOT completed right the first time,what was the reason?
Response: Other (Specify):

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	23,500
			Dealer: ID009	George Gee KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

8-2.If NOT completed right the first time,what was the nature of the problem?
Response: Electrical items

8a.If you had any issues or concern with the service or repair work performed, please explain
Comments: The factory representative stated that he was unable to duplicate the many issues we have had with the car.

8b.Was your vehicle ready when originally promised?
Response: Yes
Comments:

11.Your feedback will be passed on to the Dealership management.Please add any comments you think are important about your service or ownership experience.
Comments: You need to work on your overral customer service from service to management. Such a disgrace your company is. I have and will tell everyone how you handled my car. I have all the repair orders not fixed and all my complaints for anyone to view. I am doing this so the consumer is aware of your unwillingness to help with Kia Motors of America.

*** UP TO 5 MOST CURRENT ACTIONS BETWEEN DEALER AND CUSTOMER TO RESOLVE (Oldest To Most Current Order) ***
ACTION 3:
Add Comments on 02/23/[redacted]0:01
Customer is working with Kia customer assistance at this time

[redacted]

*** PHONE LOG 03/01/[redacted]1:27 PM US Mountain Standard Time LThayer Action Type:Outgoing call
Writer contacted ID009 spoke to Service Manager Chris
1. Calling in regards to a customer service Survey
2. Was their concern resolved or addressed

Service Manager states
1. He was asked not to return based on how he was last time he was in
2. A field engineer was sent to look at the car and the customer doesn't feel like it was looked at
3. There was a couple little things to fix but the FTR couldn't duplicate all the concerns
4. So the customer called Irate and we asked him to never return.

Writer states
1. Thank you

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	23,500
			Dealer: ID009	George Gee KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

[redacted]

clear this up by tomorrow. Please let me know what I need to do to move this along in a timely manner. I will be handing this myself.
Thank you!
Phil

[redacted]

ECA spoke with cust.
Writer:
1. Adv that we have reviewed and we will waive the mileage fee.
2. Adv that we received the email from Phil and they are okay with the SOC.
3. Adv that the cust can go to the dealer and find a veh that is the same and send us the VIN and we can try to get the process going.

Cust:
1. Sts thank you so much.
2. Sts that they will go to the dealer probably tonight.
3. Sts will send us the VIN.

[redacted]

[redacted] | Case Number | Mileage
[redacted] | 23,500
Dealer: ID009 George Gee KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

I left you a voice mail this morning regarding the car. It was jump started three times over the weekend, and then again this morning when I went to leave from work. Also the running lights turned on at some point and got a message from security at my work. Also the Vin number that I sent you, if you look up that vehicle on George Gee website for Liberty Lake it shows that you can now purchase that car after rebates for [redacted]. We purchased our car without rebates for [redacted]. So there is a significant difference in the purchase price of the cars. So how will that be handled since we did pay more for the car then what the replacement value is now?
You adviced us to Jumpstart the car, and to let you know. So we would just like to know when we will be able to get the replacement vehicle as this one has left me stranded and needing a Jumpstart four times in the last five days, and the lights coming on randomly.
Thank you

[redacted]

[redacted]

In regards to the rebates it is money that we pay into the deal. When locating a vehicle and the amount that would be referred to is MSRP to MSRP. In regards to the vehicle needing to be jumped you can take the vehicle into the dealer to have it looked at and make sure you advise them that your ***HEAD LIGHT***s are coming on intermittently. The dealer however will not be able to provide you with a rental or loaner.

This process will take 45-60 days before we can complete the substitution of collateral. I will be working with the dealer and your lender to complete the process.

Please advise if you have any additional questions.

[redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	23,500
			Dealer: ID009 George Gee KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

Neil from Kia has advised George Gee to not look at our car. They are refusing to do any service to our car. There is no other Kia dealership in the Spokane area.
As far as the substitution of collateral, I guess we don't understand why it takes so long. We went to liberty lake George Gee and the GM told us he would not hold that car, what happens when this deal comes to a close and there is no car available? What happens when our current car stops starting when being jumped? We have absolutely no where to go to have this car looked at, this car is our main form of transportation. We both have full time jobs and 3 children who need to get to school and their activities. I realize these are a lot of "what ifs?" But this is what we have to think about every day. If there is anything we can do to speed up the process, please let me know.
Thank you,
Trisha Christian

[redacted]

Writer:
1. Adv that we have received the veh info and will start the SOC process.

Cust:
1. Thanked.

[redacted]

[redacted]

[redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	23,500
			Dealer: ID009 George Gee KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

[redacted]

[redacted]

3. That way your vehicle can be surrendered in Idaho instead of WA
4. I sent an email to Adam and they are starting the process
5. I was telling your wife that the process should take around 45 days
6. You have my name and phone# if you have any questions
7. You are welcome

Customer
1. Yes, good but think that I'm getting a cold. It is going around
2. My wife told me that you talked to her and WA would not do the SOC
3. Yes, he is the GSM of the ID dlr
4. OK ,thank you

[redacted]

[redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	23,500
			Dealer: ID009 George Gee KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

2. So you are waiting for ID to buy the car from WA? Been paying for a car that is just sitting in my driveway
3. Can't you just repurchase my vehicle without the mileage fee? No, we have not talked about repurchase only
4. Ok, I'll wait to hear from you or Dawn, thank you

Writer
1. We are waiting for dealer-trade. I rcd an email from Adam today and he sent the case to Eric Gamache, sent an email to Eric
2. I'm not sure as I do not know any of specs on case. Did you previously talk to Dawn about repurchase?
3. Dawn is out today but I'll talk to her on Monday and one of us will call you back - that process still takes around 30-45 days
4. Have a good weekend

[redacted]

1. Still waiting for dlr to do their dealer-trade first
2. Can't do a repurchase w/o the mileage deduction
3. Call me if you have questions, [redacted]

[redacted]

Writer rcd call from BBB - customer waiting on BBB's other line
1. Explained to BBB that Kia is waiting for dealer to do trade with WA dealer
2. Kia has no control over their inventory and gave name of ID contact - Eric Gamache
3. BBB will explain to customer and give dealer contact info to see if they can get more info

[redacted]

Writer talked to dlr and original vehicle was sold. Dlr can do a dealer locator for new comp[redacted]e vehicle. Writer LVM for customer callback

[redacted]

Writer talked to customer - Thela
1. Apologize the vehicle that you chose has been sold - I just talked to dlr in ID
[redacted] said that you can call them and he will check the veh locator - no worries I understand that you have been through a lot
3. If he finds another one at another dlr - it takes around 2 days for dealer trade but much longer if he has to order it
4. Ok, thank you

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]	23,500
			Dealer: ID009	George Gee KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

customer
1. Course it has
2. My issue is I've been paying on a veh that does not start
3. I'll call him during my lunch - I don't mean to take it out on you
4. Thank you

[redacted]

Writer talked with customer
1. Wanted to let you know that I talked to Eric and he is looking for a veh for us
2. I just want this to be over - have been dealing with it since 1st repair last January
3. I don't think

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			K[redacted]63	44,401
			Dealer: GA074 Jeff Smith KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History:

[redacted]

*** Performed by contact: Richard Crabb, *[redacted]014
*** This is a Request for Assistance ***

Problem Description :
found conector to ***HEAD LAMP*** main bulb melted inside of housing

Diagnostics Performed :
have replaced headlamp assy previously for same problem
Please contact dealer for additional information regarding customer handling & repair status and update customer accordingly.

[redacted]

Customer Name: Confirmed
Original Owner: Y
Customer phone #: Verified
Customer Address: Verified
VIN: Confirmed
MY and Mileage: N/A
Dealer Code/Selling Dealer: GA074
Able to Duplicate: Y
RO# and Open Date: [redacted]6, 11/6
Current Repair Issue and Diagnosis: Driver side ***HEADLIGHT*** works intermittently, main bolt connector had melted. was advised by TL to replace assembly as needed.
Parts on order (Y/N): Part#/Order#: Parts have arrived.
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 N/A
ETA for completion of repairs N/A
Techline Case: Y
Dealer contacted their DPSM: N

[redacted]

1. Parts are at dlr.
2. He can make appt at his convenience.

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			K[redacted]63	44,401
			Dealer: GA074 Jeff Smith KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

*** CASE CLOSE 11/10/[redacted]1:28 AM US Mountain Standard Time BHardt

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			K[redacted]54	13,463
			Dealer: FL093 Bev Smith KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

[redacted]

Vehicle Model :SOUL
Model Year :2015
Mileage :[redacted]
Initial comments by Technician found in TL Case #T[redacted]650 :

[redacted]

Problem Description :

C/S while driving with ***HEADLIGHT*** on heard a clicking sound and ***HEADLIGHT***s went out. Customer flashed the high beams and the low beams began to work again.

Diagnostics Performed :

Multi function switch was replaced yesterday for same concern of ***HEADLIGHT***s going out while driving.
HEADLIGHTs operating as designed at this time. Clicking sound could possibly be relay?
Please contact dealer for additional information regarding customer handling & repair status and update customer accordingly.

[redacted]

Selling dealer: NY105
Vehicle model? 2015 Soul

Are you able to duplicate the customers concerns? YES
What is the RO#?: [redacted]1
When was the RO# opened?: 11/17/15
Why did the customer bring the vehicle to the dealer? C/S WHILE DRIVING WITH ***HEADLIGHT***S ON HEARD CLICKING SOUND AND BOTH LOW BEAM ***HEADLIGHT***S WENT OUT.

CUSTOMER FLASHED HIGH BEAMS AND LOW BEAMS CAME BACK ON

What repairs is the dealer doing/did to resolve the customers concerns? REPLACING HEADLAMP ASSEMBLIES

Are there parts on order? NO

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			K[redacted]54	13,463
			Dealer: FL093 Bev Smith KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Is the vehicle repaired? PARTS ARE IN CAR BUT WE NEED TO ROAD TEST AT NIGHT
Is the vehicle in the customers possession at this time? NO
Is this a repeat repair for the customer? YES
Tech line case: T[redacted]50

If this is a repeat repair please include the repair history with the date, mileage, what the customers concern was, and what the dealer did to resolve concern?:
[redacted]5 / 13,445 / REPLACE MULTIFUNCTION SWITCH

ETA for completion of repairs: TOMORROW
Did the dealer contact DPSM? NO
If HEV vehicle, is dealer HEV certified: NA

[redacted]

*** NOTES 11/20/[redacted]2:43 PM US Mountain Standard Time GBolek Action Type:Dealer contact

**********ERROR IN NOTES FROM ABOVE**********

[redacted]

1. Customer was notifed that the vehicle was ready
2. Dealer stayed late waiting for the customer to come get the vehicle
3. Customer has yet to come get their car and is still in a rental

*** PHONE LOG 11/20/[redacted]1:11 PM US Mountain Standard Time GBolek Action Type:Outgoing call
Writer calls customer and LVM [redacted]
1. Calling to follow up on the repairs of the vehicle
2. The dealership let KCAC know that the vehicle was repaired and ready for pick up
3. Courtesy call to verify that the customer was satisfied with the repairs
 - Apologized for concerns customer may have been experiencing.
4. Requested a call back for further assistance
5. Left case number and call back information.

[redacted]

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			K[redacted]54	13,463
			Dealer: FL093 Bev Smith KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

1. Calling to follow up on the repairs of the vehicle
2. The dealership let KCAC know that the vehicle was repaired and picked up
3. Courtesy call to verify that the customer was satisfied with the repairs
   - Apologized for concerns customer may have been experiencing.
4. Requested a call back for further assistance
5. Left case number and call back information.

*** CASE CLOSE 11/24/2015 12:11 PM US Mountain Standard Time GBolek

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			18	29,846

Dealer: TN031 Greenway KIA Hickory

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Process
Kia Case Type Lvl4: Rental/Loaner Request

Case History

*** PHONE LOG 02/10/[redacted]9:37 AM US Mountain Standard Time ACromer
Cust states:

1. Jan 14 my ***HEAD LIGHT*** went out
2. We took it back to DLR thinking it would be covered
3. They changed a bulb
4. My son got a ticket for a ***HEAD LIGHT*** out
5. DLR states to show paperwork to police every time I get pulled over
6. It is not fair we have to ride around with one ***HEADLIGHT***
7. My wife drives the veh at night
8. My son works at night
9. We have already been pulled over twice
10. Requesting a loaner until the part comes in
11. I do not want to continue to get pulled over all the time
12. SVC ADV Jeffrey Campbell
13. You need to explain to him about customer service
14. DLR told me to just wait until the part comes in, tried to rush me out the door.
15. This veh is not safe

Writer states:
1. Thanked and apologized
2. Will get svc mgr on the phone

Warm transferred cust to SVC MGR Jeff..

[redacted]

1. Cust is in a rental
2. Also took his car
3. Part should arrive tomorrow

Writer states:
1. Thanked
2. Advised will call cust

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			68	7,000
			Dealer: FL106	Greenway KIA East

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Lamp Operation

Case History

[redacted]

I own a Kia Soul and a Kia Optima, the Kia Soul has an electrical problem, ***HEAD LIGHT***s, inside cabin lights and signal lights not working properly, lights are flickering and turning off, This is a safety matter, I took the car to the dealership 3 times and problem cant be solved since vehicle is not doing it while at the dealership, I recorded a video and was told I have to go on a waiting list since I need a loaner vehicle, I am paying for an insurance that provided me with a vehicle if a repair is needed, or at least I was told ! I don't feel safe with this vehicle and expect a resolution quickly. As you can imagine I don't have 3 hours every other week to go sit at your dealership.

[redacted]

1) Thanked and apologized
2) Requested Customer callback to discuss electrical issues with vehicle
3) Gave Customer and Writer information
4) Thanked

[redacted]

1. Driving right now
2. customer is having an electrical issue that is not resolved
3. cust waiting of 2 weeks to get veh back, no loaner
4. [redacted]

Writer states:
1. Apologized
2. Understand customer is in veh, and when was last visit
3. Loaners are not promised prior to visit, but rental is evaluated during repair
4. Need to get diagnosis for the vehicle

Customer states:
1. It was not there since 3-4 weeks, and dealer CND issue
2. The lights are not working, and this needs to get fixed
3. Customer sent photos, because issue is intermittent
4. Customer can set appointment self
5. Frustrating with the process and not having a car to drive while paying for it
6. Customer is working with David SVCA that is having similar issue, asking KCAC to contact SVCA

Writer states:
1. Understand complaints
2. Writer can contact dealer and request follow up call from SVCA
3. The vehicle must get to SVC center then rental can be requested
4. Thanked customer and verified no other questions

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]68	7,000

[redacted]er: FL106 Greenway KIA East

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Lamp Operation

[redacted]

*** NOTES 04/04/[redacted]:30 AM US Mountain Standard Time AGrantha Action Type:Dealer contact
Writer called Orlando Kia East SVC at [redacted]
1. Looking to get repair order history

Eddy SVCA states:
1. Verified customer
2. Offered last visit RO#[redacted] 3/8/19 7,696 car lights flicker, replaced ***HEAD LAMP*** switch
3. Prior visit tech request more time for diagnosis but cust decline to have veh diagnosed without loaner : RO#[redacted] 2/29/16 7,000 miles
RO#[redacted] 2/8/[redacted]6 miles, same concerns - CND concerns
4. Dealers does loaners, and those are offered as needed
5. Customer has not mentioned any other concerns or request for loaner

[redacted]

2. Requesting customer return to service for diagnosis before evaluating loaner / rental request
3. Left case# and writer info for callback

[redacted]

2. Got writer's message, Customer contacted dealer to go there tomorrow
3. It seems funny that dealer says not aware of concerns on the car
4. SVCM advised that customer contact KCAC regarding no loaner
5. Customer is frustrated with the service process and miscommunication

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]68	7,000
			L106	Greenway KIA East

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Lamp Operation

*** PHONE LOG 04/05/[redacted]:12 AM US Mountain Standard Time AGrantha Action Type:Outgoing call
Writer called customer at CB [redacted]: Left VM
1. Advised returning call after voicemail
2. Requesting customer return to service for diagnosis
3. Left case# and writer info for callback

[redacted]

Once again my 2015 Kia Soul went to the shop for a week, electrical problem persist. Not sure but seems I bought a lemon. Dealer is aware waiting on a loaner once again.

[redacted]

1. Advised writer is with KCAC calling in regards to case.
2. Provides case number.
3. Following up in regards your concern online.
4. Requesting a callback for any questions or concerns.
5. Provides a callback number and ext.

[redacted]

Writer States:
1. Provides case number.
2. Returning phone call.
3. Requesting a callback.

[redacted]

Writer States:
1. Advised writer is with KCAC calling in regards to case.
2. Provides case number.
3. Following up in regards your concern online.
4. Apologized.
5. Who did you speak to?
6. What did they advise?
7. What are you requesting of Kia?

[redacted]

2. Advised that he is waiting for a loaner vehicle so that they can further diagnose and resolve my vehicle concerns.
3. No body knows what is causing this concern.

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]68	7,000

Dealer: FL106 Greenway KIA East

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Lamp Operation

4. The vehicle has been there 3 or 4x for the same concern.
5. I need somebody to fix the issue.
6. I am paying for a vehicle that is not delivering.
7. They advised me to contact.

Writer States:
1. Apologized.
2. Advised KCAC will follow up with the dealership in regards to your concern.
3. Will see what the next steps are in resolving your current concern.
4. Will follow up with you within 2-3 business days.

[redacted]

1. Calling for update on customer veh in SVC and for cust rental request
2. Left case# and writer info for dealer callback

[redacted]

1. Calling regarding customer's diagnosis status / RO info
2. Was customer provided rental
3. Requesting service history to multiple visits
4. left case and writer info for dealer call back

[redacted]

1. Requesting diagnosis and information
2. Customer states awaiting loaner?
3. Can dealership follow up with him to have him return?

[redacted]

1. Verified the customer
2. The last visit was 3/8/16 RO# [redacted] 7,696 miles
   - Replaced ***HEAD LAMP*** switch
3. Prior visit 2/29/16 RO# [redacted] 7,000 miles, tech requested more time
4. One more visit RO# [redacted] 2/8/[redacted]6 miles : CND ***HEADLIGHT***s flicker
5. Dealer is not aware issue was still present
6. Limited rentals
7. Happy to have SVCA call him

Writer states:
1. Thanked

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]68	7,000
			Dealer: FL106	Greenway KIA East

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Lamp Operation

[!<For Internal Use Only
** Writer will email DPSM Phil Castle regarding customer stating multiple visits for same concerns** >!]

*** NOTES 04/12/[redacted]3:57 PM US Mountain Standard Time AGrantha Action Type:Dealer contact
Email sent to DPSM Phil Castle

*** NOTES 04/12/[redacted]3:59 PM US Mountain Standard Time AGrantha Action Type:Manager review
Forwarding case to ECR for handling
1. Customer states veh in 3x for ***HEADLIGHT***s inop intermittant
2. Cust is seeking resolution and loaner vehicle
3. Requested dealer contact customer to have him come back for further diagnosis
4. Please review and contact customer at [redacted]

*** PHONE LOG 04/18/[redacted]2:26 PM US Mountain Standard Time RChacon-SO Action Type:Outgoing call
Writer called cst @ main #, received recording stating:
1. The person you have called is unavailable right now, please try again later

*** PHONE LOG 04/18/[redacted]2:26 PM US Mountain Standard Time RChacon-SO Action Type:Outgoing call
Writer called cst @ main #, received recording stating:
1. The person you have called is unavailable right now, please try again later

*** PHONE LOG 04/21/[redacted]5:22 AM US Mountain Standard Time RChacon-SO Action Type:Outgoing call
Writer called cst @ main #, received recording stating:
1. The person you have called is unavailable right now, please try again later

*** PHONE LOG 04/21/[redacted]5:24 AM US Mountain Standard Time RChacon-SO Action Type:Ltr/email/fax sent
Sent call me letter this day

*** CASE CLOSE 04/21/[redacted]5:24 AM US Mountain Standard Time RChacon-SO

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			K[redacted]67	22,000

Dealer:

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Fire/Explosion

Case History

*** PHONE LOG 03/14/[redacted]3:01 PM US Mountain Standard Time JMcphee
Cust states:
1. ***HEAD LIGHT*** caught on fire while we were on vacation

Wrt states:
1. APologized
2. let me take down accident report and forward to the appropriate department for review
***** took down accident report ****
3. Cust will be contact 2-3 businessdays for update
4. provided case#
5. thank you for calling Kia.

*** PHONE LOG 03/16/[redacted]3:44 PM Paci
NCA attempted to reach customer- line cut

NCa attempted to reach customer-unable to

*** PHONE LOG 03/21/[redacted]3:26 AM Paci
NCA attempted to reach customer, call unab

*** PHONE LOG 03/21/[redacted]3:38 AM Paci
NCA sent email to customer requesting call/

*** PHONE LOG 03/21/[redacted]3:40 AM Paci
Message delivery failed to customer email

*** PHONE LOG 03/21/[redacted]3:47 AM Paci
NCA mailed customer call me letter, no furth

*** CASE CLOSE 03/21/[redacted]3:47 AM Pac
NCa mailed customer call me letter, no furth

*** PHONE LOG 03/21/[redacted]3:56 AM US M
Cust States:
1. Calling in for an update on my case.
2. Was supposed to get a call with 2-3 days.

Wrt States:
1. Apologized.
2. Advised contact was attempted.
3. Will update information and send it back.

Cust States:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			K[redacted]67	22,000

Dealer:

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Fire/Explosion

1. My number is [redacted]

Wrt States:
1. Thank you.
2. Will dispatch this back.

Cust States:
1. Thank you.

[redacted]

*** NOTES 03/21/[redacted]:56 AM US Mountai
Dispatching to NCA for product liability.

Updated cust information because wrong info

*** PHONE LOG 03/22/[redacted]:47 AM Pacifi
NCA spoke with customer
Writer:
1. Calling in reference to your case
2. Would like to ask a few questions about the vehicle.
3. I understand you had some concerns with the ***HEADLIGHT***s?
4. Can you give me more information as to what is going on or what happened during the event?

Customer:
1. States I was trying to take my vehicle in to the dealership because my lights kept flickering
2. The dealership said they were too busy to have it looked at, told me it would take 8 hrs for them to attend me
3. Few weeks later me and my wife were driving from Walmart which wa[redacted]e from our home
4. We started to smell a burning smell coming from our veh
5. I got out of the car, popped up the hood and a bunch of smoke came out of the vehicle.
6. The harness was all burned up
7. I am still driving the vehicle.
8. I cant even install a new bulb, it's all burned.
9. I have the stock bulb on there too, it wasnt touched.
10. When I go over speed bumps the lights dim in the vehicle,
11. The dash and the radio would dim out
12. It happens every 1/3 times I go over a speed bump.
13. And I live on a street with a lot of speed bumps.

Writer:
1. Thanked, would like to request photos of your vehicle.
2. Please send them over to me, I will send you an email with a request.
3. Would like to see if we can have a dealership look at your vehicle.
4. I can get back to you once I have your veh information reviewed,

Customer:
1. Thanked.

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			K[redacted]67	22,000

[redacted]ler:

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Fire/Explosion

1. Would like you to schedule an appt with the dealership
2. Once veh is diagnosed we can reconvene.
3. Feel free to reach me at [redacted] with any questions

NCA emailed cust the aforementioned information

[redacted]

*** PHONE LOG 04/14/[redacted]3:07 PM Pacific [redacted]
NCA called customer and left VM
Writer:

1. Advised feel free to give me a call once you go in to the dealership for the ***HEADLIGHT*** concern.
2. You can send me an email if that is easier.
3. Thanked

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	27,179

Dealer: MS003 KIA of Laurel

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

[redacted]

Problem Description :

customer states that left side ***HEAD LAMP*** was inop this weekend but when came on service drive this morning it came on, but when i took vehicle inside shop it would not come on, also this vehicle have been in service once for same complaint and we replaced headlamp assembly

Diagnostics Performed :
checked connectors and pin tension
Please contact dealer for additional information regarding customer handling & repair status and update customer accordingly.

[redacted]

*** NOTES 06/09/[redacted]9:13
Writer called service mgr Jam[redacted]
1. I know there is a connecter
2. I am not at my desk, you called me on my cell phone.
3. If you can give me a call later, Thank you.

Writer thanked dlr for information.

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	27,179

Dealer: MS003 KIA of Laurel

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

[redacted]

*** NOTES 06/10/[redacted]1:17 AM US Mountain Daylight Time SLarez Action Type:Internal
Writer will follow up with customer next week to confirm vehicle repaired

*** NOTES 06/15/[redacted]1:54 AM US Mountain Daylight Time SLarez Action Type:Internal
Writer called dlr and spoke to Marrisa
Marrisa states.
1. I will have to call you back

writer gave name, extension and case number.

*** PHONE LOG 06/15/[redacted]2:35 PM US Mountain Daylight Time LThayer Action Type:Incoming call
Writer states
1. Requested customer VIN or case number

[redacted]

Writer states
1. Looks like they were following up with the repair

Customer states
1. The tech said they had to do a technical bulletin and its been fine since

Writer states
1. Advised if any future concerns or questions on this case to refer to the case number

Customer states
1. Thank you

*** CASE CLOSE 06/15/[redacted]2:36 PM US Mountain Daylight Time LThayer

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]16	19,711
			Dealer: SC035	Jts KIA of Rock Hill

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

[redacted]

Problem Description :

customer states ***HEADLIGHT***s will go out and then comeback intermittently while driving. this is her second time in for this couldn't duplicate last time. have driven vehicle 35 miles at night this time in and still have not been able to duplicate. checked grounds for headlamps main ground and ***HEADLIGHT*** connectors are ok also. any help would be appreciated

Diagnostics Performed :
checked headlamp grounds, headlamp connector ok haven't been able to duplicate
Please contact dealer for additional information regarding customer handling & repair status and update customer accordingly.

[redacted]

Most recent Repair Issue and Diagnosis: Cust states ***HEADLIGHT***s go out intermittently; Found brake light bulbs were feeding into ***HEADLIGHT***s and causing them to go out; Replaced brake light bulbs
Able to Duplicate (Y or N): Y
Days Down at initial Service Alert report (if applicable): 8
Vehicle repaired?: Y
Customer has possession?: N; picking up 08/11/16
Repeat Repair (Y/N), if so, how many times?: Y 2x
Repair History of current concern with dates and mileage:

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]16	19,711
			Dealer: SC035 Jts KIA of Rock Hill	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Dealer contacted DPSM (if needed): N
What is current Customer Request (if needed): N/A
If HEV vehicle, is dealer HEV certified (if needed): N/A

*** NOTES 08/12/[redacted]1:11 PM US Mountain Daylight Time R[redacted] Action Type:Dealer contact
Writer called cust and the number is not accepting calls at this time

*** PHONE LOG 08/15/[redacted]2:48 PM US Mountain Daylight Time R[redacted] Action Type:Outgoing call
Writer called cust and the number is not accepting calls at this time
[!<For Internal Use Only
Call me letter sent to cust>!]

*** CASE CLOSE 08/15/[redacted]2:49 PM US Mountain Daylight Time R[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]50	31,727

Dealer: CA270 KIA of Alhambra

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

[redacted]

Problem Description :
FRONT LEFT ***HEADLIGHT*** INOP INTERMITTENTLY

Diagnostics Performed :
TECH FOUND FRONT LEFT ***HEADLIGHT*** ASSEMBLY WIRING BURNT CAUSING HIGH RESISTANCE, TECH REPLACED ***HEAD LIGHT*** ASSEMBLY
Please contact dealer for additional information regarding customer handling & repair status and update customer accordingly.

*** NOTES 09/20/[redacted]7:58 PM Eastern Daylight Time ALewis Action Type:Dealer contact
Writer called CA270 @ [redacted]

Writer states:
1. Checking on vehicle.
2. Provided VIN.

[redacted]

2. Customer phone #: [redacted]
3. Vehicle was down only on 09/10/2016. It is repaired and customer has picked up vehicle.

[redacted]

1. Advised KCAC contacting customer in regards to recent vehicle concern.
2. Advised calling to make sure concerns were resolved.

Customer states:
1. Yes, the dealer did get it fixed.
2. Thanks for calling.

*** CASE CLOSE 09/20/[redacted]8:01 PM Eastern Daylight Time ALewis

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]	16,400

Dealer: TN031 Greenway KIA Hickory

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Fire/Explosion

Case History

[redacted]

3. it was the little [redacted] hoses they go into and they melted
4. the Kia dealership said if it was hot enough to melt the wires that it was hot enough to catch the vehicle on fire
5. it cost me a $150 to have them fixed
6. Kia was closed on Sunday
7. the top of the coils had been melted
8. Avery at Little Brothers Shell at [redacted] did the repairs

writer states:
1. apologized
2. do you happen to have any pictures of the issue?

customer states:
1. no sure don't
2. Kia dealership service manager James Jones said to call you all and you'd take care of it
3. was told Kia Consumer Affairs would reimburse her

writer states:
1. will forward your case to NCA for further review
2. please allow 2 - 3 business days for someone to reach back out to you
3. please note, unable to guarantee reimbursement

customer states:
1. ok,

[redacted]

1. customer alleges the ***HEADLIGHT*** wires melted
2. Vehicle not at dealership but TN031 referred customer to KCAC
3. Customer is requesting to be reimbursed for repairs at 3rd party mechanic shop
4. please contact customer with resolution

[redacted]

1. Calling in regards to a 2015 Kia Soul
2. Requested call back
3. Left call back number

*** PHONE LOG 10/04/[redacted]0:54 AM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax sent
Sent customer call me letter via USPS.

*** CASE CLOSE 10/04/[redacted]0:58 AM Pacific Daylight Time SamuelKim
Closing case pending further customer contact.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]69	9,552

Dealer: NV011 Henderson KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: System&Policy/General
Kia Case Type Lvl4: Service Survey

Case History

Kia Dealer Service Satisfaction Survey

[redacted]

*** CUSTOMER SURVEY RESPONSE REGARDING SERVICE QUALITY ***
8.Was all of the work completed right the first time?
Response: No

8-1.If NOT completed right the first time,what was the reason?

Dealership could not find the problem: Yes

Parts not available: Yes

Other (Specify): Had to order

8-2.If NOT completed right the first time,what was the nature of the problem?

Transmission: Yes

Tire replacement/repair: Yes

Brakes Yes

[redacted]

*** PHONE LOG 10/13/[redacted]1:59 AM Eastern Daylight Time JHenry Action Type:Outgoing call
Wrt called cust to follow up:
1. Left VM with KCAC#, Case ID
2. Sent Call-Me Letter

[redacted]

*** NOTES 10/21/[redacted]2:42 PM Pacific Daylight Time CLoftus Action Type:NCA Corresp. rec'd
NCA rec'd fax in response to Call Me Letter from customer.

[redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]69	9,552
			Dealer: NV011 Henderson KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: System&Policy/General
Kia Case Type Lvl4: Service Survey

*** NOTES 11/03/[redacted]2:33 PM US Mountain Daylight Time JEchenique Action Type:Dealer contact
Writer
1. Wrt called DLR NV011
2. Wrt spoke to Tim

*** Stated***
[redacted]

F) Most recent RO# and Open Date: [redacted] opened 9/22/16
G) Days Down at initial Service Alert report (if applicable): 1 day
H) Most recent Repair Issue and Diagnosis: Customer says, strong odor of gas, ***HEADLIGHT***s flicker, suspension. Techs found fuel vapor being purged due to high temperatures. Tech ***HEADLIGHT*** switch. Techs unable to duplicate suspension concern
I) Able to Duplicate (Y or N): Y
J) Repeat Repair (Y/N), if so, how many times?: N
K) Repair History of current concern with dates and mileage: NA
L) ETA for completion of repairs (if applicable): NA
M) Parts on order (Y/N), if so obtain part#, order#: N
N) Techline Case (if applicable): [redacted]-B2110
O) Rental / Loaner Provided? If so, since when?: N
P) Dealer contacted DPSM (if needed): N
Q) Vehicle repaired?: N
R) Customer has possession?: Y
S) Dealer Code/Selling Dealer (Y or N): NV011
T) Original Owner (Y or N): Y
U) What is current Customer Request (if needed): N/A
V) If HEV vehicle, is dealer HEV certified (if needed): N/A

*** NOTES 11/03/[redacted]2:34 PM US Mountain Daylight Time JEchenique Action Type:Dealer contact
Wrt verified part is on UPER status - ETA 11/21/16

*** PHONE LOG 11/03/[redacted]1:00 PM US Mountain Daylight Time JEchenique Action Type:Outgoing call
Wrt called cust
1. no answer
2. LVM
3. adv cust that we were f/u on recent concerns
4. provided case number

*** PHONE LOG 11/03/[redacted]3:07 PM US Mountain Daylight Time ACromer Action Type:Outgoing call
Cust states:
1. I faxed in a letter and I got a call today saying if i have any questions or concerns to call
2. I am barely able to use my veh
3. dlr can't duplicate the noises
4. I don't feel comfortable driving this veh

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]69	9,552
			Dealer: NV011 Henderson KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: System&Policy/General
Kia Case Type Lvl4: Service Survey

5. I'm so frustrated
6. it makes a ticking sound that sounds like somthing is loose.
7. it started happening 3-4 months after i bought my car
8. dlr says there is nothing wrong
9. cust service is lacking at NV011

wrt states:
1. thanked and apologized
2. adv cust I could try to set up an appt for test drive with svc mgr

cust states:
1. My biggest complaint is that no one is following up
2. they told me we would set up an appt and they never did
3. no one is listening to me

wrt states:
1. apologized
2. restated concern
3. adv cust would contact dlr to set up appt for cust.

Cust states:
1. okay

****

[redacted]

Cust states:
1. Friday, Nov 11 7:30 am with Ed please

*** NOTES 11/14/[redacted]4:38 PM US Mountain Daylight Time ACromer Action Type:Dealer contact

[redacted]

Techline Case (if applicable): n

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			69	9,552
			Dealer: NV011 Henderson KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: System&Policy/General
Kia Case Type Lvl4: Service Survey

Rental / Loaner Provided? If so, since when?: N
Dealer contacted DPSM (if needed): N
Vehicle repaired?: N
Customer has possession?: Y
Dealer Code/Selling Dealer (Y or N):
Original Owner (Y or N):
What is current Customer Request (if needed): N/A
If HEV vehicle, is dealer HEV certified (if needed): N/A

*** PHONE LOG 11/16/[redacted]3:41 PM US Mountain Daylight Time ACromer Action Type:Outgoing call
cust states;
1. i went down there and i had the svc guy call the mgr
2. i had to call him 3 times
3. he walked around the corner wheeling a dolley with paper on it saying it doesnt matter how many times you call me, i'm not going to come any faster.
4. the test drive he told me it was just the fuel pump and it was operating as designed
5. he suggested I ask to be reimbursed for my inconvenience.

wrt states:
1. Thanked and apologized
2. what would you consider to be fair?

cust states:
1. I am not really requesting anything but a few oil changes for free would be nice.
2. I have taken it in 4 times for this concern
3. I left the veh with them 4 times.

wrt states:
1. thanked
2. adv cust I would look into this further for cust

cust states:
1. thank you, amanda
2. and I do appreciate your call
3. You seemed like the only person that would actually listen to me
4. no one else would hear my story and I really appreciate you
5. I look forward to hearing from you again

wrt states:
1. thanked

[redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]69	9,552
			Dealer: NV011 Henderson KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: System&Policy/General
Kia Case Type Lvl4: Service Survey

4. each time it's an idling noise, this last time it was at feet of passenger's side
5. On this last one 11/11, test drove, verified it came from high pressure fuel pump and veh has no faults at this time
6. otherwise can not duplicate.

wrt states:
1. thanked

[redacted]

*** NOTES 11/17/[redacted]:53 AM US Mountain Daylight Time ACromer Action Type:Manager review
Call to Action ECR
1. veh been into dlr NV011 at 3 times, cust states 4 times.
2. cust upset with noise concern
3. dlr states veh operating as designed
4. cust upset and requesting compensation
5. Dispatching to ECR for further review and case handling

[redacted]

1. Your case was escalated to my office for review
2. I see that the dealership has addressed your noise
3. concerns but has determined it to be the high pressure
4. Fuel pump and has been diagnosed as operating as designed
5. I apologize we do not typically offer free oil changes for repeat visits

Cust states
1. When I first called got numerous runs around with the service advisor
2. Went round and round got in touch with headquarters ACromer contacted me
3. She is the only one that listened to me
4. I went for a drive with the Sales Manager and he suggested to me I contact
5. KIA see if they can offer you something that was not anything I asked for
6. I just wanted my car to run like a $30,000 car
7. For you to tell me I can't have something I did not ask for is nothing
8. I am so close to turning in the veh and get an other veh brand
9. That is not where I want to be because I love the look of my Soul
10. There was bad communication between me and the service department
11. 3 weeks for a light apparently it was in and they never told me

Writer states
1. I apologize it seems to me like the experience at the dealership
2. is what is causing this frustration
3. My recommendation would be to go to a different KIA dealership
4. Since every dealership is privately owned and operated I would
5. hope the experience is a better one

Cust states

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]69	9,552
			[redacted]: NV011 Henderson KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: System&Policy/General
Kia Case Type Lvl4: Service Survey

1. That is not very convenient for me
2. That is a 25 min drive
3. I am just frustrated
4. As soon as my registration is up I will probably break from KIA
5. So I take it to another dealership to look at it and then what!

Writer states
1. #1 It's a warrantable repair and we fix under warranty guidelines
2. #2 It's damage from an outside source and your responsible for the repairs
3. #3 It's operating as designed and no repairs made

Cust states
1. Ok thank you

Writer thanked call ended

*** CASE CLOSE 11/28/[redacted]2:47 PM US Mountain Daylight Time KCampos-CE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]37	10,403
			[redacted]NC072	Fayetteville KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History:

[redacted]

1. The ***HEADLIGHT*** has melted in front and is deformed
2. Read info on line there was a recall for this
3. Does this car have it?

Writer States:
1. Confirmed owner, caller info
2. Apology for situation
3. Advised there are no open campaigns on this car
4. Car is still in warranty
5. Advised in service date
6. Explained that there is 5/60k mile blw, 10/100k mile ptw
7. If cause of this issue is related to defect it could fall in blw
8. Would customer like number to dealer in area?

Customer States:
1. Yes please.

Writer States:
1. Advised dealers in area
2. Provided dealer contact info
3. Can transfer to dealer in area.

Customer States:
1. Thanked writer for info.

[redacted]

Kia Motors America
Consumer Affairs Department

[redacted]

Case Number	Mileage
K[redacted]89	24,000

Dealer: CA233 Valley KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

Case History

*** PHONE LOG 11/07/[redacted]3:08 PM US Mountain Dayligh[redacted]
Cust States:
1. We've had so many problems with this veh
2. We had a tire blow
3. The front left ***HEADLIGHT*** started an electrical fire
4. Now we've had to have the battery jumped five times in the last month alone
5. My daughter drives this veh and we have very busy lives and the dlr doesn't diagnose on weekends and wont give a loaner until it's been diagnosed
6. This is an inconvenience

Wrt States:
1. Apologized
2. Offered to call dlr to aee about loaner/rental

Cust States:
1. Thank you

placed cust on hold to call Dlr

[redacted]

1. That is correct, we dont' have loaners, and wont do rentals until the veh is diagnosed since Kia doesn't cover rentals
2. I advised Mrs. Love that she can talk to the SVCM tomorrow to see if he can approve a loaner but we dont have the abilty to approve that

Wrt States:
1. Ok Thank you

[redacted]

2. Adv of convo with dlr
3. Adv veh would need to be taken in
4. Adv still within the battery wty

Cust States:
1. Ok I will see about getting the veh in to the dlr

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			K[redacted]89	24,000
			Dealer: CA233 Valley KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

[redacted]

Vehicle has experienced multiple tows/jumps within a 90 day period.

If the vehicle has been towed, it has been towed to . Prior to contacting the customer for any assistance, please contact the dealer to determine the cause and the status of the vehicle.

If the vehicle has been jump started multiple times, please contact the customer to determine if there are any concerns with the vehicle and provide any assistance.

*** PHONE LOG 11/08/[redacted]5:56 PM US Mountain Daylight Time JWeaver Action Type:Outgoing call
Writer called cust @ [redacted]

Writer states:
1. KMA has been notified that veh has received multiple jumps or tows in past 90 days
2. Following up to see if there were any additional questions or concerns

Cust states:
1. Have an appt on Friday then Saturday
2. This has happened 5 times - its making my daughter late to work

Writer states:
1.Apologized
2. Will be following up
3. If any questions please feel free to call back

Cust thanked and disconnected

[redacted]

1. Calling in regards to cust concern
2. Provided cust info
3. Please call
4. Provided 1800# and case ID

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			K[redacted]89	24,000

Dealer: CA233 Valley KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Start Operation

*** NOTES 11/15/[redacted]2:44 PM US Mountain Daylight Time JWeaver Action Type:Dealer contact
Writer called CA250 spoke to Jason Service Advisor

Writer states:
1. Calling to collect RO
2. Provided VIN

Jason states:
1. Last time veh was in- was in April

Writer thanked and disconnected

*** PHONE LOG 11/15/[redacted]2:51 PM US Mountain Daylight Time JWeaver Action Type:Outgoing call
Writer called cust @ [redacted]

Writer states:
1.Calling to folow up on concerns with veh
2 .Contacted Valley Hi Kia - they said veh didnt come in

Cust states:
1. I had taken it in but they told me that it would take 2 hours so I just went and bought a battery

Writer states:
1. If any additional questions please call

Cust states:
1. ok thank you

*** CASE CLOSE 11/15/[redacted]2:52 PM US Mountain Daylight Time JWeaver

*** NOTES 02/16/[redacted]9:53 AM US Mountain Daylight Time SCoder Action Type:Manager review
[redacted]

*** CASE CLOSE 02/16/[redacted]9:54 AM US Mountain Daylight Time SCoder

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			K[redacted]63	0
			[redacted]aler: ME003 Van Syckle 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 11/10/[redacted]3:45 PM US Mountain Daylight Time DKelso Action Type:Outgoing call

Customer states:

1. My right ***HEADLIGHT***
2. I think the bulb that came in when it blew it overheated the harness
3. The harness is not doing so well
4. It is covered under the 60
5. I want to make an appointment

Writer states:
1. Apologized
2. Updated the customers information
3. Advised writer will connect customer with dealer

Writer calls service department
Service department closed will take down information

*** CASE CLOSE 11/10/[redacted]3:46 PM US Mountain Daylight Time DKelso

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	20,000

Dealer: CA257 Team KIA of El Cajon

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 12/13/2016 11:11 AM US Mountain Daylight Time MLang
Ivy Evans States:

1. Both front ***HEADLIGHT***s went out.
2. We took it in and they fixed it.
3. Three or four days later the same thing happened.
4. They ordered a ***HEADLIGHT*** switch.
5. I keep calling them and they continue stating it's not available.
6. I have been driving with brights.
7. We have been waiting for the part for almost a month.
8 Requesting an update on the status of the part and where it is.

Writer States:
1. Apologized.
2. Advised writer will follow up with CA257 and get additional info on the parts.
3. Will see what resolutions are available.
4. Will follow up with you within 2-3 business days.

Customer States:
1. Thank you.

*** NOTES 12/13/[redacted]2:56 PM US Mountain Daylight Time MLang Action Type:Dealer contact
Writer calls CA257 and speaks to (Service)

Writer disconnects after being placed on a long hold.

[redacted]

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	20,000

Dealer: CA257 Team KIA of El Cajon

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Rental/Loaner Provided/Date: No
Customer Request: For part to be received and installed.
Justification of Goodwill: No
Dealer contacted their DPSM: No
If HEV vehicle, is dealer HEV certified: N/A

Writer States:
1. Thank you
2. Can you connect writer to parts?

[redacted]

1. Yes.

[redacted]

Writer States:
1. Advised writer is with KCAC calling in regards to the status of a part on order.
2. Provides part info.
3. Can the part be placed on an UPER status due to it causing the vehicl

[redacted]

1. Placed it on an E order.
2. It is in transit from Korea.
3. ETA is 01/07/2017.
4. Unable to place it on an UPER status.

Writer States:
1. Thank you.

[redacted]

1. Advised writer is with KCAC calling in regards to case.
2. Provides case number.
3. Advised part is still on order.
4. Requesting a callback for any questions or concerns.

Customer States:
1. Thank you.

*** NOTES 12/16/[redacted]2:27 PM US Mountain Daylight Time MLang Action Type:Dealer contact
Writer calls CA257 and speaks to Brad (Parts Manager)

[redacted]

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	20,000

Dealer: CA257 Team KIA of El Cajon

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

4. Customer is unable to use the ***HEADLIGHT***s when driving at night.

[redacted]

1. I will submit the UPER order today.
2. Please follow up with me next Monday.

Writer States:
1. Thank you.
2. Writer will be out of the office until 12/27/2016.
3. Will advise the next TCS to follow up with you next week.

[redacted]

1. Thank you.

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			[redacted]	24,500
			Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Attitude
Kia Case Type Lvl4: Explanation/Guide

Case History

*** PHONE LOG 12/22/[redacted]3:12 PM US Mou[redacted]
Cust states

1. i just came in to the DLR for my ***HEADLIGHT*** issue
2. And not very happy with the exprience i had when i got there
3. the person i spoke to acted like they didn't have time to look at my vehicle
4. I wasn't asking for a lot just for them to look at my ***HEADLIGHT***s
5. when he finally got me he started to make excuses saying that they couldn't get to it until 5 p.m.
6. i told him that was fine but he kind of gave me a look, like i was annoying him
7. i mean i know they're busy but i'm not asking for a lot

Wrt stated
1. apologized to cust
2. asked cust if they had the name of the person they spoke to

Cust stated
1. i dont
2. but i also saw them talking to their coworks probably discussing me
3. i dont think this is right

Wrt stated
1. apologized to cust
2. advised cust that the DLR's techs are limited
3. explained that this time of year can be very busy for them and they would be unable to stop working on one car to look at customer without an appointment
4 .advised that i would document and pass feedback along to DLR
5. provided cust with case number and wrt contact info

Cust stated
1. okay thank you.

*** NOTES 12/22/[redacted]3:17 PM US Mountain Daylight Time JEchenique Action Type:Dealer contact
Wrt called DLR
Jesse stated
1. Thank you for letting me know
2. i will f/u on this complaint
3. on a side not the customers vehicle is done and taken care of

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			K[redacted]89	14,207

Dealer: CA258 Jim Bone KIA of Santa

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

[redacted]

Cust states
1. The headlamps are getting watter in them
2. I have had to replace them 1 time already
3. This is happening again
4. I think kia should cover this repair
5. I am upset and thinking about trading the veh in

Writer states:
1. Apologize for inconvenience
2. Updated Customer information
3. No open SC
4. I will document your concerns
5. When was the last time the veh was at the service dept

Cust states
1. I took veh to service dept on 1/12/17
2. Service dept adv not covered
3. Alex is the service advisor

Writer states
1. I will contact service dept and submit to DPSM after all info obtained to see if able to get this repair covered
2. Please alow 3business days for a response

Customer states:
1. Ok
2. Thank You

[redacted]

Customer address: NA
VIN: KNDJP3A57F[redacted]14
MY and Mileage: 14,094
Most recent RO# and Open Date: [redacted] 1/12/17
Days Down at initial Service Alert report (if applicable): 0
Most recent Repair Issue and Diagnosis: Verified concern, unable to find cause, was informed that there was a small leak, but cant find the leak
Customer says: Headlamps have moisture in the headlamps
Able to Duplicate (Y or N): Y
Repeat Repair (Y/N), if so, how many times?: Y
Repair History of current concern with dates and mileage:
[redacted] - 7/14/2016 - 10,260Miles - Replaced both Front headlamp asy

ETA for completion of repairs (if applicable): NA
Parts on order (Y/N), if so obtain part#, order#: N
Techline Case (if applicable): T[redacted]29 - Refered to DPSM
Rental / Loaner Provided? If so, since when?: N

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			K[redacted]89	14,207

Dealer: CA258 Jim Bone KIA of Santa

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Dealer contacted DPSM (if needed): Y- DPSM declined due to prev replaced
Vehicle repaired?: N
Customer has possession?: Y
Dealer Code/Selling Dealer (Y or N): CA258
Original Owner (Y or N): Y
What is current Customer Request (if needed): N/A
If HEV vehicle, is dealer HEV certified (if needed): N/A

Customer does all service and oil changes, and maintenance with selling dealership
Customer is loyal to the dealership
Customer always wears kia shirts when comes into the dealership

Total cost of repairs
Parts: $994.00
Labor: $208.00
Tax: $86.98

[!<For Internal Use Only
Writer sent E-Mail to DPSM for review of GW >!]

*** PHONE LOG 01/24/[redacted]2:21 PM Eastern Daylight Time CSalyers Action Type:Incoming call
Customer States:
1. k[redacted]89
2. waiting on a follow up on the resudue on the headlamps

Wrt States:
1. apologized
2. advised still waiting to hear back from DPSM if assistance can be provided

Customer States:
1. yea I live in area where humid and being told not warrantable
2. found this strange
3. I love kia
4. Thanks for the update

[redacted]

DPSM declined GW repair or replacement on headlamps >!]

[redacted]

Writer states
1. I am following up with you on your request for assistance with the replacement of headlamps on the veh
2. I have submitted to DPSM
3. DPSM declined GW for repairs on veh for headlamp asy replacement
4. Please call back if you have any further questions or concerns
5. Thank you

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]			K[redacted]89	14,207

Dealer: CA258 Jim Bone KIA of Santa

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

[redacted]

1. Apologized
2. Advised TCS is not available
3. offered TCS VM

***Trans to VM

[redacted]

I want more info as to why this was declined
I have already fixed the problem my self
I love my Kia
Please call me back
Thank you
Best contact numbe[redacted]

[redacted]

Writer states
1. I am following up with you
2. Dpsm declined further assistance with replacement of the ***HEAD LAMP*** asy
3. Unable to replace the Asy again

Cust states
1. Thank you for the update
2. I am just disapointed
3. I will call back if it gets any worse
4. I have already repaired and sealed it
5. It is what it is
6. Thank you for seeking assistance for me

Writer states
1. Please call back if you have any further concerns
2. If this gets worse please call back and take veh to service dept
3. You may even take veh to alt service dept for further diagnosis

Cust states
1. It is fine
2. I will live with it

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2015 SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]53	19,200
			Dealer: AZ049 Peoria 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 03/07/[redacted] :49 AM Eastern Daylight Time JDouglas
cust states

1. having issues with ***HEADLIGHT***
2. cust is is working with az049
3. low beam is the light not working

wtr states
1. apologized
2. will need to take to dealership for diagnosis

cust states
1.have taken to dealership several times
2. they want me to leave it
3. will a loaner be given?

wtr states
1. will need to speak with service manger inregauds to loaner

cust states
1.thank you

*** CASE CLOSE 03/07/[redacted] :49 AM Eastern Daylight Time JDouglas