INFORMATION REDACTED PURSUANT TOTHE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

This file may have been split into multiple files after consolidation. Such files have the suffix “1 of n”appended to the end of the file name.

[redacted]

[redacted]

INDEPENDENCE, MO [redacted]

Home: Bus: Cell: Email: [redacted]

INVOICE

DUPLICATE 4

Invoice #: [redacted]

Tag #: T3726

Customer #:185899

KIA MOTORS

SHAWNEE MISSION KIA

7951 Shawnee Mission Parkway · Merriam, KS 66202

(913) 384-9100

Service Advisor: 80561 JONATHAN HOWELL FOR SERVICE APPOINTMENT CALL (913) 261-5353

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
EB/BLACK	21	KIA SORENTO	5XYRKDLF9MG[redacted]		4536	4600

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
02MAR21			17:30 30MAR21				18MAY21	16:23 27MAR21	14:53 18MAY21

OPTIONS: SOLD-STK:MG030381 ENG:2.5_Liter_DOHC_Turbo

How did we do?

REVIEW US ONLINE BY SCANNING THIS CODE

Google Reviews

yelp Real People. Real Reviews.

cars.com

DealerRater

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUSTOMER STATES THAT THE VEHICLE SWERVED OFF THE ROAD WHILE DRIVING AND KEPT ACCELERATING WITH THE CRUISE SET. CUSTOMER STATES VEHICLE WAS DAMAGED IN THE DRIVERS REAR. CUSTOMER STATES THAT THE VEHICLE WOULD NOT STOP ACCELERATING AND KEPT SERVING BACK AND FORTH UNCONTROLLABLY. VEHICLE WAS TOWED TO SM KIA, CUSTOMER IS CONTACTING KIA CONSUMER AFFAIRS TO START A CASE. VEHICLE IS BEING PARKED AND WILL AWAIT KIA						
N	VEHICLE INSPECTION FOR POSSIBLE UNINTENDED ACCELERATION PER KIA CONSUMER AAFFAIRS AGENT RYAN LIND AND JEFF STROUP 80614 CEXT				338.75	338.75	

PARTS: 0.00 LABOR: 338.75 OTHER: 0.00 TOTAL LINE A: 338.75

4536 Vehicle was towed in and immediately opened tech line case with Kia and customer also contacted consumer affairs to start case. # [redacted] is consumer affairs case, Ryan Lind is handling this case. Was instructed to fill out the unintended acceleration form and take pictures of the vehicle. Took statement from the customer on events that occurred. Attached the email to this repair order. Scanned for codes, none found, performed gas pedal inspection, throttle body inspection, test drove vehicle and operated any and all switches related to cruise control and lane assist. All systems functioning at present time, submitted all pictures and date to Kia for review. Could not test drive vehicle at highway speeds at this time due to compacted dirt in the wheels causing vibration. Case escalated to engineers and instructed to remove the Air Bag Contol Unit ACU and send in to Kia for inspection and data. Jeff Stroup at Kia reviewed all data and findings and spoke with customer. At this time Kia instructed us to return vehicle to the customer. Kia reviewed all data and findings with the customer. No work done by Shawnee Mission Kia at this time. Could not duplicate. Cleaned mud from inside of wheels to test drive vehicle. Test drove and set cruise control and systems operating properly at this time. Kia representative Jeff instructed to return vehicle to customer at this time. Kia will pay for rental vehicle, tow bill and technician time up to this point.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF KIA.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

DISCLAIMER OF WARRANTIES: The only warranties, if any applying to these parts, and for services are those offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts and/or services. Buyer shall not be entitled to recover from the seller any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

X _____ CUSTOMER SIGNATURE

Shawnee Mission Kia and any other owner or servicer of this account may use any contact information you give us, including but not limited to email addresses, cell phone numbers, and landline numbers, to contact you, including but not limited to, using automated dialing equipment, automated messages and prerecorded messages for informational purposes related to this account, including servicing. In addition, by signing below, you agree that Shawnee Mission Kia and any other owner or servicer of this account may deliver or cause to be delivered advertisements and/or telemarketing calls and text messages using an automatic telephone dialing system or a prerecorded or artificial voice message to the phone number that is attached to your account. You also understand that you are not required to provide this authorization as a condition of obtaining credit or any other product or service.

CUSTOMER SIGNATURE X _____

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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SIGNATURE COPY

THANK YOU!

[redacted]

[redacted]

INDEPENDENCE, MO [redacted]

Home: Bus:

Cell: Email: [redacted]

INVOICE

DUPLICATE 4

[redacted]

Invoice #: [redacted]

Tag #: **T3726**

Customer #:**185899**

KIA MOTORS

SHAWNEE MISSION KIA

7951 Shawnee Mission Parkway · Merriam, KS 66202

(913) 384-9100

Service Advisor: *80561 JONATHAN HOWELL* FOR SERVICE APPOINTMENT CALL (913) 261-5353

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
EB/BLACK	21	KIA SORENTO	5XYRKDLF9MG[redacted]		4536	4600

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
02MAR21			17:30 30MAR21				18MAY21	16:23 27MAR21	14:53 18MAY21

OPTIONS: SOLD-STK:MG[redacted] ENG:2.5_Liter_DOHC_Turbo

How did we do?

REVIEW US ONLINE BY SCANNING THIS CODE

Google Reviews

yelp — Real People. Real Reviews.

cars.com

DealerRater

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
B	TOW		IN				
	TOW		IN				
			999	CEXT		0.00	0.00
SUBL TOWING CHARGE PO#282700							
				CEXT		165.00	165.00
PARTS: 0.00 LABOR: 0.00 OTHER: 165.00 TOTAL LINE B: 165.00							
4536 VEHICLE TOWED IN							
**********							
C** CUSTOMER IS IN A RENTAL VEHICLE, KIA CONSUMER AFFAIRS AUTHORIZED RENTAL DURING INVESTIGATION AS OF 3-30-2021							
CAUSE: RENTAL VEHICLE PROVIDED							
	RENTAL		CUSTOMER	IS IN A RENTAL VEHICLE			
			999	CEXT		0.00	0.00
SUBL RENTAL VEHICLE PO#285634							
				CEXT		135.58	135.58
SUBL RENTAL VEHICLE PO#285635							
				CEXT		2341.72	2341.72
PARTS: 0.00 LABOR: 0.00 OTHER: 2477.30 TOTAL LINE C: 2477.30							
4536 RENTAL VEHICLE AUTHORIZED BY KIA CONSUMER AFFAIRS							
**********							

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CUSTOMER SIGNATURE X _____

DESCRIPTION	TOTALS	
	LABOR AMOUNT	338.75
	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	2642.30
	SHOP CHARGES	0.00
	TOTAL CHARGES	2981.05
	LESS INSURANCE	0.00
	SALES TAX	0.00
	PLEASE PAY THIS AMOUNT	**2981.05**

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SIGNATURE COPY

THANK YOU!

[redacted]

[redacted]

INDEPENDENCE, MO [redacted]

Home: Bus:

Cell: Email: [redacted]

INVOICE

DUPLICATE 4

[redacted]

Invoice #: [redacted]

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X

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CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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SIGNATURE COPY

THANK YOU!

[redacted]

[redacted]

INDEPENDENCE, MO [redacted]

Home: Bus:

Cell: Email: [redacted]

INVOICE

DUPLICATE 4

[redacted]

Invoice #: [redacted]

Tag #: **T3726**

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cars.com

DealerRater

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
B	TOW		IN				
	TOW		IN				
				999 CEXT		0.00	0.00
	SUBL			TOWING CHARGE PO#282700			
				CEXT		165.00	165.00
				PARTS: 0.00 LABOR: 0.00 OTHER: 165.00		TOTAL LINE B:	165.00
				4536 VEHICLE TOWED IN			
				**********			
				C** CUSTOMER IS IN A RENTAL VEHICLE, KIA CONSUMER AFFAIRS AUTHORIZED RENTAL DURING INVESTIGATION AS OF 3-30-2021			
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				RENTAL CUSTOMER IS IN A RENTAL VEHICLE			
				999 CEXT		0.00	0.00
	SUBL			RENTAL VEHICLE PO#285634			
				CEXT		135.58	135.58
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				CEXT		2341.72	2341.72
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				**********			

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CUSTOMER SIGNATURE X _____

DESCRIPTION

TOTALS	
LABOR AMOUNT	338.75
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	2642.30
SHOP CHARGES	0.00
TOTAL CHARGES	2981.05
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	**2981.05**

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SIGNATURE COPY

THANK YOU!

[redacted]

ALLIED TOWING SERVICE, INC.
P.O. Box 3493
OLATHE, KANSAS 66063
(913) 768-0870

Road Service

DATE 3/27/21	TIME A.M. P.M.	REQUESTED BY [redacted]	P.O. NO.
NA [redacted]			
ADDRESS			
CITY		STATE	ZIP
LOCATION OF VEHIC [redacted]			
YEAR, MAKE, MODEL 2021 H - Sonata	COLOR	DRIVER	
STATE	LIC. PLATE NO.	VEHICLE I.D. NO.	REGISTERED [redacted]

MILEAGE	SERVICE TIME	EXTRA PE [redacted]
FINISH 25	FINISH	FINISH
START 0	START	START
TOTAL 25	TOTAL	TOTAL

REASON FOR TOW

- ☐ ACCIDENT
- ☐ ARREST
- ☑ UNREGISTERED
- ☐ TOW ZONE
- ☐ SNOW REMOVAL
- ☐ ABANDONED
- ☐ STOLEN CAR
- ☑ BREAK DOWN
- ☐ LOCK OUT
- ☐ START
- ☐ FLAT TIRE
- ☐ OUT OF GAS
- ☐ IMPOUNDED
- ☐
- ☐

SPECIAL EQUIPMENT

- ☐ SINGLE LINE WINCHING
- ☐ DUAL LINE WINCHING
- ☐ SNATCH BLOCKS
- ☐ SCOTCH BLOCKS
- ☐ DOLLY

TYPE OF TOW

- ☐ SLING/ HOIST TOW
- ☑ FLAT BED/ RAMP
- ☐ WHEEL LIFT
- ☐

TOWED PER ORDER OF

- ☐ STATE POLICE
- ☐ LOCAL POLICE
- ☐ OWNER
- ☑ DEALER

VEHICLE TOWED TO

FIRST TOW Shawnee Mission

SECOND TOW

STORAGE FROM

_____ TO _____ ____ DAYS @ $ _____

PAID BY

☐ CASH ☐ CHECK DRIVERS LIC. NO. _____

☐ CREDIT CARD ☐ MC ☐ VISA ☐ AMEX EXP. DATE _____

CC NO. Billing Hold

OPERATOR'S SIGNATURE Chad DATE

TRUCK NO. 116

AUTHORIZED SIGNATURE DATE

VEHICLE RELEASED TO DATE

TOWING CHARGE	65.00
MILEAGE CHARGE	100.00
EXTRA PERSON	
SPECIAL EQUIPMENT	
LABOR CHARGE	
STORAGE	
SUB-TOTAL	
TAX	
TOTAL	165.00

[redacted]

Not responsible for loss or damage to vehicle in case of fire, theft or any other cause beyond our control.

Thank You

PRODUCT 2525

[redacted]

Baron BMW Mini & Peoples Auto Credit
Shawnee Mission Hyundai & Kia

9010 SHAWNEE MISSION PARKWAY
MERRIAM, KANSAS 66202
(913) 722-5100 · FAX: (913) 722-5191

PO: 282700
PAGE: 1 OF 1
PO DATE: 27MAR2021
PRINT DATE: 27MAR2021 16:25
TELEPHONE: 9137680500
REQUESTOR: JOH053
ISSUED BY: JOH053
SHIP VIA:
COMMENT: [redacted]

****
* DUPLICATE DUPLICATE *
****

177
ALLIED TOWING SERVICE INC

PO BOX 3493
OLATHE KS 66063

AUTHORIZING SIGNATURE

ORDER AMOUNT: $165.00

RO NO.	DESCRIPTION	AMOUNT
[redacted]	TOWING CHARGE	165.00
	CUSTOMER#: 185899 NAME: [redacted]	

REASON FOR MODIFICATION
INTERFACED PO OPENED.

INVOICE: [redacted]
DATE: 27MAR2021
AMOUNT: 165.00

STATUS: APPROVED
COMMENT:

CO	ACCOUNT	DESCRIPTION	AMOUNT	CONTROL	CONTROL2
53	165002	Other Inv-Srv Subl	165.00	[redacted]	

PURCHASE ORDER

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FILE COPY

[redacted]

Baron BMW Mini & Peoples Auto Credit
Shawnee Mission Hyundai & Kia

9010 SHAWNEE MISSION PARKWAY
MERRIAM, KANSAS 66202
(913) 722-5100 · FAX: (913) 722-5191

PO: 285634
PAGE: 1 OF 1
PO DATE: 18MAY2021
PRINT DATE: 18MAY2021 14:48
TELEPHONE: 9133831515
REQUESTOR: JOH053
ISSUED BY: JOH053
SHIP VIA:
COMMENT:

51013
ENTERPRISE RENT-A-CAR (0599)

5359 MERRIAM DRIVE
MERRIAM KS 66203-2121

AUTHORIZING SIGNATURE

ORDER AMOUNT: $135.58

RO NO.	DESCRIPTION		AMOUNT
[redacted]	RENTAL VEHICLE		135.58
	CUSTOMER#: 185899	NAME: [redacted]	

REASON FOR MODIFICATION
INTERFACED PO OPENED.

INVOICE: [redacted]
DATE: 18MAY2021
AMOUNT: 135.58

STATUS: APPROVED
COMMENT:

CO	ACCOUNT	DESCRIPTION	AMOUNT	CONTROL	CONTROL2
53	165002	Other Inv-Srv Subl	135.58	[redacted]	

[redacted]

PURCHASE ORDER

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VENDOR COPY

[redacted]

Enterprise

10000 SHAWNEE MISSION PARKWAY
MERRIAM, KS 66203-3641

Rental Agreement #: [redacted]
Bill Ref #: 5500-4494-3828
Invoice Date: 04/05/2021
Account #: 05A0818

BILLING DETAIL

Description	Qty/Per	Rate	Amount
TIME & DISTANCE	2 DAY	65.50	131.00
	Subtotal		131.00
KANSAS EXCISE TAX	PCT	3.50	4.58

Amount Due (USD) 135.58

Individual line item charges such as rental rates for Time and Distance, percentage-based charges (e.g., sales taxes and fees or surcharges), and charges divided between multiple parties may be rounded up or down a whole cent to ensure that the charges equal the actual Total Amount Due and/or to avoid fractional cents.

BILL TO

SHAWNEE MISSION KIA SERVICE
ATTN: BENNETT, IVY
7951 SHAWNEE MISSION PKWY
MERRIAM, KS - 66202-3065

RENTAL INFORMATION

Date/Time Out
04/01/2021 02:45 PM

Date/Time In
04/03/2021 07:44 AM

Renter
[redacted]

RENTAL VEHICLES

Color	License	Model	Unit	Miles/Kms Out	In
BLACK	[redacted]	CX30	7TRG2J	29,766	29,993

VIN: 3MVDMBCL8LM[redacted]

CLAIM INFORMATION

Claim# / PO# / RO#
[redacted]

Insured

Date of Loss

Type of Loss

Type of Vehicle
KIA

Repair Shop
SHAWNEE MISSION KIA SERVICE

[redacted]

For Billing Inquiries / Payment Terms :

Tel#: +1 9132628888
KCARADMIN@EHI.COM
Payment Due within 30 days of invoice date
Late payments are subject to a finance charge.

Thank You For Choosing Enterprise

Please Return This Portion With Remittance

Amount Due (USD) 135.58

Remit To :
ENTERPRISE LEASING COMPANY OF KS, LLC
PO BOX 800036
KANSAS CITY, MO 64180-0036

Paid By:
SHAWNEE MISSION KIA
7951 SHAWNEE MISSION PKWY
MERRIAM, KS 662023065

Email Remit To: AskNationalPayments@ehi.com

Fed Tax Id: 26-4576641	Account #	Rental Agreement	Amount	GPBR
	05A0818	[redacted]	135.58	0511

[redacted]

Baron BMW Mini & Peoples Auto Credit
Shawnee Mission Hyundai & Kia

9010 SHAWNEE MISSION PARKWAY
MERRIAM, KANSAS 66202
(913) 722-5100 · FAX: (913) 722-5191

PO: 285635
PAGE: 1 OF 1
PO DATE: 18MAY2021
PRINT DATE: 18MAY2021 14:52
TELEPHONE: 9133831515
REQUESTOR: JOH053
ISSUED BY: JOH053
SHIP VIA:
COMMENT:

****
* DUPLICATE DUPLICATE *
****

51013
ENTERPRISE RENT-A-CAR (0599)

5359 MERRIAM DRIVE
MERRIAM KS 66203-2121

AUTHORIZING SIGNATURE

ORDER AMOUNT: $2,341.72

RO NO.	DESCRIPTION	AMOUNT
[redacted]	RENTAL VEHICLE	2341.72
	CUSTOMER#: 185899 NAME: [redacted]	

REASON FOR MODIFICATION
INTERFACED PO OPENED.

INVOICE: [redacted]
DATE: 18MAY2021
AMOUNT: 2341.72

STATUS: APPROVED
COMMENT:

CO	ACCOUNT	DESCRIPTION	AMOUNT	CONTROL	CONTROL2
53	165002	Other Inv-Srv Subl	2341.72	[redacted]	

[redacted]

PURCHASE ORDER

Copyright 2016 CDK Global, LLC PURCHASE ORDER - POIC - IMAGING

FILE COPY

[redacted]

Enterprise

320 NW. 7 HIGHWAY
BLUE SPRINGS, MO 64014

Rental Agreement #: [redacted]
Bill Ref #: 7000-4589-1877
Invoice Date: 05/04/2021
Account #: 05A0818

BILLING DETAIL

Description	Qty/Per	Rate	Amount
TIME & DISTANCE	21 DAY	99.50	2,089.50
	Subtotal		2,089.50
VEHICLE LICENSE FEE RECOVERY	21 DAY	3.18	66.78
SALES TAX	PCT	8.60	185.44

Amount Due (USD) 2,341.72

Individual line item charges such as rental rates for Time and Distance, percentage-based charges (e.g., sales taxes and fees or surcharges), and charges divided between multiple parties may be rounded up or down a whole cent to ensure that the charges equal the actual Total Amount Due and/or to avoid fractional cents.

BILL TO

SHAWNEE MISSION KIA SERVICE
ATTN: BENNETT, IVY
7951 SHAWNEE MISSION PKWY
MERRIAM, KS - 66202-3065

RENTAL INFORMATION

Date/Time Out
04/06/2021 03:45 PM

Date/Time In
04/27/2021 08:24 AM

Renter
[redacted]

RENTAL VEHICLES

Color	License	Model	Unit	Miles/Kms Out	In
BLACK	[redacted]	WRAU	7V75CR	7,491	8,500

VIN: 1C4HJXEN0MW[redacted]

CLAIM INFORMATION

Claim# / PO# / RO#
[redacted]

Insured

Date of Loss

Type of Loss

Type of Vehicle
KIA

Repair Shop
SHAWNEE MISSION KIA SERVICE

[redacted]

For Billing Inquiries / Payment Terms :

Tel#: +1 9132628888
KCARADMIN@EHI.COM
Payment Due within 30 days of invoice date
Late payments are subject to a finance charge.

Thank You For Choosing Enterprise

Please Return This Portion With Remittance

Remit To :
ENTERPRISE LEASING COMPANY OF KS, LLC
PO BOX 800036
KANSAS CITY, MO 64180-0036

Amount Due (USD) 2341.72

Paid By:
SHAWNEE MISSION KIA
7951 SHAWNEE MISSION PKWY
MERRIAM, KS 662023065

Email Remit To: AskNationalPayments@ehi.com

Fed Tax Id: 26-4576641	Account #	Rental Agreement	Amount	GPBR
	05A0818	[redacted]	2341.72	0523

[redacted]

Kia America, Inc. | Corporate Headquarters
111 Peters Canyon Road, Irvine, CA 92606 USA
T +1 949.468.4800

May 20, 2021

[redacted]

Re: 2021 Kia Sorento
VIN: 5XYRKDLF9MG[redacted]
Case: [redacted]

Dear [redacted],

Kia America, Inc. (KUS) has reviewed your incident and regret the circumstances that prompted you to contact us. After careful review of all the information that was received, an inspection performed by Shawnee Mission Kia (repair invoice[redacted]) and reading the Event Data Recorder, KUS was not able to find a manufacturing concern. Given this information, KUS is referring you to your insurance company.

We trust that, by now, your insurance company has inspected the vehicle. Rest assured that if their investigation revealed that your vehicle did not operate as designed, they would contact Kia America to be reimbursed for any payout that they have awarded you.

Attached is a copy of the Shawnee Mission Kia repair order and the Event Data Recorder report for your records. Kia will take no further action in this matter, at this time. If there are any further questions you wish to have clarified, please contact Consumer Affairs at 800-333-4542. Thank you for your courtesy and cooperation.

Sincerely,

[redacted]

Jeff Stroup
Consumer Affairs Field Operations Manager
Kia America, Inc.

FLORIDA TRAFFIC CRASH REPORT

LONG FORM [X] SHORT FORM [ ] UPDATE [ ]

(Electronic Version)

[redacted]

HIGHWAY SAFETY & MOTOR VEHICLES,
TRAFFIC CRASH RECORDS
NEIL KIRKMAN BUILDING, TALLAHASSEE, FL 32399-0537

Date of Crash	Time of Crash	Date of Report	Invest. Agency Report Number	HSMV Crash Report Number
[redacted]/Aug/2021 02:11 AM	[redacted]/Aug/2021 02:11 AM	[redacted]/Aug/2021 03:08 AM	[redacted]	[redacted]

CRASH IDENTIFIERS

County Code	City Code	County of Crash	Place or City of Crash	Wi hin City Limits	Time Reported	Time Dispatched
42	0	MARTIN	UNINCORPORATED	No	[redacted]/Aug/2021 2:16 AM	[redacted]/Aug/2021 2:17 AM

Time on Scene	Time Cleared Scene	Completed	Reason (if Investigation NOT Completed)	Notified By
[redacted]/Aug/2021 2:26 AM	[redacted]/Aug/2021 11:31 AM	Yes		Law Enforcement

ROADWAY INFORMATION

Crash Occured On Street, Road, Highway	1 At Street Address#	2 At Lattitude and Longitude
SR-91 (FLORIDA TURNPIKE)[redacted]		[redacted]

At Feet	Or Miles	Direction	3 From Intersection With Street, Road, Highway	4 Or From Milepost #
	1.30	North	[redacted]	

Road System Identifier	Type Of Shoulder	Type Of Intersection
6 Turnpike/Toll	1 Paved	1 Not at Intersection

CRASH INFORMATION (Check if Pictures Taken) [X]

light Condition	Weather Condition	Roadway Surface Condition	School Bus Related	Manner Of Collision
5 Dark-Not Lighted	2 Cloudy	2 Wet	1 No	3 Angle

First Harmful Event Type	First Harmful Event	First Harmful Event Location	Within Interchange	First Harmful Event Relation to Junction
	14	1 On Roadway	No	1 Non.Junction

Contributing Circumstances: Road	Contributing Circumstances: Road	Contributing Circumstances: Road
1 None		

Contributing Circumstances: Environment	Contributing Circumstances: Environment	Contributing Circumstances: Environment
3 Physical Obstruction(s)		

Work Zone Related	Crash In Work Zone	Type Of Work Zone	Workers In Work Zone	Law Enforcement In Work Zone
1 No				

VEHICLE (Check if Commercial) [ ]

Vehicle	Motor Vehicle Type	Hit and Run	Veh License Number	State	Reg. Expires	Permanent Reg.	VIN
2	1 Vehicle in Transport	1 No	[redacted]	FL	25/Mar/2022	No	5XXG34J24MG[redacted]

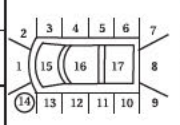
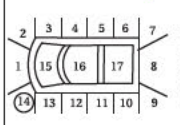
Year	Make	Model	Style	Color	Extent of Damage	Est. Damage	Towed Due To Damage	Vehicle Removed By	Rotation
2021	KIA	K5	4D	BLU	Disabling	10000	Yes	TRI COUNTY	Rotation

Insurance Company	Insurance Policy Number
USAA	[redacted]

Name of Vehicle Owner (Check Box If Business)	Current Address (Number and Street)	City and State	Zip Code
[redacted] [ ]	[redacted]	BOYNTON BEACH FL	[redacted]

	License Number	State	Reg. Expires	Permanent Reg.	VIN	Year	Make	Length	Axles
Trailer One:									
Trailer Two:									

Vehicle Traveling:	Direction	On Street, Road, Highway	At Est. Speed	Posted Speed	Total Lanes
	North	SR-91 (FLORIDA TURNPIKE)[redacted]	70	70	2

CMV Configura ion	Cargo Body Type	Area of Initial Impact	Most Damaged Area
		 18. Undercarriage 19. Overturn 20. Windshield 21. Trailer	 18. Undercarriage 19. Overturn 20. Windshield 21. Trailer

Comm GVWR/GCWR	Trailer Type (trailer one)	Trailer Type (trailer two)

Haz. Mat. Release	Haz Mat. Placard	Number	Class

Motor Carrier Name	US DOT Number

Motor Carrier Address	City and State	Zip Code	Phone Number

Comm/Non-Commercial	Vehicle Body Type	Vehicle Defects (one)	Vehicle Defects (two)	Emergency Vehicle Use	Speciual Function of MV
	1 Passenger Car	1 None		1 No	1 No Special Function

Vehicle Maneuver Action	Trafficway	Roadway Grade	Roadway Alignment	Most Harmful Event	Most Harmful Event Detail
1 Straight Ahead	4 Two-Way, Divided, Positive Median Barrier	1 Level	1 Straight	2 Collision with Non-Fixed Object	14 Motor Vehicle in Transport

Traffic Control Device For This Vehicle	First (1) Sequence of Events	Second (2) Sequence of Events	Third (3) Sequence of Events	Fourth (4) Sequence of Events
1 No Controls	2 Collision with Non-Fixed Object 14 Motor Vehicle in Transport			

VEHICLE (Check if Commercial) [ ]

Vehicle	Motor Vehicle Type	Hit and Run	Veh License Number	State	Reg. Expires	Permanent Reg.	VIN
3	1 Vehicle in Transport	1 No	[redacted]	FL	26/Oct/2021	No	1HGFA16838L[redacted]

Year	Make	Model	Style	Color	Extent of Damage	Est. Damage	Towed Due To Damage	Vehicle Removed By	Rotation
2008	HOND	CIVIC	4D	SIL	Disabling	10000	Yes	TRI COUNTY	Rotation

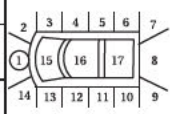
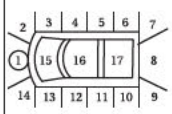
Insurance Company	Insurance Policy Number
EQUITY INSURANCE COMPANY	[redacted]

Date of Crash	Date of Report	Investigation Number	HSMV Crash Report Number
[redacted]/Aug/2021 02:11 AM	[redacted]/Aug/2021 02:11 AM	[redacted]	[redacted]

Name of Vehicle Owner (Check Box If Business)	Current Address (Number and Street)	City and State	Zip Code
[redacted] ☐	[redacted]	PORT ST LUCIE FL	[redacted]

	License Number	State	Reg. Expires	Permanent Reg.	VIN	Year	Make	Length	Axles
Trailer One:									
Trailer Two:									

Vehicle Traveling:	Direction	On Street, Road, Highway	At Est. Speed	Posted Speed	Total Lanes
	North	SR-91 (FLORIDA TURNPIKE)[redacted]	70	70	2

CMV Configura ion	Cargo Body Type	Area of Initial Impact	Most Damaged Area
		 18. Undercarriage 19. Overturn 20. Windshield 21. Trailer	 18. Undercarriage 19. Overturn 20. Windshield 21. Trailer

Comm GVWR/GCWR	Trailer Type (trailer one)	Trailer Type (trailer two)

Haz. Mat. Release	Haz Mat. Placard	Number	Class

Motor Carrier Name	US DOT Number

Motor Carrier Address	City and State	Zip Code	Phone Number

Comm/Non-Commercial	Vehicle Body Type	Vehicle Defects (one)	Vehicle Defects (two)	Emergency Vehicle Use	Speciual Function of MV
	1 Passenger Car	1 None		1 No	1 No Special Function

Vehicle Maneuver Action	Trafficway	Roadway Grade	Roadway Alignment	Most Harmful Event	Most Harmful Event Detail
1 Straight Ahead	4 Two-Way, Divided, Positive Median Barrier	1 Level	1 Straight	2 Collision with Non-Fixed Object	14 Motor Vehicle in Transport

Traffic Control Device For This Vehicle	First (1) Sequence of Events	Second (2) Sequence of Events	Third (3) Sequence of Events	Fourth (4) Sequence of Events
1 No Controls	2 Collision with Non-Fixed Object 14 Motor Vehicle in Transport			

VEHICLE (Check if Commercial) ☐

Vehicle	Motor Vehicle Type	Hit and Run	Veh License Number	State	Reg. Expires	Permanent Reg.	VIN
1	1 Vehicle in Transport	1 No	[redacted]	FL	11/Jan/2022	No	2G1105SA2G[redacted]

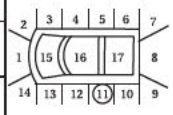
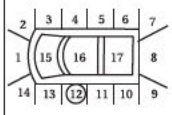
Year	Make	Model	Style	Color	Extent of Damage	Est. Damage	Towed Due To Damage	Vehicle Removed By	Rotation
2016	CHEV	IMPALA	4D	SIL	Disabling	10000	Yes	TRI COUNTY	Rotation

Insurance Company	Insurance Policy Number
STAR CASUALTY INSURANCE COMPANY	[redacted]

Name of Vehicle Owner (Check Box If Business)	Current Address (Number and Street)	City and State	Zip Code
[redacted] ☐	[redacted]	MIAMI FL	[redacted]

	License Number	State	Reg. Expires	Permanent Reg.	VIN	Year	Make	Length	Axles
Trailer One:									
Trailer Two:									

Vehicle Traveling:	Direction	On Street, Road, Highway	At Est. Speed	Posted Speed	Total Lanes
	North	SR-91 (FLORIDA TURNPIKE)[redacted]		70	2

CMV Configura ion	Cargo Body Type	Area of Initial Impact	Most Damaged Area
		 18. Undercarriage 19. Overturn 20. Windshield 21. Trailer	 18. Undercarriage 19. Overturn 20. Windshield 21. Trailer

Comm GVWR/GCWR	Trailer Type (trailer one)	Trailer Type (trailer two)

Haz. Mat. Release	Haz Mat. Placard	Number	Class

Motor Carrier Name	US DOT Number

Motor Carrier Address	City and State	Zip Code	Phone Number

Comm/Non-Commercial	Vehicle Body Type	Vehicle Defects (one)	Vehicle Defects (two)	Emergency Vehicle Use	Speciual Function of MV
	1 Passenger Car	1 None		1 No	1 No Special Function

Vehicle Maneuver Action	Trafficway	Roadway Grade	Roadway Alignment	Most Harmful Event	Most Harmful Event Detail
1 Straight Ahead	4 Two-Way, Divided, Positive Median Barrier	1 Level	1 Straight	2 Collision with Non-Fixed Object	14 Motor Vehicle in Transport

Traffic Control Device For This Vehicle	First (1) Sequence of Events	Second (2) Sequence of Events	Third (3) Sequence of Events	Fourth (4) Sequence of Events
1 No Controls	2 Collision with Non-Fixed Object 14 Motor Vehicle in Transport	30 Concrete Traffic Barrier	14 Motor Vehicle in Transport	

PERSON RECORD

Person#	Description	Vehicle #	Name	Date of Birth	Sex	Phone Number	Re-Exam
1	1 Driver	1	[redacted]	[redacted]	2 Female		No

Address	City	State	Zip Code
[redacted]	MIAMI	FL	[redacted]

Driver License Number	State	Expires	DL Type	Req. End.	Injury Severity	Ejection
[redacted]	FL	[redacted]/Jan/2029	5 E/Operator	3 No Req Endorsement	5 Fatal (within 30 days)	1 Not Ejected

Restraint System	Air Bag Deployed	Helmet Use	Eye Protection	Seating Location Seat	Seating Location Row	Seating Location Other
2 None Used -Motor Vehicle Occupant	6 Deployed-Combination		3 Not Applicable	1 Left	1 Front	1 Not Applicable

Date of Crash	Date of Report	Investigation Number	HSMV Crash Report Number
[redacted]/Aug/2021 02:11 AM	[redacted]/Aug/2021 02:11 AM	[redacted]	[redacted]

Drivers Actions at Time of Crash (first)	Drivers Actions at Time of Crash (second)	Driver Distracted By	Vision Obstruction
77 Other Contributing Action		88 Unknown	1 Vision Not Obscured
Drivers Actions at Time of Crash (third)	**Drivers Actions at Time of Crash (fourth)**	**Drivers Condition at Time of Crash**	
		77 Other, Explain in Narrative	

Suspected Alcohol Use	Alcohol Tested	Alcohol Test Type	Alcohol Test Result	BAC	Suspected Drug Use	Drug Tested	Drug Test Type	Drug Test Result
1 No	1 Test Not Given				1 No	1 Test Not Given		

Source of Transport to Medical Facility	EMS Agency Name or ID	EMS Run Number	Medical Facility Transported To
77 Other, Explain in Narrative	INFINITY TRANSPORT		ME OFFICE DISTRICT 19

PERSON RECORD

Person#	Description	Vehicle #	Name	Date of Birth	Sex	Phone Number	Re-Exam
2	1 Driver	2	[redacted]	[redacted]	1 Male		No

Address	City	State	Zip Code
[redacted]	PORT SAINT LUCIE	FL	[redacted]

Driver License Number	State	Expires	DL Type	Req. End.	Injury Severity	Ejection
[redacted]	FL	06/Mar/2028	5 E/Operator	3 No Req Endorsement	3 Non-incapacitating	1 Not Ejected

Restraint System	Air Bag Deployed	Helmet Use	Eye Protection	Seating Location Seat	Seating Location Row	Seating Location Other
2 None Used -Motor Vehicle Occupant	6 Deployed-Combination		3 Not Applicable	1 Left	1 Front	1 Not Applicable

Drivers Actions at Time of Crash (first)	Drivers Actions at Time of Crash (second)	Driver Distracted By	Vision Obstruction
1 No Contributing Action		1 Not Distracted	1 Vision Not Obscured
Drivers Actions at Time of Crash (third)	**Drivers Actions at Time of Crash (fourth)**	**Drivers Condition at Time of Crash**	
		1 Apparently Normal	

Suspected Alcohol Use	Alcohol Tested	Alcohol Test Type	Alcohol Test Result	BAC	Suspected Drug Use	Drug Tested	Drug Test Type	Drug Test Result
88 Unknown	3 Test Given	1 Blood	88 Unknown		88 Unknown	3 Test Given	1 Blood	88 Unknown

Source of Transport to Medical Facility	EMS Agency Name or ID	EMS Run Number	Medical Facility Transported To
2 EMS	MARTIN COUNTY FIRE	17143	LAWNWOOD MEDICAL CENTER

PERSON RECORD

Person#	Description	Vehicle #	Name	Date of Birth	Sex	Phone Number	Re-Exam
3	1 Driver	3	[redacted]	[redacted]	2 Female		No

Address	City	State	Zip Code
[redacted]	PORT SAINT LUCIE	FL	[redacted]

Driver License Number	State	Expires	DL Type	Req. End.	Injury Severity	Ejection
[redacted]	FL	[redacted]	5 E/Operator	3 No Req Endorsement	3 Non-incapacitating	1 Not Ejected

Restraint System	Air Bag Deployed	Helmet Use	Eye Protection	Seating Location Seat	Seating Location Row	Seating Location Other
3 Shoulder and Lap Belt Used	6 Deployed-Combination		3 Not Applicable	1 Left	1 Front	1 Not Applicable

Drivers Actions at Time of Crash (first)	Drivers Actions at Time of Crash (second)	Driver Distracted By	Vision Obstruction
1 No Contributing Action		1 Not Distracted	1 Vision Not Obscured
Drivers Actions at Time of Crash (third)	**Drivers Actions at Time of Crash (fourth)**	**Drivers Condition at Time of Crash**	
		1 Apparently Normal	

Suspected Alcohol Use	Alcohol Tested	Alcohol Test Type	Alcohol Test Result	BAC	Suspected Drug Use	Drug Tested	Drug Test Type	Drug Test Result
88 Unknown	3 Test Given	1 Blood	88 Unknown		88 Unknown	3 Test Given	1 Blood	88 Unknown

Source of Transport to Medical Facility	EMS Agency Name or ID	EMS Run Number	Medical Facility Transported To
2 EMS	MARTIN COUNTY FIRE	17143	LAWNWOOD MEDICAL CENTER

PERSON RECORD

Person#	Description	Vehicle #	Name	Date of Birth	Sex	Injury Severity	Ejection
4	3 Passenger	3	[redacted]	[redacted]	1 Male	3 Non-incapacitating	1 Not Ejected

Address	City	State	Zip Code
[redacted]	PORT ST LUCIE	FL	[redacted]

Restraint System	Air Bag Deployed	Helmet Use	Eye Protection	Seating Location Seat	Seating Location Row	Seating Location Other
3 Shoulder and Lap Belt Used	6 Deployed-Combination		3 Not Applicable	3	1	1

Source of Transport to Medical Facility	EMS Agency Name or ID	EMS Run Number	Medical Facility Transported To
2 EMS	MARTIN COUNTY FIRE	17143	LAWNWOOD MEDICAL CENTER

NARRATIVE

Date of Crash	Date of Report	Inv[redacted]ort Number	HSMV Crash Report Number
[redacted]/Aug/2021 02:11 AM	[redacted]/Aug/2021 02:11 AM	[redacted]	[redacted]

D Number	Rank	Name	Troop / Post	Officer Agency	Phone Number	Date Created
4485	TPR	SCHNELLBACHER, ALBERK		FLORIDA HIGHWAY PATROL	561-357-4299	Aug 15, 2021

V01 was stationary northbound on State Road 91 (Florida's Turnpike) in the inside lane from a previous crash, facing northwest. V02 was traveling northbound on State Road 91, in the inside lane approaching V01. V03 was traveling northbound on State Road 91 in the inside lane behind V02. Subsequently, V02's front struck V01's drivers side rear door and rear quarter panel. After impact, V01 traveled in a northwesterly, counterclockwise direction into the concrete barrier wall. V01 then bounced off the concrete barrier wall and redirected to a northeasterly, counterclockwise direction across the northbound lanes when V03's front collided into V01's driver's and left rear door. V01 came to final rest facing north blocking the inside lane. After impact V02 traveled in a northeasterly direction across the northbound lanes and came to a final rest on the outside grass shoulder facing west. V03 came to final rest blocking the outside lane adjacent to V01.

The driver of V01, [redacted] was pronounced deceased on scene by Martin County Fire Rescue Paramedic, Justin Sullivan, at 2:39 am.

Measurements and Pictures taken by: Corporal William Leon 1079/3658

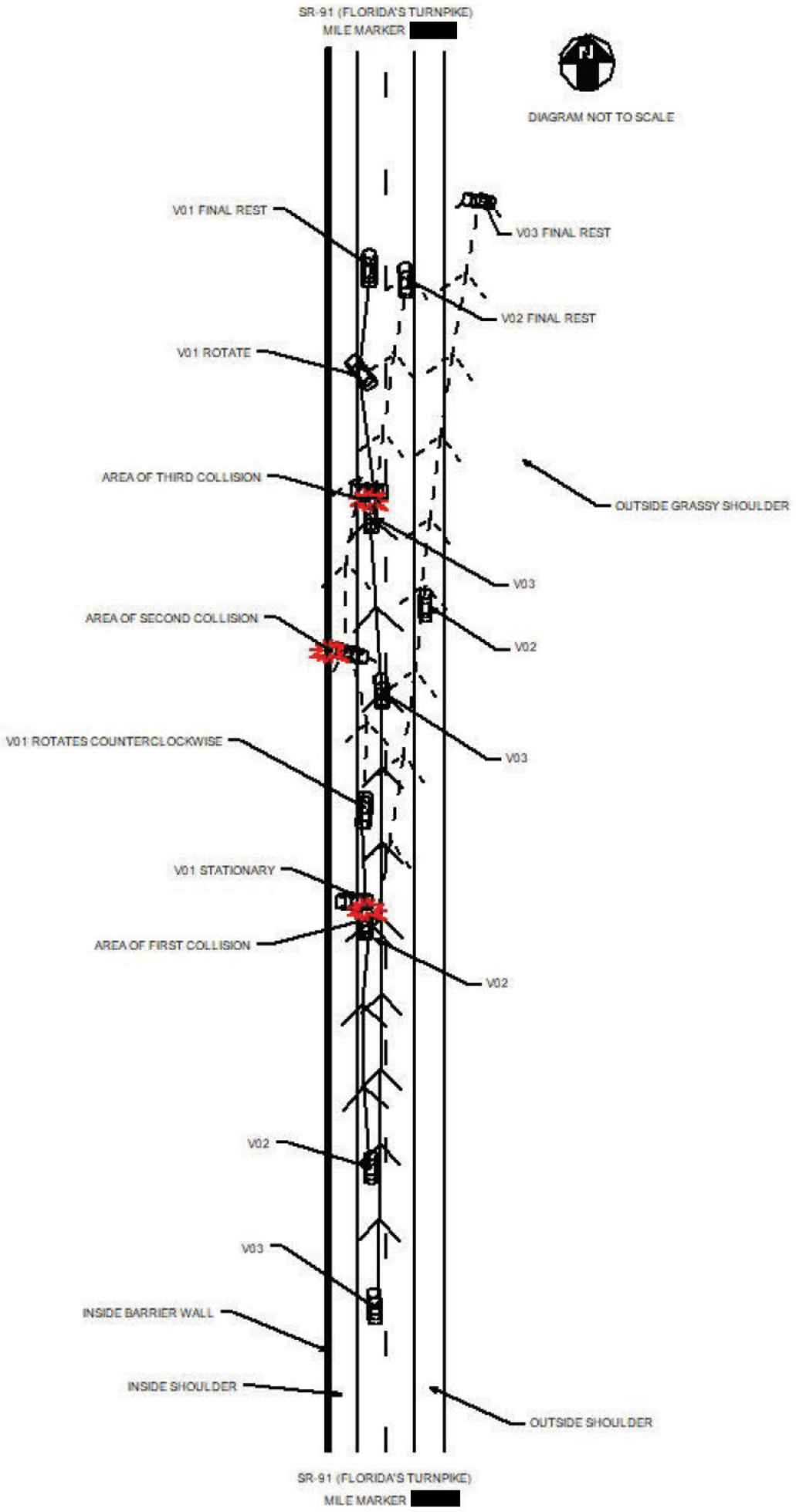
Lead Traffic Homicide Investigator: Corporal Jean Deravil 1395/4276

THI case number: [redacted]

REPORTING OFFICER

ID/Badge #	Rank and Name	Department	Type of Department
4485	TPR SCHNELLBACHER, ALBER	FLORIDA HIGHWAY PATROL	FHP

Date of Crash	Date of Report	Investigation Number	HSMV Crash Report Number
[redacted]/Aug/2021 02:11 AM	[redacted]/Aug/2021 02:11 AM	[redacted]	[redacted]



[redacted]

Archived: Wednesday, November 17, 2021 7:24:03 AM
From: [redacted]
Sent: Mon, 23 Aug 2021 15:49:14 -0400
Subject: Re: Kia Consumer Assistance Center Case#[redacted]
Attachments:
POLICE REPORT.pdf

Police report from the accident

On Mon, Aug 23, 2021, 2:42 PM <Kia-Consumer-Assistance-Center@kiausa.com> wrote:

> Your Case Number:[redacted]
> VIN: 5XXG34J24MG[redacted]
>
> Dear [redacted]
>
> Thank you for contacting Kia America. We appreciate your feedback and the opportunity to address your concerns. Kia 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 (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 contacting Kia.
>
> Sincerely,
> Kia 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]
>
> ---
> ---

[redacted]

The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have received this email in error, please contact the sender immediately and delete the email and all of its attachments.

[redacted]

Archived: Wednesday, November 17, 2021 7:24:04 AM
From: [redacted]
Sent: Thu, 2 Aug 2021 13:49:52 -0400
Subject: Re: Kia Consumer Assistance Center Case#[redacted]

Yes the sergeant with the black bo that KIA needs to download the information and make it available to my attorney is with sergeant bright her phone number is 5 1 7 -4959 thank you this is [redacted] owner of the Kia my number is [redacted] thank you and have a great day

On Mon, Aug 23, 2021, 2:42 PM <Kia-Consumer-Assistance-Center@kiausa.com> wrote:

> Your Case Number: [redacted]
> VIN: 5XXG34J24MG[redacted]
>
> Dear [redacted]
>
> Thank you for contacting Kia America. We appreciate your feedback and the opportunity to address your concerns. Kia 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 (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 contacting Kia.
>
> Sincerely,
> Kia 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]
>
> ---
> ---
>
> ---

[redacted]

The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have received this email in error, please contact the sender immediately and delete the email and all of its attachments.

Accident Report

Case [redacted]

Report Details

A-01) Who Owns the Vehicle? Please provide Owner Name, Address, and Phone.

[redacted]

A-02) Who Was Driving the Vehicle and how many passengers were there? Please provide Driver's Name

[redacted]

A-03) Do You Own the Vehicle?

Yes

A-04) What is the Age of the Driver?

[redacted]

A-04-01) How many other passengers were in the vehicle?

none

A-04-02) Where was each passenger sitting in the vehicle & what is each person's name and age?

N/A

A-05) What Was the Date and Time of the Accident?

04/[redacted]/2019 18:00:00

A-06) Describe the Road & Weather Conditions at the Time of the Accident.

I-5(construction), clear and sunny

A-07) What Speed was the Vehicle Traveling?

60

B-01) Were any Other Vehicles Involved in the Accident?

No

B-02) Were There Any Injuries?

No

B-03) Was Anyone Taken by Ambulance to The Hospital?

No

B-04) Is Anyone Currently Under Medical Attention for this Incident?

No

B-05) Describe the Incident in Detail, including the approximate vehicle speeds, street names

was driving on i-5 going about 60 then all the sudden my vehicle started slowing down then turned over into the third lane then it just slammed into the concrete guard rail

C-01) Was the Police Contacted?

No

C-02) Was the Insurance Company Contacted?

No

C-03) Was the Vehicle Driven or Towed From the Scene?

Driven

C-04) Where is the Vehicle Now? Provide the location.

at dealer

C-05) Have Any Repairs Been Completed?

No

C-06) Were Parties Wearing Seatbelts?

Yes

C-07) Did the Airbag(s) Deploy?

No

C-08) Was Airbag Light on prior to accident?

No

C-09) Were any other warning lights/messages on prior to accident?

Yes

C-09-01) Describe which lights/messages were on, when they first turned on, and whether they were fl

none

C-10) Have you had any vehicle concerns or repairs in the recent past?

none

D-01) What action are you requesting of Kia?

to cover cost of damages

D-02) Have you reviewed the airbag section of the owners manual? Yes - In order to consider your

Yes

Accident Report

Case [redacted]

Report Details

A-01) Who Owns the Vehicle? Please provide Owner Name, Address, and Phone.

[redacted]

A-02) Who Was Driving the Vehicle and how many passengers were there? Please provide Driver's Name

[redacted]

A-03) Do You Own the Vehicle?

Yes

A-04) What is the Age of the Driver?

[redacted]

A-04-01) How many other passengers were in the vehicle?

0

A-04-02) Where was each passenger sitting in the vehicle & what is each person's name and age?

[redacted] driver

A-05) What Was the Date and Time of the Accident?

08/[redacted]/2020 13:27:00

A-06) Describe the Road & Weather Conditions at the Time of the Accident.

clear sunny day

A-07) What Speed was the Vehicle Traveling?

78

B-01) Were any Other Vehicles Involved in the Accident?

No

B-02) Were There Any Injuries?

Yes

B-02-01) Describe Injuries.

hemotobia on left leg bruising in back and rib cage

B-03) Was Anyone Taken by Ambulance to The Hospital?

Yes

B-03-01) Who was Injured?

[redacted] driver

B-04) Is Anyone Currently Under Medical Attention for this Incident?

Yes

B-04-01) Who and For What?

family doctor seeing him bruising

B-05) Describe the Incident in Detail, including the approximate vehicle speeds, street names

he was on highway 69 in Indiana mile marker [redacted] speed 78 veh jerked left hit guard rail then went into a ditch left driver side is damaged

C-01) Was the Police Contacted?

Yes

C-01-01) What is the Name of the Officer, Department, and Badge Number?

officer dulaney lapel police

C-01-02) What is the Police Report Number?

[redacted]

C-02) Was the Insurance Company Contacted?

Yes

C-02-01) Provide Name, Address, and Phone of Insurance Company, Policy #, and Claim #

state farm 855 341 8184

C-02-02) Have You Settled With the Insurance Company?

No

C-03) Was the Vehicle Driven or Towed From the Scene?

Towed

C-04) Where is the Vehicle Now? Provide the location.

at towing company

C-05) Have Any Repairs Been Completed?

No

C-06) Were Parties Wearing Seatbelts?

Yes

C-07) Did the Airbag(s) Deploy?

No

C-08) Was Airbag Light on prior to accident?

No

C-09) Were any other warning lights/messages on prior to accident?

Yes

C-09-01) Describe which lights/messages were on, when they first turned on, and whether they were fl

service engine light was on

C-10) Have you had any vehicle concerns or repairs in the recent past?

no

D-01) What action are you requesting of Kia?

i do not know at the moment

D-02) Have you reviewed the airbag section of the owners manual? Yes - In order to consider your

No

Accident Report

Case [redacted]

Report Details

A-01) Who Owns the Vehicle? Please provide Owner Name, Address, and Phone.

Leased [redacted]

A-02) Who Was Driving the Vehicle and how many passengers were there? Please provide Driver's Name

[redacted] , no passengers

A-03) Do You Own the Vehicle?

No

A-04) What is the Age of the Driver?

[redacted]

A-04-01) How many other passengers were in the vehicle?

0

A-04-02) Where was each passenger sitting in the vehicle & what is each person's name and age?

N/A

A-05) What Was the Date and Time of the Accident?

10/[redacted]/2020 20:30:00

A-06) Describe the Road & Weather Conditions at the Time of the Accident.

Over cast, but dry

A-07) What Speed was the Vehicle Traveling?

35

B-01) Were any Other Vehicles Involved in the Accident?

Yes

B-01-01) Document Vehicle Information

make model: 2016 dodge van , license plate: [redacted]

B-02) Were There Any Injuries?

No

B-03) Was Anyone Taken by Ambulance to The Hospital?

No

B-04) Is Anyone Currently Under Medical Attention for this Incident?

No

B-05) Describe the Incident in Detail, including the approximate vehicle speeds, street names

1.driving south on I-87 exiting 25 2. I was driving with adaptive cruise control. 3. We approched the toll booth and the car didnt slow down. 4. I pressed the brakes and nothing happened. 5. We hit delivery van , it moved up and I hit it again. 6. We pulled over and the steering wheel airbag deployed 7. The car is equipped with foraward collision and nothing happened

C-01) Was the Police Contacted?

Yes

C-01-01) What is the Name of the Officer, Department, and Badge Number?

Officer: Ramirez, Scott Badge #5025, albany

C-01-02) What is the Police Report Number?

[redacted]

C-02) Was the Insurance Company Contacted?

Yes

C-02-01) Provide Name, Address, and Phone of Insurance Company, Policy #, and Claim #

Progressive, Policy # [redacted]

C-02-02) Have You Settled With the Insurance Company?

No

C-03) Was the Vehicle Driven or Towed From the Scene?

Towed

C-04) Where is the Vehicle Now? Provide the location.

Progressive

C-05) Have Any Repairs Been Completed?

No

C-06) Were Parties Wearing Seatbelts?

Yes

C-07) Did the Airbag(s) Deploy?

Yes

C-08) Was Airbag Light on prior to accident?

No

C-09) Were any other warning lights/messages on prior to accident?

No

C-10) Have you had any vehicle concerns or repairs in the recent past?

no

D-01) What action are you requesting of Kia?

Find out why the forward collision did not engage

D-02) Have you reviewed the airbag section of the owners manual? Yes - In order to consider your

No

Accident Report

Case [redacted]

Report Details

A-01) Who Owns the Vehicle? Please provide Owner Name, Address, and Phone.

[redacted] Phone- [redacted]

A-02) Who Was Driving the Vehicle and how many passengers were there? Please provide Driver's Name

[redacted] No passengers-- [redacted] VERO BEACH FLR [redacted]

A-03) Do You Own the Vehicle?

Yes

A-04) What is the Age of the Driver?

[redacted]

A-04-01) How many other passengers were in the vehicle?

0

A-04-02) Where was each passenger sitting in the vehicle & what is each person's name and age?

N/A

A-05) What Was the Date and Time of the Accident?

11/[redacted]/2020 20:00:00

A-06) Describe the Road & Weather Conditions at the Time of the Accident.

Pouring Rain

A-07) What Speed was the Vehicle Traveling?

65

B-01) Were any Other Vehicles Involved in the Accident?

Yes

B-01-01) Document Vehicle Information

Motorcycle

B-02) Were There Any Injuries?

Yes

B-02-01) Describe Injuries.

Unsure exactly- Motorcyclist was in hospital.

B-03) Was Anyone Taken by Ambulance to The Hospital?

Yes

B-03-01) Who was Injured?

Motorcyclist--[redacted]

B-04) Is Anyone Currently Under Medical Attention for this Incident?

No

B-05) Describe the Incident in Detail, including the approximate vehicle speeds, street names

Was going 75 and slowed down to 65--Almost at Country line on [redacted]-It was pouring rain- Cust aware of vehicles around her- Cust noticed vehicles were breaking and swerving which is when cust slowed down- There was a black shape to the left- Cust could stay in her lane and go around which she did, but when she did it went to the left then veh jerked from left to right, right to left and left to right- Veh in left lane swerved- Then veh jerked again and motorcyclist hit back door--then cust was in grass heading N-- Cust called 911 and was about 70ft from motorcyclist --Motorcyclist was then head down in grass and we told police and paramedics where we were- he was unresponsive 2-3 mins.

C-01) Was the Police Contacted?

Yes

C-01-01) What is the Name of the Officer, Department, and Badge Number?

Coulter -- Dept: FL Hwy Patrol-- Bade#: 2346

C-01-02) What is the Police Report Number?

[redacted]

C-02) Was the Insurance Company Contacted?

Yes

C-02-01) Provide Name, Address, and Phone of Insurance Company, Policy #, and Claim #

Allstate-- Address: Unknown-- Phone- 7275563763--Claim #: [redacted]

C-02-02) Have You Settled With the Insurance Company?

No

C-03) Was the Vehicle Driven or Towed From the Scene?

Driven

C-04) Where is the Vehicle Now? Provide the location.

At cust residence- cust drove to Kia of Delray - they advised to call Kia and I took veh back home.

C-05) Have Any Repairs Been Completed?

No

C-06) Were Parties Wearing Seatbelts?

Yes

C-07) Did the Airbag(s) Deploy?

No

C-08) Was Airbag Light on prior to accident?

No

C-09) Were any other warning lights/messages on prior to accident?

No

C-10) Have you had any vehicle concerns or repairs in the recent past?

Lane assist problems.

D-01) What action are you requesting of Kia?

Lane assist needs to be fixed.

D-02) Have you reviewed the airbag section of the owners manual? Yes - In order to consider your

Not Applicable

Accident Report

Case [redacted]

Report Details

A-01) Who Owns the Vehicle? Please provide Owner Name, Address, and Phone.

[redacted] and [redacted] [redacted] [redacted] independence MO [redacted]

A-02) Who Was Driving the Vehicle and how many passengers were there? Please provide Driver's Name

[redacted] [redacted] [redacted] independence MO [redacted]

A-03) Do You Own the Vehicle?

Yes

A-04) What is the Age of the Driver?

[redacted]

A-04-01) How many other passengers were in the vehicle?

2

A-04-02) Where was each passenger sitting in the vehicle & what is each person's name and age?

passenger seat [redacted]

Accident Report

Case [redacted]

Report Details

A-01) Who Owns the Vehicle? Please provide Owner Name, Address, and Phone.

[redacted] port saint lucie fl [redacted]

A-02) Who Was Driving the Vehicle and how many passengers were there? Please provide Driver's Name

[redacted] port saint lucie fl [redacted]

A-03) Do You Own the Vehicle?

Yes

A-04) What is the Age of the Driver?

[redacted]

A-04-01) How many other passengers were in the vehicle?

1

A-04-02) Where was each passenger sitting in the vehicle & what is each person's name and age?

driver

A-05) What Was the Date and Time of the Accident?

08/[redacted]/2021 08:00:00

A-06) Describe the Road & Weather Conditions at the Time of the Accident.

unsure son was the driver

A-07) What Speed was the Vehicle Traveling?

70

B-01) Were any Other Vehicles Involved in the Accident?

Yes

B-01-01) Document Vehicle Information

silver Malibu / there was 8 cars involved

B-02) Were There Any Injuries?

Yes

B-02-01) Describe Injuries.

hit the silver car and then followed along with another car

B-03) Was Anyone Taken by Ambulance to The Hospital?

Yes

B-03-01) Who was Injured?

son was injured / and trauma

B-04) Is Anyone Currently Under Medical Attention for this Incident?

Yes

B-04-01) Who and For What?

hes seeing somebody for injury's

B-05) Describe the Incident in Detail, including the approximate vehicle speeds, street names

no my Son was driving./ son hit the car in front the lady had hit someone before getting hit by my son

C-01) Was the Police Contacted?

Yes

C-01-01) What is the Name of the Officer, Department, and Badge Number?

unsure

C-01-02) What is the Police Report Number?

unsure

C-02) Was the Insurance Company Contacted?

Yes

C-02-01) Provide Name, Address, and Phone of Insurance Company, Policy #, and Claim #

USAA- No policy or claim number

C-02-02) Have You Settled With the Insurance Company?

No

C-03) Was the Vehicle Driven or Towed From the Scene?

Towed

C-04) Where is the Vehicle Now? Provide the location.

at a tow yard

C-05) Have Any Repairs Been Completed?

No

C-06) Were Parties Wearing Seatbelts?

C-07) Did the Airbag(s) Deploy?

Yes

C-08) Was Airbag Light on prior to accident?

Yes

C-09) Were any other warning lights/messages on prior to accident?

No

C-10) Have you had any vehicle concerns or repairs in the recent past?

no

D-01) What action are you requesting of Kia?

he has a personal injury and need the data from the black box that kia will provide

D-02) Have you reviewed the airbag section of the owners manual? Yes - In order to consider your

Yes

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2019 K900	Case Number	Mileage
[redacted]	[redacted]	KNAS34J 2K [redacted]	[redacted]	1,800
Waite Park , MN 5 387		09/21/2018	Dealer: MN012 KIA of St. Cloud	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: UVO
Kia Case Type Lvl3: Enrollment
Kia Case Type Lvl4: New Enrollment

Case History

[UVO]*** 01/01/2019 16:32:08 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

[UVO]*** Phone - Call - Inbound created on 01/01/2019 16:32:38 and created by Kollean Walton ***
Customer states
1. Just got a k900
2. Trying to set it up but it tells me email is not valid
3. I tried to reset the password but it's not working it says email invalid

Writer states
1. Apologized
2. May I have VIN # ?
Cusotmer states
1. It's too dark to see it

Writer states
1. Do you have your insurance or registration? _
Customer states
1. No, it's in the house and i don't want to get it
2. Can't you just tell me what to do?

Writer states
1. Apologized
2. I can do my best to help, it may take longer to figure it out unless you can give me the VIN#

Customer states
1. Just tell me what to do

Writer states
1. Go to kia.com/owners
2. When you hit sign in, hit i don't have a password
3. Fill out those fields

Customer states
1. Okay it's telling me to add the VIN#

Writer states
1. You're going to have to add the VIN#
2. If you're getting it, may i have VIN as well please so i can see what's going on with the car?

Customer states
1. Yeah
2. Provided VIN#
3. So i added VIN on website and now it's telling me to send a code again
4. I already put in the code when i did the activation

Writer states
1. When you did in car activation, it sent you a verification code?

Customer states
1. Yes i sent it through text

Last name	First name	VIN of 2019 K900	Case Number	Mileage
[redacted]	[redacted]	KNAS34J 2K [redacted]	[redacted]	1,800
Waite Park, MN 5 387		09/21/2018	Dealer: MN012 KIA of St. Cloud	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: UVO
Kia Case Type Lvl3: Enrollment
Kia Case Type Lvl4: New Enrollment

Writer states
1. Okay
2. K900's aren't supposed to have that set up
3. So bare with me, we will figure this out but it's going to be some testing so i apologize ahead of time for the confusion
4. So we're going to deactivate it and start from step 1
5. Advised in car activation instructions
6. This time please send the code to the email you just used on kia.com

Customer states
1. Okay
2. It sent me an email and I'm inputting code
3. UVO active user ID is email address and expiration

Writer states
1. Okay go back to the email and click i have entered my code

Customer states
1. Supercharge your smart phone congratulations your phone and vehicle are all set download app

Writer states
1. Okay should be working now
2. Want to make sure you have the right app
3. UVO Luxe
4. Sign in with same email and pw you created on kia.com

Customer states
1. Okay I have that one
2. Signing in
3. I see the start car option too

Writer states
1. Advised preconditions
2. Do you a have questions about how to use UVO?

Customer states
1. I mean I don't know anything about it

Writer states
1. Advised overview of features
2. If you want to check out some more reference material there is an overview on the site we were just on kia.com/owners
3. Has a lot of quick tips and features and functions guide

Customer states
1. Okay i'll have to check that out and play around with it

Writer states
1. Absolutely
2. We're here 7 days a week if you have any questions
3. Have a good new year

Last name	First name	VIN of 2019 K900	Case Number	Mileage
[redacted]	[redacted]	KNAS34J 2K [redacted]	[redacted]	1,800
Waite Park , MN 5 387		09/21/2018	Dealer: MN012 KIA of St. Cloud	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: UVO
Kia Case Type Lvl3: Enrollment
Kia Case Type Lvl4: New Enrollment

Customer thanked writer

[UVO]*** 01/01/2019 16:59:16 ***
Closed by Kollean Walton with Resolution Code : UVO-Information Provided
[Resolution Summary]

[UVO]*** 01/10/2019 08:57:13 ***
Reopened by Kollean Walton with Sub Status of Working

[UVO]*** 01/10/2019 08:57:18 ***
Closed by Kollean Walton with Resolution Code : UVO-Information Provided
[Resolution Summary]

*** 01/23/2019 06:57:17 (GMT-07:00) Arizona ***
Reopened by Heather Orosco with Sub Status of Working

*** Phone - Call - Inbound created on 01/23/2019 06:57:23 (GMT-07:00) Arizona and created by Heather Orosco ***
Customer States:

1. I have a K900
2. Last week i was driving i had the **CRUISE CONTROL** on
3. 10x's the brake light goes on collision warning light comes on & hits the brakes
4. The brakes would just go off and there were vehicles honking at me , behind me
5. This is a safety concerns
6. When i first purchased the vehicle it happened 1 x & i thought it was some glinch
7. Then never happened again for some time until last week
8. I have the Top of the line vehicle i shouldn't' have to press no functions in the car
9. If i take the vehicle to the dealer it's a full days schedule

Writer States :
1. Apologized
2. Case notated with concerns
3. Features & guide **CRUISE CONTROL** Page 24/25
4. Referred to Kia dealership
5.No SC'S
6. KIA of St Cloud in Waite Park is the closest Kia dealer to perform K900
7.108.8 Miles
8. Writer will research & follow up with customer
9. Case# KMA 855# EXT#

*** Phone - Call - Outbound commitment created on 01/23/2019 07:30:44 (GMT-07:00) Arizona with Commitment Date 01/25/2019 and created by Heather Orosco ***
Research **CRUISE CONTROL**/Brake concern****

*** Phone - Call - Inbound commitment fulfilled on 01/30/2019 11:42:19 (GMT-07:00) Arizona with Commitment Date 01/30/2019 closed by Heather Orosco ***

Last name	First name	VIN of 2019 K900	Case Number	Mileage
[redacted]	[redacted]	KNAS34J 2K [redacted]	[redacted]	1,800
Waite Park , MN 5 387		09/21/2018	Dealer: MN012 KIA of St. Cloud	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: UVO
Kia Case Type Lvl3: Enrollment
Kia Case Type Lvl4: New Enrollment

Customer States :

1.The issue is that when i use the **CRUISE CONTROL** there it gives the collision warning light comes on
2. There has to be a Technical support team or Engineering someone that know about this kind of stuff with the K900?
3. The vehicle is drivable
4. I just don;t know why the collision warning light comes on & hits the brakes ?
5. Thank you very much bye

Writer States :
1. Apologized for the delay
2. Case notated with concerns
3. Referred to Kia Dealer to have diagnosed
4. There is no engineering or Technical support team to speak with /apologized
5. Kia can have the vehicle towed or Transported to have diagnosed customer declined ******
6.Have a great day thank you for calling Kia

*** 01/30/2019 11:42:47 (GMT-07:00) Arizona ***
Closed by Heather Orosco with Resolution Code : Referred to Dlr
[Resolution Summary]

*** 01/31/2019 11:01:03 ***
Reopened by Llluliana Velasquez with Sub Status of Working

*** Phone - Call - Inbound created on 01/31/2019 11:02:22 and created by Llluliana Velasquez ***
Customer states:
1. no one ever called me this is about the **CRUISE CONTROL** and Brake concern
2. not going to the dlr its to far for me

Wrt;
1. apologized, has your vehicle been taken already to the dlr to have it diagnosed ?
2 I will notate case for the premium team to follow up accordingly regarding your concerns
3. anything else I could help with

Cust:
1. no that was all

thanked and ended call

*** 01/31/2019 11:06:10 ***
Dispatched from WIPBin = Default to Queue Premium by Llluliana Velasquez
Reason:

*** 02/01/2019 13:14:36 ***
Accepted from Queue Premium to WIPBin Premium by Alicia Anderson

*** 02/04/2019 11:30:34 ***
Dispatched from WIPBin Premium to Queue ZZ Michael Haynes by Alicia Anderson

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2019 K900	Case Number	Mileage
[redacted]	[redacted]	KNAS34J 2K [redacted]	[redacted]	1,800

Waite Park , MN 5 387 09/21/2018 Dealer: MN012 KIA of St. Cloud

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: UVO
Kia Case Type Lvl3: Enrollment
Kia Case Type Lvl4: New Enrollment

*** 02/04/2019 11:41:07 (GMT-07:00) Arizona ***
Accepted from Queue ZZ Michael Haynes to WIPBin D Luxury by Michael Haynes

*** Others - Others created on 02/04/2019 12:46:07 (GMT-07:00) Arizona and created by Michael Haynes ***
Removing non-UVO concerns from case to be addressed in case [redacted]

*** 02/04/2019 13:22:30 (GMT-07:00) Arizona ***
Closed by Michael Haynes with Resolution Code : Referred to Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2019 K900	Case Number	Mileage
[redacted]	[redacted]	KNAS34J 2K [redacted]	[redacted]	1,800
,	,	09/21/2018	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Case History

*** 02/04/2019 12:45:48 (GMT-07:00) Arizona ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 02/04/2019 12:47:06 (GMT-07:00) Arizona and created by Michael Haynes ***
Notes from Duplicate Case [redacted]

*** 01/23/2019 06:57:17 (GMT-07:00) Arizona ***
Reopened by Heather Orosco with Sub Status of Working

*** Phone - Call - Inbound created on 01/23/2019 06:57:23 (GMT-07:00) Arizona and created by Heather Orosco ***
Customer States:

1. I have a K900
2. Last week i was driving i had the **CRUISE CONTROL** on
3. 10x's the brake light goes on collision warning light comes on & hits the brakes
4. The brakes would just go off and there were vehicles honking at me , behind me
5. This is a safety concerns
6. When i first purchased the vehicle it happened 1 x & i thought it was some glinch
7. Then never happened again for some time until last week
8. I have the Top of the line vehicle i shouldn't' have to press no functions in the car
9. If i take the vehicle to the dealer it's a full days schedule

Writer States :
1. Apologized
2. Case notated with concerns
3. Features & guide **CRUISE CONTROL** Page 24/25
4. Referred to Kia dealership
5.No SC'S
6. KIA of St Cloud in Waite Park is the closest Kia dealer to perform K900
7.108.8 Miles
8. Writer will research & follow up with customer
9. Case# KMA 855# EXT#

*** Phone - Call - Outbound commitment created on 01/23/2019 07:30:44 (GMT-07:00) Arizona with Commitment Date 01/25/2019 and created by Heather Orosco ***
Research **CRUISE CONTROL**/Brake concern****

*** Phone - Call - Inbound commitment fulfilled on 01/30/2019 11:42:19 (GMT-07:00) Arizona with Commitment Date 01/30/2019 closed by Heather Orosco ***
Customer States :

1.The issue is that when i use the **CRUISE CONTROL** there it gives the collision warning light comes on
2. There has to be a Technical support team or Engineering someone that know about this kind of stuff with the K900?
3. The vehicle is drivable
4. I just don;t know why the collision warning light comes on & hits the brakes ?
5. Thank you very much bye

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2019 K900 KNAS34J 2K [redacted]	[redacted]	1,800
,	,	09/21/2018	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Writer States :
1. Apologized for the delay
2. Case notated with concerns
3. Referred to Kia Dealer to have diagnosed
4. There is no engineering or Technical support team to speak with /apologized
5. Kia can have the vehicle towed or Transported to have diagnosed customer declined ******
6.Have a great day thank you for calling Kia

*** 01/30/2019 11:42:47 (GMT-07:00) Arizona ***
Closed by Heather Orosco with Resolution Code : Referred to Dlr
[Resolution Summary]

*** 01/31/2019 11:01:03 ***
Reopened by Lluliana Velasquez with Sub Status of Working

*** Phone - Call - Inbound created on 01/31/2019 11:02:22 and created by Lluliana Velasquez ***
Customer states:
1. no one ever called me this is about the **CRUISE CONTROL** and Brake concern
2. not going to the dlr its to far for me

Wrt;
1. apologized, has your vehicle been taken already to the dlr to have it diagnosed ?
2 I will notate case for the premium team to follow up accordingly regarding your concerns
3. anything else I could help with

Cust:
1. no that was all

thanked and ended call

*** 01/31/2019 11:06:10 ***
Dispatched from WIPBin = Default to Queue Premium by Lluliana Velasquez
Reason:

*** 02/01/2019 13:14:36 ***
Accepted from Queue Premium to WIPBin Premium by Alicia Anderson

*** 02/04/2019 11:30:34 ***
Dispatched from WIPBin Premium to Queue ZZ Michael Haynes by Alicia Anderson

*** 02/04/2019 11:41:07 (GMT-07:00) Arizona ***
Accepted from Queue ZZ Michael Haynes to WIPBin D Luxury by Michael Haynes

*** Phone - Call - Inbound commitment created on 02/04/2019 13:05:27 (GMT-07:00) Arizona with Commitment Date 02/05/2019 and created by Michael Haynes ***

*** Phone - Call - Inbound commitment fulfilled on 02/06/2019 14:47:35 (GMT-07:00) Arizona with Commitment

Last name	First name	VIN of 2019 K900	Case Number	Mileage
[redacted]	[redacted]	KNAS34J 2K [redacted]	[redacted]	1,800
,	,	09/21/2018	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Date 02/05/2019 closed by Michael Haynes ***

*** Phone - Call - Inbound created on 02/06/2019 10:05:11 (GMT-07:00) Arizona and created by Michael Haynes ***
The writer contacts [redacted]

The writer states:
1. Apologizes issues
2. What light comes on?

[redacted] states:
1. It has happened 20 times now
2. You can set the distance on the **SMART CRUISE CONTROL** between cars, one to four dots
3. Even if it is on one dot, there is quite a lot of space between the cars
4. I have nothing in front of me when the FCA comes on
5. It says collision warning and puts on the brakes
6. I worry when this happens someone is going to go into the back of my car

The writer states:
1. Apologizes issues
2. Let me look into what may be able to be done about this
3. Gives info
4. I will callback in the next two days with further info

[redacted] states:
1. Thank you

*** Phone - Call - Inbound commitment created on 02/06/2019 17:17:10 (GMT-07:00) Arizona with Commitment Date 02/07/2019 and created by Michael Haynes ***

*** Phone - Call - Inbound commitment fulfilled on 02/07/2019 12:24:06 (GMT-07:00) Arizona with Commitment Date 02/07/2019 closed by Michael Haynes ***
FCA sensor detailed on 5-58 of OM

*** Phone - Call - Inbound commitment created on 02/07/2019 12:24:37 (GMT-07:00) Arizona with Commitment Date 02/08/2019 and created by Michael Haynes ***

*** Phone - Call - Inbound commitment fulfilled on 02/08/2019 15:38:37 (GMT-07:00) Arizona with Commitment Date 02/08/2019 closed by Michael Haynes ***

*** Phone - Call - Outbound created on 02/08/2019 15:38:48 (GMT-07:00) Arizona and created by Michael Haynes ***
The writer leaves VM for [redacted] with case # for callback on FCA issues.

<For Internal Use Only
Need to see if anything is obscuring the front radar sensor in the middle of the front grill>

*** Phone - Call - Inbound commitment created on 02/08/2019 15:40:26 (GMT-07:00) Arizona with Commitment Date 02/11/2019 and created by Michael Haynes ***

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2019 K900 KNAS34J 2K [redacted]	[redacted]	1,800
,	,	09/21/2018	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

*** Phone - Call - Inbound created on 02/11/2019 14:38:19 and created by LINDA ENGLISH ***
Cust states:
1 I have been trying to reach Michael Haynes
2 His VM goes about halfway and then cuts off

**********Skyped CM; Unavailable**********

Wrt states:
1 Apologized
2 Will notate that you called
3 Verified contact info# [redacted]

Cust states:
1 Thank you

*** Phone - Call - Inbound commitment fulfilled on 02/13/2019 16:11:08 (GMT-07:00) Arizona with Commitment Date 02/11/2019 closed by Michael Haynes ***

*** Phone - Call - Outbound created on 02/13/2019 16:12:07 (GMT-07:00) Arizona and created by Michael Haynes ***
The writer contacts [redacted]

The writer states:
1. Has the FCA activated while you are driving the car without the **CRUISE CONTROL** on?

[redacted] states:
1. No

The writer states:
1. Sensor for FCA is in the center of the front grill of the car
2. Is there any plates or anything obscuring that?

[redacted] states:
1. No
2. Nothing has been modified and I keep it clean

The writer states:
1. Apologizes, as there is nothing interfering with the sensor and because it only happens with cruise on, would need to refer this to a K900 dealer
2. Gives three closest K900 dealers

[redacted] states:
1. Well, its 9 hours one way to a K900 dealer
2. Not much chance that they will have the part needed in stock
3. Are we sure this isn't something that can be fixed over the phone?

The writer states:
1. We looked into that
2. Apologizes, as there is nothing interfering with the sensor and because it only happens with cruise on, would need to refer this to a K900 dealer
3. Please call us if once it is looked at if any issues

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2019 K900 KNAS34J 2K [redacted]	[redacted]	1,800

, , 09/21/2018 Dealer:

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

[redacted] states:
1. Okay, thank you

*** 02/13/2019 16:20:09 (GMT-07:00) Arizona ***
Closed by Michael Haynes with Resolution Code : Referred to Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP DHC8LG[redacted]	[redacted]	54

Parkersburg WV 2 101 02/19/2019 Dealer: WV003 Warner KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Seat/Seat Belt
Kia Case Type Lvl4: Other

Case History

Techline case [redacted] created on 08-MAR-19 by WV003.
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--
TL Case created by (Dealer Technician) : John Mayhew
TL Case creator phone :
TL Case creator email : mikemayhew275@yahoo.com
Below are the notes from the TL case describing the concern:

[Problem Description]
second row right side arm rest fell off

[Diagnostics Performed]
found arm rest loose from seat back. arm rest will go back in place and operate normally. concern is at the 45 degree the arm falls out of spline without much effort. the wire retention system appears to be loose or out of place. The arm will click in but seems to come loose when rotated up. We reinstalled arm. it feels tight but may come out. We reviewed with owner how the retention system and splines work. We apologized for his 500 mile Telluride having a concern. He is a great Warner KIA customer.
Thanks

*** Assigned to WIPBin Default of Germaine Alvarez on 03/09/2019 07:06:28 (PST)
*** Phone - Call - Outbound created on 03/11/2019 12:36:37 and created by Germaine Alvarez ***
Wrt called customer [redacted] no answer Left Voicemail
Advised of call back number 8003334542 and advised to also reference case.

*** Phone - Call - Inbound created on 03/11/2019 13:02:38 and created by Germaine Alvarez ***
Brandy Service Adviser

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address:
VIN: 5XYP6DHC8LG[redacted]
M/Y: TELLURIDE 2020
Mileage: 546
Most recent RO# [redacted]
Open date: 03/08/19
Close Date: 03/11/2019
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis:
- Concern: passenger side second row arm rest came off
- Cause: falling out at 45 degree angle, popped armed rest back in may need new arm rest assembly if this keeps happening the wiring not catching
- Correction: Door handle popped back into place
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

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC8LG[redacted]	[redacted]	54

Parkersburg WV 2 101 02/19/2019 Dealer: WV003 Warner KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Seat/Seat Belt
Kia Case Type Lvl4: Other

Techline Case (if applicable): Y T-[redacted]
Rental / Loaner Provided? NA
Dealer contacted DPSM (if needed):
Vehicle repaired?: Y
Customer has possession?: Y

Brandy States
1 He did come once before with same concern it had happened over the weekend our Sales guy tried to help with handle but this is the first time this came to service for concern and had RO open on it
2 cust just waited when he came in on Fri it was about a 2 hour wait but same day in and out

Wrt States
1 Thank you

*** Phone - Call - Inbound created on 03/11/2019 12:53:23 and created by Germaine Alvarez ***
Wrt called customer [redacted] no answer Left Voicemail
Advised of call back number 8003334542 and advised to also reference case [redacted]

*** Email - External Email Sent created on 03/11/2019 12:50:07 and created by Germaine Alvarez ***

Good Afternoon,

My name is Germaine Alvarez, and I will be your case manager going forward with the Kia Consumer Assistance Department. Please reply to confirm if e-mail contact is okay for us to communicate regarding updates on your case or if you would prefer to communicate via phone. Below is my contact information should you require additional assistance or have updates regarding your case. I look forward to working with you regarding your case# [redacted]

Thank You,

Germaine Alvarez, Total Case Specialist

Kia Motors America, Inc.
111 Peters Canyon Rd. Irvine, CA 92606
T 1(800) 333-4542 E galvarez@kiaconsumeraffairs.com

*** Phone - Call - Inbound commitment created on 03/11/2019 13:16:36 with Commitment Date 03/12/2019 and created by Germaine Alvarez ***

*** Phone - Call - Inbound created on 03/11/2019 13:24:27 and created by Lisa Maynard ***
customer owner calls in
Customer states

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC8LG[redacted]	[redacted]	54

Parkersburg WV 2 101 02/19/2019 Dealer: WV003 Warner KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Seat/Seat Belt
Kia Case Type Lvl4: Other

1. Was returning call from us

Writer states
1. Advised we spoke to dealer today
2. Verified best way to reach him is phone

Customer states
1. Thanks

*** 03/11/2019 14:21:12 (GMT-07:00) Arizona ***
Dispatched from WIPBin Default to Queue Service Alert / Techline by Tomas Soto

*** Note - Others created on 03/13/2019 04:59:41 (GMT-07:00) Arizona and created by Tomas Soto ***
When customer calls back or we get a hold of the customer PLEASE inquire how the rest armrest fell off?

*** Phone - Call - Outbound created on 03/19/2019 10:28:05 (GMT-07:00) Arizona and created by Bonnie Bauer ***
Writer called customer [redacted] at [redacted] and left VM:
1. Gave name, case number and callback number
2. Following up on concern with armrest
3. Requested callback

*** Phone - Call - Outbound created on 03/19/2019 10:32:24 (GMT-07:00) Arizona and created by Bonnie Bauer ***
Writer called alt. number and number went to Warner Kia

*** Phone - Call - Outbound created on 03/21/2019 09:22:06 (GMT-07:00) Arizona and created by Bonnie Bauer ***
Writer called customer [redacted] at [redacted] and states:
1. Following up on vehicle concern

Customer states:
1., If you put any pressure on the arm rest it will pop out
2. Dealer said they were waiting on a fix from kia buit have not heard anything

Writer states:
1. Apologized for concern
2. Will continue to follow up with dealer and customer

Customer states:
1. Thank you, I appreciate it

*** Note - Others created on 03/21/2019 12:16:36 and created by Elizabeth Morfin ***

<For Internal Use Only
Please have customer return to dealer. PQ believes the parts have to be replaced.>

*** Phone - Call - Outbound created on 03/22/2019 09:50:56 (GMT-07:00) Arizona and created by Bonnie Bauer ***
Writer called customer [redacted] at [redacted] and states:
1. Calling to follow up on concern
2. Would like to get vehicle to dealer to have component replaced

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC8LG[redacted]	[redacted]	54

Parkersburg WV 2 101 02/19/2019 Dealer: WV003 Warner KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Seat/Seat Belt
Kia Case Type Lvl4: Other

3. Does customer have a preference for date/time?

Customer states:
1. Not really...Tuesday would be ok

Writer states:
1. Will contact WV003 to set up appt.
2. Will follow up with more information

*** Phone - Call - Outbound created on 03/22/2019 09:57:26 (GMT-07:00) Arizona and created by Bonnie Bauer ***
Writer called WV003 and states:
1. Calling to advise component needs to be replaced
2. Can dealer schedule appointment for Tuesday morning?
3. Can dealer place customer into loaner?

SVCA Brandy states:
1. SVC MGR is on vacation until Monday
2. I can schedule it and see about ordering parts
3. We will have alt. transportation for him

Writer states:
1. Will follow up on Monday to ensure if anything further is needed
2. Provided CA and TL case number

SVCA Brandy states:
1. Will schedule for Tuesday at 9:00 am

Writer states:
1. Will let customer know.

*** Phone - Call - Outbound created on 03/22/2019 10:05:16 (GMT-07:00) Arizona and created by Bonnie Bauer ***
Writer called customer [redacted] at [redacted] and states:
1. Calling to advise of appointment on 3/26 at 9:00

Customer states:
1. Will they have the parts?

Writer states:
1. Advised dealer will order parts and writer will follow up on Monday.

Customer states:
1. I will have my other vehicle there Monday so will ask them as well and change appointment if needed.

Writer states:
1. Will follow up next week

Customer states:
1. Ok

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC8LG[redacted]	[redacted]	54

Parkersburg WV 2 101 02/19/2019 Dealer: WV003 Warner KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Seat/Seat Belt
Kia Case Type Lvl4: Other

*** Case note has been appended from duplicated auto-case on 03/27/2019 01:02:11 (PST)

Comments from UPER

Part ordered for customer vehicle has been placed into the UPER status on03/26/2019 00:00:00

Dealer Name : WARNER AUTOMOTIVE GROUP, INC. Warner Kia
Dealer Contact name : TIM PENNYBACKER
Dealer Phone : 304 422 3502
Part No# : 89410 S9100WK Warner Kia
Order No# : E004427
Order Qty# : 1

Dealer Comment : Customer ii in rental car today at Kia Consumer affairs at Kia,s expense

Please Update Customer with the status of the vehicle and part ordered

*** Phone - Call - Outbound created on 03/27/2019 11:42:01 (GMT-07:00) Arizona and created by Bonnie Bauer ***
Writer called WV003 and states:
1. Calling to check on appointment

SVCA Brandy states:
1. Customer came in on Tuesday
2. We opened RO tech is going to order seat back assembly
3. Advised customer we were unsure of part availability

Writer states:
1. Does SVCA have part number/order number available?

SVCA Brandy states:
1. Do not but can transfer to parts

Writer transferred to parts department

Writer states:
1. Calling to get order and part number for seat back.

Ethan in parts states:
1.Part number is 89410 S9100WK
2.. Order number is E004427
3. Currently have part on UPER with an ETA of 6/24

Writer states:
1. Thank you for the information

*** Phone - Call - Outbound created on 03/27/2019 11:48:31 (GMT-07:00) Arizona and created by Bonnie Bauer ***
Writer called customer [redacted] at [redacted] and states:
Writer called customer and states:
1. Calling to follow up on appointment

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC8LG[redacted]	[redacted]	54

Parkersburg WV 2 101 02/19/2019 Dealer: WV003 Warner KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Seat/Seat Belt
Kia Case Type Lvl4: Other

2. Understand dealer is ordering new seat back assembly
3. Advised part not currently available but dealer has it on most expedited order
4. Current ETA is 6/24
5. Advised writer will continue to follow up on case and will definitely look into goodwill due to inconvenience

Customer states:
1. They told us that as well about part
2. I have an unrelated question
3. Never had a vehicle with leather seats, this vehicle has light grey color.
4. Seems like on driver's seat it is turning blue from jeans
5. Have you heard of this?
6. Also not sure of best cleaning method

Writer states:
1. Advised writer has head on other vehicles but it is uncommon and can do with certain fabrics.
2. Advised writer can look into cleaning method and also have dealer look into it once vehicle returns

Customer states:
1. Ok, thank you.

*** 03/27/2019 12:13:22 (GMT-07:00) Arizona ***
Case moved into WIPBin Inbox and Sub Status of Working

*** Note - Others created on 04/22/2019 10:37:39 (GMT-07:00) Arizona and created by Bonnie Bauer ***

<For Internal Use Only
Per AS400 ETA is now 5/4>

*** Phone - Call - Outbound created on 04/22/2019 10:38:33 (GMT-07:00) Arizona and created by Bonnie Bauer ***
Writer called customer [redacted] at [redacted] and states:
1. Calling to advise of current eta of 5/4
2. Advised writer will continue to follow up and verify dealer receives part
3. Once writer has confirmed dealer has part then writer will advise customer

Customer states:
1. Thank you, I appreciate that.

*** Phone - Call - Outbound created on 05/10/2019 11:55:14 (GMT-07:00) Arizona and created by Bonnie Bauer ***
Writer called WV003 and states:
1. Calling to see if armrest arrived for vehicle

Parts states:
1. Have an ETA of 5/10 but still show is on B/O list
2. Ha snot been invoiced

*** Phone - Call - Outbound created on 05/16/2019 10:32:56 (GMT-07:00) Arizona and created by Bonnie Bauer ***
Writer called WV003 and states:
1. Calling to see if part arrived
2. No longer see order number on dealer order inquiry screen

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC8LG[redacted]	[redacted]	54

Parkersburg WV 2 101 02/19/2019 Dealer: WV003 Warner KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Seat/Seat Belt
Kia Case Type Lvl4: Other

Tim in parts states:
1. ETA was pushed to 5/23
2. Last conversation I had with Kia was there was no available stock and nothing available in transit

*** Note - Others created on 05/16/2019 10:38:46 (GMT-07:00) Arizona and created by Bonnie Bauer ***

<For Internal Use Only
ETA request sent to mobis>

*** 05/16/2019 11:02:36 (GMT-07:00) Arizona ***
Case moved into WIPBin Pending repair/Information and Sub Status of Working

*** Note - Others created on 05/21/2019 11:08:24 (GMT-07:00) Arizona and created by Bonnie Bauer ***

<For Internal Use Only
ETA provided was 5/23>

*** Case note has been appended from duplicated auto-case on 05/24/2019 01:01:25 (PST)

Comments from UPER

Part ordered for customer vehicle has been placed into the UPER status on05/23/2019 00:00:00

Dealer Name : WARNER AUTOMOTIVE GROUP, INC. Warner Kia
Dealer Contact name : TIM PENNYBACKER
Dealer Phone : 304 422 3502
Part No# : 89410 S9100WK Warner Kia
Order No# : EEE427
Order Qty# : 1

Dealer Comment : customer just bought 2020 telluride and is very very frustrated this is 3 time here and is in re4ntal car

Please Update Customer with the status of the vehicle and part ordered

*** Phone - Call - Inbound commitment fulfilled on 05/25/2019 12:56:33 with Commitment Date 03/12/2019 closed by Germaine Alvarez ***

*** Note - Others created on 06/04/2019 09:39:07 (GMT-07:00) Arizona and created by Bonnie Bauer ***

<For Internal Use Only
ETA per AS400 is now 6/7>

*** Case note has been appended from duplicated auto-case on 06/08/2019 01:01:34 (PST)

Comments from UPER

Part ordered for customer vehicle has been placed into the UPER status on06/07/2019 00:00:00

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC8LG[redacted]	[redacted]	54

Parkersburg WV 2 101 02/19/2019 Dealer: WV003 Warner KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Seat/Seat Belt
Kia Case Type Lvl4: Other

Dealer Name : WARNER AUTOMOTIVE GROUP, INC. Warner Kia
Dealer Contact name : TIM PENNYBACKER
Dealer Phone : 304 422 3502
Part No# : 89400 S9530ONB Warner Kia
Order No# : EE4427
Order Qty# : 1

Dealer Comment : This will make the customer 5th trip to dealership for this repair

Please Update Customer with the status of the vehicle and part ordered

*** Phone - Call - Outbound created on 06/11/2019 11:22:44 (GMT-07:00) Arizona and created by Bonnie Bauer ***
Writer called WV003 and states:
1. Calling to check status of part

Ethan in Parts states:
1. We received two of the seatbacks but did not have the correct racheting for the armrest.
2. Have reached out to Korea who advised to order the complete seatback.
3. Have an eta right now for 6/25

*** Phone - Call - Outbound created on 06/11/2019 11:27:59 (GMT-07:00) Arizona and created by Bonnie Bauer ***
Writer called customer [redacted] at [redacted] and states:
1. Advised writer has been following up with dealership on case.
2. Understand they did receive certain parts but not all were correct in resolving concern
3. Advised current part on order has eta of 6/25
4. Understand this is not the way we would want to start off with new vehicle

Customer states:
1. Yes, it is frustrating

Writer states:
1. Once everything is resolved will definitely discuss compensation for inconvenience

Customer states:
1. I appreciate that

Writer states:
1. Will continue to follow up once more information is available.

*** Phone - Call - Outbound created on 07/08/2019 13:59:57 (GMT-07:00) Arizona and created by Bonnie Bauer ***
Writer called WV003 and states:
1. Calling to see if part has arrived

Parts Manager Tim states:
1. Part did arrive but it is not the right one, does not have what we need.
2. Last time I took pictures and sent them they said I needed a seat back and gave part number
3. Ordered what they told me but what I received was the upholstery and the foam no other parts.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC8LG[redacted]	[redacted]	54

Parkersburg WV 2 101 02/19/2019 Dealer: WV003 Warner KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Seat/Seat Belt
Kia Case Type Lvl4: Other

4. Customer is now having another issue now not associated with this but with **LDW**S or something.
5. Need the ratcheting mechanism for the armrest, we took all of it apart to see if we could fix it but need these parts.

Writer states:
1. Thanked Parts Manager for information

*** Note - Others created on 07/08/2019 14:20:51 (GMT-07:00) Arizona and created by Bonnie Bauer ***

<For Internal Use Only
Pending case review>

*** Case note has been appended from duplicated auto-case on 07/17/2019 01:01:56 (PST)

Comments from UPER

Part ordered for customer vehicle has been placed into the UPER status on07/15/2019 00:00:00

Dealer Name : WARNER AUTOMOTIVE GROUP, INC. Warner Kia
Dealer Contact name : TIM PENNYBACKER
Dealer Phone : 304 422 3502
Part No# : 89912 S9000 Warner Kia
Order No# : EEE4427
Order Qty# : 1

Dealer Comment : Kia has been working on this matter since03-04-19 since day of deliver

Please Update Customer with the status of the vehicle and part ordered

*** Note - Others created on 07/17/2019 11:29:32 (GMT-07:00) Arizona and created by Bonnie Bauer ***

<For Internal Use Only
Current eta is 8/1/19>

*** Email - Internal Email Sent created on 07/29/2019 09:42:10 (GMT-07:00) Arizona and created by Bonnie Bauer ***
Part ETA request sent

*** Note - Others created on 07/30/2019 09:49:57 (GMT-07:00) Arizona and created by Bonnie Bauer ***
Hello Bonnie,

This part is actually shipping today. Dealer should see it tomorrow. Thank you.

*** Phone - Call - Outbound created on 08/01/2019 09:23:30 (GMT-07:00) Arizona and created by Bonnie Bauer ***
Writer called WV003 and states:
1. Calling to see if parts had arrived and they are correct

Tim in parts states:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC8LG[redacted]	[redacted]	54

Parkersburg WV 2 101 02/19/2019 Dealer: WV003 Warner KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Seat/Seat Belt
Kia Case Type Lvl4: Other

1. We did get part and it is the correct part
2. Gave it to service to schedule appointment

Writer states:
1. Requested transfer to service to verify appointment

Writer transferred to Service

Writer states:
1. Calling to confirm if customer appointment has been set

SVC MGR George states:
1. Have an appointment for 8:00 am Friday
2. Will get part installed, should only take about an hour
3. Will wash and vacuum vehicle for him and call him a few days after to check.

Writer states:
1. Thanked SVC MGR for information.

*** Phone - Call - Outbound created on 08/06/2019 10:55:09 (GMT-07:00) Arizona and created by Bonnie Bauer ***
Writer called customer [redacted] and states:
1. Following up on vehicle and repair
2. Understand customer had appointment yesterday

Customer states:
1. Did get vehicle repaired yesterday.

Writer states:
1. Thanked customer for patience throughout process
2. Would like to offer $1,500 goodwill for customer inconvenience.
3. Unless customer would like an accessory or other item

Customer states:
1. Cannot think of anything else off hand

Writer states:
1. Will email customer with offer, just need copy of registration or sales contract

Customer states:
1. Did mention to dealer that when we have it on **CRUISE CONTROL** it will drive the vehicle for you.
2. Will bend with the road and sometimes try to take exit

Writer states:
1. Advised vehicle does have a large number of features for customer inconvenience.
2. If customer feels vehicle is not operating as designed would recommend having vehicle diagnosed at dealer

Customer states:
1. Believe it is a feature nothing wrong with vehicle

Writer states:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC8LG[redacted]	[redacted]	54

Parkersburg WV 2 101 | 02/19/2019 | Dealer: WV003 Warner KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Seat/Seat Belt
Kia Case Type Lvl4: Other

1. Will document in case
2. Verified email address
3. Can submit for goodwill once all appropriate documents signed and received

Customer states:
1. Ok, thank you

*** 08/06/2019 11:06:32 (GMT-07:00) Arizona ***
Email is sent on 08/06/2019 11:05:26 by Bonnie Bauer
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

08/07/2019 11:25:45
Email is received on 08/07/19 11:25:36 from [redacted]
Attachments:
IMG_20190807_0001.pdf
IMG_20190807_0002.pdf

*** Email - External Email Received created on 08/07/2019 11:25:37 (GMT-07:00) Arizona and created by Bonnie Bauer ***
Here is a copy of my Purchase Agreement and Vehicle Registration. If more information is needed please let me know.
Thank You [redacted]

*** 08/08/2019 10:07:20 (GMT-07:00) Arizona ***
Email is sent on 08/08/2019 10:05:31 by Bonnie Bauer
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]
Attachments:
[redacted] Offer Letter.pdf
[redacted] Release.pdf

08/08/2019 11:21:15
Email is received on 08/08/19 11:21:05 from [redacted]
Attachments:
IMG_20190808_0001.pdf
IMG_20190808_0002.pdf
IMG_20190808_0003.pdf

*** Email - External Email Received created on 08/08/2019 11:21:05 (GMT-07:00) Arizona and created by Bonnie Bauer ***
Here are the signed documents you requested.
Thank You [redacted]

*** 08/08/2019 16:57:05 (GMT-07:00) Arizona ***
Goodwill #: 157454 Submitted

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC8LG[redacted]	[redacted]	54

Parkersburg WV 2 101 02/19/2019 Dealer: WV003 Warner KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Seat/Seat Belt
Kia Case Type Lvl4: Other

*** 08/08/2019 16:58:04 (GMT-07:00) Arizona ***
Email is sent on 08/08/2019 16:57:30 by Bonnie Bauer
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 08/08/2019 16:57:30 (GMT-07:00) Arizona and created by Bonnie Bauer ***
Dear [redacted]
Thank you for returning the documents, I have submitted for this goodwill and as soon as I receive notification that the check has been mailed I will let you know.

Sincerely,
Kia Motors America

*** 08/08/2019 16:59:42 (GMT-07:00) Arizona ***
Goodwill #: 157454 Submitted

*** 08/08/2019 17:03:39 (GMT-07:00) Arizona ***
Case moved into WIPBin Inbox and Sub Status of Working

*** 08/20/2019 16:12:53 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 157454 Final Approved

*** Phone - Call - Outbound created on 08/26/2019 14:36:46 (GMT-07:00) Arizona and created by Bonnie Bauer ***
Writer called customer [redacted] and states:
1. Calling to advise check was mailed out on 8/21

Customer states:
1.Received it in the mail today

Writer states:
1. Requested callback if any further assistance is needed.

*** Email - External Email Sent created on 08/06/2019 11:05:26 (GMT-07:00) Arizona and created by Bonnie Bauer ***
Dear [redacted] As per our earlier conversation I would like to offer you $1,500 due to inconveniences experienced with the repair of your vehicle. If you could please respond to this email with a copy of your sales contract or registration I can draft the appropriate documents needed. Please do not hesitate to reach out if you have any questions.

Sincerely,
Kia Motors America

*** Email - External Email Sent created on 08/08/2019 10:05:31 (GMT-07:00) Arizona and created by Bonnie Bauer ***
Dear [redacted]
I have received your documentation, thank you very much. Attached to this email are an offer letter and release document. Please review, sign and email back to me at your earliest convenience. Once I have the signed documents I will process the goodwill for your case and request that it be expedited.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC8LG[redacted]	[redacted]	54

Parkersburg WV 2 101 02/19/2019 Dealer: WV003 Warner KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Seat/Seat Belt
Kia Case Type Lvl4: Other

Sincerely,
Kia Motors America

*** 08/26/2019 14:38:02 (GMT-07:00) Arizona ***
Closed by Bonnie Bauer with Resolution Code : Goodwill Issued
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC9LG[redacted]	[redacted]	1.0 2
Shoreline , WA 98133		02/11/2019	Dealer: WA012 Chuck Olson KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: E terior Lamp

Case History

Techline case ([redacted] created on 27-MAR-19 by WA012.
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--
TL Case created by (Dealer Technician) : Konstantin Ivanov
TL Case creator phone :
TL Case creator email : ikonstantin@ymail.com
Below are the notes from the TL case describing the concern:

[Problem Description]
CUSTOMER STATES PASSENGER SIDE HEADLIGHT KEEPS ON GOING OUT

CUSTOMER STATES **CRUISE CONTROL** IS INOP

[Diagnostics Performed]
CONFIRMED HEAD LIGHT ISSUE.
FOUND LED RUNNING LIGHT STRIP GOING OFF 10 SECONDS AFTER TURNED ON, ALSO WHEN ON UPPER RIGHT CORNER OF THE STRIP INOP.

COULD NOT DUPLICATE AT THIS TIME FOR THE **CRUISE CONTROL**.
TEST DROVE AND CONFIRMED PROPER OPERATION OF THE **SMART CRUISE CONTROL** AND **LANE KEEP** ASSIST .

*** Assigned to WIPBin Default of Young Park on 03/28/2019 07:06:33 (PST)
*** 04/01/2019 09:59:04 ***
Dispatched from WIPBin = Default to Queue Techline_90 by Young Park
Reason:

*** 09/05/2019 16:45:34 (GMT-07:00) Arizona ***
Assigned to WIPBin Auto Assigned of Christina Steir by Uzziel Valencia
Reason:

*** Phone - Call - Outbound commitment created on 09/05/2019 17:29:43 with Commitment Date 09/06/2019 and created by Christina Steir ***

*** Phone - Call - Outbound commitment fulfilled on 09/24/2019 11:14:18 (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 09/06/2019 closed by Octavia Murray ***

*** 09/24/2019 11:14:22 (GMT-07:00) Mountain Time (US & Canada) ***
Closed by Octavia Murray with Resolution Code : Repaired at Dlr
[Resolution Summary]
case was accidentally dispatched to incorrect queue. Vehicle was repaired same day 3/29/2019

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC3LG[redacted]	[redacted]	357
Kirkland , WA 98033		02/22/2019	Dealer: WA029 Lee Johnson KIA	

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

Case History

Techline case ([redacted] created on 09-APR-19 by WA029.
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--
TL Case created by (Dealer Technician) : Kyle Marchi
TL Case creator phone :
TL Case creator email : kmarchi0587@gmail.com
Below are the notes from the TL case describing the concern:

[Problem Description]
Cluster displayed check rear seating system, **LANE DEPARTURE**, Steering became difficult and excessive feedback in steering wheel. All warning lights came on while driving

[Diagnostics Performed]
Scanned vehicle for dtc's. All dtc's history. C162808 C168708 C16B687 C165A87 C163808 C181887 C164308 C162308 C161608 B261800 B261700 C161688 C162587 C162887 C162387 C181287 C180487 C128381 C163881 C180581 C16B881 C164286 C162587 C166787 C168787 C153215 C162387 C181287 C181287 C162887 C16B687 C161688 C181287 C167181 C169381 C169381 B160300 B163E00 B181000 B164400 C162800 C165100 C162500 C166D00 C181800 C166A00 C168700 C161600 C165A00

*** Assigned to WIPBin Default of Danyyil Chuzhynov on 04/10/2019 07:06:32 (PST)

*** Case note has been appended from duplicated auto-case on 04/12/2019 01:05:19 (PST)

Comments from Service Alert - TL

Dealer : Lee Johnson KIA
Technician : Kyle Marchi
Service Manager : Greg Bednarz
Dealer Phone :
DPSM : Mark White
Vehicle Model : TELLURIDE SX V6 AWD AUTO
Model Year : 2020
Mileage : 357
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
Cluster displayed check rear seating system, **LANE DEPARTURE**, Steering became difficult and excessive feedback in steering wheel. All warning lights came on while driving

[Diagnostics Performed]
Scanned vehicle for dtc's. All dtc's history. C162808 C168708 C16B687 C165A87 C163808 C181887 C164308 C162308 C161608 B261800 B261700 C161688 C162587 C162887 C162387 C181287 C180487 C128381 C163881 C180581 C16B881 C164286 C162587 C166787 C168787 C153215 C162387 C181287 C181287 C162887 C16B687 C161688 C181287 C167181 C169381 C169381 B160300 B163E00 B181000 B164400 C162800 C165100 C162500 C166D00 C181800 C166A00 C168700 C161600 C165A00

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC3LG[redacted]	[redacted]	357
Kirkland , WA 98033		02/22/2019	Dealer: WA029 Lee Johnson KIA	

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

*** 08/05/2019 09:48:29 ***
TL case# [redacted] was escalated to an FTS. Update will be provided after this request is reviewed.

*** Phone - Call - Inbound created on 08/09/2019 13:34:12 and created by Carrie Busler ***
customer states
1. I have had this car in 5 times to the dealership for different problems.
2. It keeps breaking down.
3. I feel like the dealership has the car more than I have had the car.
4. I am paying for a premium car and do not have access to the car.
5. My wife is very upset about this.

writer states
1. Let me contact the dealership
2. I am so sorry you have been having so many problems with the car.
3. I am going to escalate your case.

*** Phone - Call - Inbound created on 08/09/2019 13:50:37 and created by Carrie Busler ***
call to lee Johnson Kia
writer states: courteny
1. request to speak to SVCA/SVCM
2. request vehicle/VIN info 5XYP5DHC3LG[redacted]
3. requested any history of customer's concerns

SVCA states:
1.jim

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address [redacted] bellevue wa [redacted]
VIN: 5XYP5DHC3LG[redacted]
Year/Model: 2020 teluride
Mileage:498, 300, 3105
Most recent RO# [redacted]
Open Date: 05/27/2019 04/27/, 08/05/2019
Close date (if applicable): 05/31/2019, 04/29/2019
Days Down(if applicable):
>>>>Customer states, warning lights came on all lights, water leak, every light is coming on, car would not start lights were on
>>>>Cause:replace a wiring ,
>>>>Correction:
Able to Duplicate (Y or N): Y
Repeat Repair (Y/N):
Repair History of current concern RO# [redacted]
Open:
Closed:
Mileage: 300, 498
>>>>Correction:
ETA for completion of repairs (if applicable):

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC3LG[redacted]	[redacted]	357
Kirkland , WA 98033		02/22/2019	Dealer: WA029 Lee Johnson KIA	

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

Parts on order (Y/N): Y
Part # no part numbers
Order #
Techline Case: y
Rental or Loaner Provided:y
Date put in rental/loaner: y
Dealer contacted DPSM:
Vehicle repaired: y
Customer has possession: n
Original Owner (Y or N): y
Does customer maintain vehicle at this location:
drove over got them a car at home and brought his car back
craig with lee johnson. 1st time no problem found, 2nd time was lights on , 3rd time lights on dash on.
corosion in the connectors from the water leak.
writer states:
1. thank you
-call ended with dlr

*** Phone - Call - Inbound created on 08/09/2019 13:56:01 and created by Carrie Busler ***
harnesses have been ordered. significant back order status.
harass had to be approved from DPSM
2. ETA is not yet ready because they are not available .

*** Case [redacted] is sent on 8/9/2019 14:1:10 by Carrie Busler
To: hcamacho@kiaconsumeraffairs.com; jcarrifee@consumeraffairs.com
Cc: cbusler@kiaconsumeraffairs.com
Title: NO ACTION REQUIRED - Case Escalation:WA029, [redacted]

*** 08/12/2019 10:21:11 ***
Dispatched from WIPBin = Default to Queue Western Region ECR by Carrie Busler
Reason:

*** 08/13/2019 08:12:45 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue Western Region ECR to WIPBin 0. default by Esther Kong

*** 08/13/2019 08:25:47 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 0. Default of Farah Velasquez by Esther Kong
Reason:

*** Phone - Call - Outbound created on 08/15/2019 15:17:40 (GMT-08:00) Pacific Time (US & Canada) and created by Farah Velasquez ***
ECR contacted WA029-line rings continuously, unable to LVM

*** Phone - Call - Outbound created on 08/15/2019 16:32:09 (GMT-08:00) Pacific Time (US & Canada) and created by Farah Velasquez ***
ECR rec'd call from WA029 svc

Svc states:
1. P/N: 91110 S9540 & 91510 S9110
2. Order #: 2ON0813
3. MOBIS advised ETA is about 4-8 weeks out

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC3LG[redacted]	[redacted]	357
Kirkland , WA 98033		02/22/2019	Dealer: WA029 Lee Johnson KIA	

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

Thanked & ended call.

*** Email - External Email Sent created on 08/15/2019 16:36:42 (GMT-08:00) Pacific Time (US & Canada) and created by Farah Velasquez ***
ECR emailed MOBIS requesting ETA

*** Phone - No Callback created on 08/20/2019 15:24:26 and created by Dean Butler ***
[redacted] @[redacted] called

Cust
1 I havent got a callback for 7 days and I was told I would get a callback in 2 -3 days
2 I would like to know something atleast.

Writer
1 I will put in a no callback for you to let there supervisor know that you havent received a call.

*** Phone - Call - Inbound created on 08/22/2019 11:06:37 and created by Carrie Busler ***
customer states
1. very unhappy that I am unable to speak with my case manger.
2. What can I do

writer states
1. gave her contact info.

*** Email - External Email Sent created on 08/22/2019 11:30:52 (GMT-08:00) Pacific Time (US & Canada) and created by Farah Velasquez ***
ECR emailed MOBIS requesting ETA

*** Note - Others created on 08/22/2019 14:00:30 (GMT-08:00) Pacific Time (US & Canada) and created by Farah Velasquez ***
ECR rec'd ETA from MOBIS

MOBIS states:
1. P/no 91510S9110 has an ETA to the PDC of 9/3/19

*** Phone - Call - Outbound created on 08/22/2019 14:19:13 (GMT-08:00) Pacific Time (US & Canada) and created by Farah Velasquez ***
ECR contacted cust @[redacted]

Wrt states:
1. Introduced self, case was escalated
2. Apologized for lack of contact, I had been OOO sometime this week
3. Current ETA for wiring assy is 9/3/19
4. I can offer you gw after veh repairs, or I can escalate you for LL review, as you had requested previously

Cust states:
1. I honestly don't trust my veh anymore. It's broken down on me multiple times with my children in the car. I may lose it if it fails again
2. I want to be reviewed for LL
3. I also want to make sure that dlr has it documented that I was in during July for repair as well

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC3LG[redacted]	[redacted]	357
Kirkland , WA 98033		02/22/2019	Dealer: WA029 Lee Johnson KIA	

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

Wrt states:
1. Understood
2. I will email you ack letter, please send me copy of SC
3. i will request svc history from dlr, what may have happened is because you returned before they closed paperwork, they just kept that RO opened
4. if veh is repaired before next CM contacts you, please p/u & wait for review

Thanked & ended call.

*** 08/22/2019 14:28:46 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 08/22/2019 14:27:25 by Farah Velasquez
To: [redacted]
Cc: [redacted]
Title: Kia Consumer Assistance Center Case#[redacted]
Attachments:
[redacted] Ack Letter-[redacted]pdf

*** Email - External Email Sent created on 08/22/2019 14:27:25 (GMT-08:00) Pacific Time (US & Canada) and created by Farah Velasquez ***
Hi [redacted]

Please see the attached letter listing some documents Kia needs in order to review your repurchase request. As discussed, I only need a copy of your sales contract in order to escalate your case.

Best Regards,

Farah

*** Case note has been appended from duplicated auto-case on 08/24/2019 01:02:13 (PST)

Comments from UPER

Part ordered for customer vehicle has been placed into the UPER status on08/20/2019 00:00:00

Dealer Name : LEE JOHNSON CHEVROLET, INC. Lee Johnson Kia
Dealer Contact name : JOSHG
Dealer Phone : 425 823 0800
Part No# : 91510 S9110 Lee Johnson Kia
Order No# : 2ON0813
Order Qty# : 1

Dealer Comment : VOR SINCE 8/5/19 TECHLINE TOLD US TO ORDER, PART WAS UNAVAILABLE MOBIS TOLD US TO CANCEL ORDER AND REPAIR HARNESSES. HARNESSES ARE NOT REPAIRABLE NEED NEW ONES PER FIELD TECH.

Please Update Customer with the status of the vehicle and part ordered

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC3LG[redacted]	[redacted]	357
Kirkland , WA 98033		02/22/2019	Dealer: WA029 Lee Johnson KIA	

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

08/30/2019 14:26:43
Email is received on 08/30/19 14:25:56 from [redacted]
Attachments:
[redacted] Telluride Lease Contracts.pdf
Telluride Service and Maintenance Records.pdf

*** Email - External Email Received created on 08/30/2019 14:25:56 (GMT-08:00) Pacific Time (US & Canada) and created by Farah Velasquez ***
Hi Farah,

Attached are my service records and my sales contract.

We look forward to hearing about the next steps.

Regards,

[redacted]

*** 09/03/2019 09:36:14 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 09/03/2019 09:34:27 by Farah Velasquez
To: [redacted]
Cc: [redacted]
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 09/03/2019 09:34:27 (GMT-08:00) Pacific Time (US & Canada) and created by Farah Velasquez ***
Thank you, your file is now complete. I will escalate your case for Lemon Law review today. Please allow approximately 1-2 weeks for your next case handler to review and reach out to you.

Best Regards,

Farah

*** 09/03/2019 10:22:58 (GMT-08:00) Pacific Time (US & Canada) ***
Dispatched from WIPBin = To Be Escalated to Queue Western Region Admin by Farah Velasquez
Reason: HF completed

*** 09/04/2019 15:57:32 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue Western Region Admin to WIPBin Open Cases by Andrew Reyes

*** Phone - Call - Inbound created on 09/10/2019 14:31:52 (GMT-08:00) Pacific Time (US & Canada) and created by Andrew Reyes ***
Writer spoke with customer
Writer

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC3LG[redacted]	[redacted]	357
Kirkland , WA 98033		02/22/2019	Dealer: WA029 Lee Johnson KIA	

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

1. Received information from previous case manager.
2. Will review your situation and your state Lemon Law guidelines
3. And deliver a response that is consistent with what you are entitled to in this situation
4. If you have any questions, you can reach out

Customer:
1. And what do you have as possible solutions?

Writer:
1. Well we are looking into your requests

Customer:
1. I requested a new car
2. But what does that entail for you

Writer:
1. IF we were to replace your vehicle.
2. We would replace the collateral on your loan/lease
3. Then the terms would remain the same

Customer:
1. That's not cool
2. I want my money back
3. I want to be able to turn around and get a new car
4. Because then I am paying on a car that I dont have, you understand?
5. It doesn't make sense for me
6. So I'd rather have my money back

Writer:
1. Understood
2. Will note your requests
3. And should back to you by the end of the week

Customer thanked

*** Phone - Call - Inbound created on 09/10/2019 14:53:00 (GMT-08:00) Pacific Time (US & Canada) and created by Andrew Reyes ***

<For Internal Use Only
Drafted offer letter - Pending review>

09/24/2019 17:42:04
Email is received on 09/24/19 17:42:03 from [redacted]

*** Email - External Email Received created on 09/24/2019 17:42:03 (GMT-08:00) Pacific Time (US & Canada) and created by Andrew Reyes ***
We are still awaiting an update on our case.

Please advise.

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC3LG[redacted]	[redacted]	357
Kirkland , WA 98033		02/22/2019	Dealer: WA029 Lee Johnson KIA	

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

*** Phone - Call - Inbound created on 09/26/2019 16:27:06 (GMT-08:00) Pacific Time (US & Canada) and created by Andrew Reyes ***
From: Reyes, Andrew [KMA]
Sent: Thursday, September 26, 2019 4:27 PM
To: [redacted]
Subject: RE: [redacted] - [redacted]

Mr. [redacted]

As discussed, attached is the offer letter. Should you select option 1 or 2, please fill out the second document so we can work with your lienholder.

Thank you,

*** Phone - Call - Inbound created on 10/03/2019 09:23:30 (GMT-08:00) Pacific Time (US & Canada) and created by Andrew Reyes ***
Writer left VM for [redacted] [redacted]
Writer:
1. Sent offer letter to your email
2. Would like to know if you have any questions
3. If you do, you can reach me
4. if you haven't gotten it, send me an email
5. Thanked

*** Case note has been appended from duplicated auto-case on 10/11/2019 01:01:39 (PST)

Comments from UPER

Part ordered for customer vehicle has been placed into the UPER status on10/09/2019 00:00:00

Dealer Name : LEE JOHNSON CHEVROLET, INC. Lee Johnson Kia
Dealer Contact name : JOSHG
Dealer Phone : 425 823 0800
Part No# : 95740 S9100GYT Lee Johnson Kia
Order No# : 0927ON1
Order Qty# : 1

Dealer Comment : VOR SINCE 9/27/19. WATER INTURSION CAUSED REPLACEMENT OF MAIN HARNESS AND FLOOR HARNESS, POST REPLACEMENT THERE WAS NO COMUNICATION AND SENSOR REPLACEMENT REQUIRED.

Please Update Customer with the status of the vehicle and part ordered

*** Phone - Call - Inbound created on 11/08/2019 16:09:13 (GMT-08:00) Pacific Time (US & Canada) and created by Andrew Reyes ***
Note missing from phone call with customer sometime after 10/3- Customer advised they'd like to see when the vehicle gets repaired to make decision

*** Phone - Call - Inbound created on 11/08/2019 16:10:13 (GMT-08:00) Pacific Time (US & Canada) and created

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC3LG[redacted]	[redacted]	357
Kirkland , WA 98033		02/22/2019	Dealer: WA029 Lee Johnson KIA	

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

by Andrew Reyes ***
Writer rec'd email from customer :

From: [redacted] [mailto[redacted]
Sent: Friday, November 08, 2019 1:35 PM
To: Reyes, Andrew [KMA]
Cc: [redacted]
Subject: RE: Kia Offer Letter

Hi Andrew,

We got out Kia Telluride out of the shop now. Please send over a new offer letter with this new timeframe in consideration and we will sign and return to close this issue out. Please feel free to give me a call if there are any questions.

Regards,

[redacted]

*** Phone - Call - Inbound created on 11/08/2019 16:16:06 (GMT-08:00) Pacific Time (US & Canada) and created by Andrew Reyes ***
Writer rec'd VM from customer requesting offer letter

*** Phone - Call - Inbound created on 11/08/2019 16:16:18 (GMT-08:00) Pacific Time (US & Canada) and created by Andrew Reyes ***
From: Reyes, Andrew [KMA]
Sent: Friday, November 08, 2019 4:16 PM
To: [redacted]
Cc: [redacted]
Subject: RE: Kia Offer Letter

[redacted]

As promised, please review the updated offer letter with the extended good-through date.

Thank you,

*** Phone - Call - Inbound created on 11/19/2019 08:52:52 (GMT-08:00) Pacific Time (US & Canada) and created by Andrew Reyes ***
From: Reyes, Andrew [KMA]
Sent: Tuesday, November 19, 2019 8:53 AM
To: [redacted]
Cc: [redacted]
Subject: RE: RE: Kia Offer Letter

[redacted]
Attached is the settlement release for your review. Once I receive a signed copy I will process the request for funds.

This agreement is contingent upon receiving an executed release back within 30 days and failure to do so renders

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC3LG[redacted]	[redacted]	357
Kirkland , WA 98033		02/22/2019	Dealer: WA029 Lee Johnson KIA	

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

the agreement null and void. Let me know if you need more time.

Thank you

*** Phone - Call - Inbound created on 12/02/2019 18:29:01 (GMT-08:00) Pacific Time (US & Canada) and created by Andrew Reyes ***
Writer rec'd signed release

*** 12/04/2019 18:12:16 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 166806 Submitted

*** 12/04/2019 18:12:52 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin Default of Aaron Raab by Andrew Reyes
Reason: GW PROCESSED - NO FURTHER ACTION NEEDED

*** 12/09/2019 10:04:41 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 166806 Submitted

*** 12/09/2019 10:04:42 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 12/09/2019 10:04:42 (GMT-08:00) Pacific Time (US & Canada) by Siebel System - Auto Message
To: [redacted]
Cc: [redacted]
Title: Update from Kia, Case # [redacted]

Dear [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

*** 12/16/2019 12:06:50 ***
Email is sent on 12/16/2019 12:06:38 by Aaron Raab
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case# [redacted]

*** Email - External Email Sent created on 12/16/2019 12:06:38 and created by Aaron Raab ***
Your Case Number: [redacted]
VIN: 5XYP5DHC3LG[redacted]

Dear [redacted]

This email is to update you on the status of your Goodwill Request. Your goodwill check has been mailed to the following address.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC3LG[redacted]	[redacted]	357
Kirkland , WA 98033		02/22/2019	Dealer: WA029 Lee Johnson KIA	

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

[redacted] NE
BELLEVUE, WA [redacted]

If you have any further questions or concerns, 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,
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]

*** 12/16/2019 12:07:30 ***
Closed by Aaron Raab with Resolution Code : Goodwill Issued
[Resolution Summary]
Received GW check on 12/16/2019.
Check #[redacted]
$7,000.00
Mailed out via USPS

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC0LG[redacted]	[redacted]	749
Louisville , TN 37777		03/21/2019	Dealer: TN032 Rusty Wallace KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

Case History

Dealer : Rusty Wallace KIA
Technician : TIM WALSH
Service Manager : Joseph Fisher
Dealer Phone :
DPSM : Johna Hollis
Vehicle Model : TELLURIDE S V6 FWD AUTO
Model Year : 2020
Mileage : 749
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
Car came in dash warning lights on for **SMART CRUISE CONTROL**. Radar has been hit by something. Mount is bent A/C condenser has a hole in it.

[Diagnostics Performed]
Sales paid for repairs. Replaced condenser, bumper with radar mount and radar. When trying to calibrated SSC I get a message saying security access not allowed? Not sure where to go from here.

*** Dispatched to Queue Service Alert / Techline on 04/17/2019 01:07:04 (PST)

*** Case note has been appended from duplicated auto-case on 04/17/2019 01:07:21 (PST)

Comments from Techline Escalation

Techline case ([redacted] created on 16-APR-19 by TN032.
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--
TL Case created by (Dealer Technician) : TIM WALSH
TL Case creator phone : 8653850304
TL Case creator email : TEAMWALSH317@YAHOO.COM
Below are the notes from the TL case describing the concern:

[Problem Description]
Car came in dash warning lights on for **SMART CRUISE CONTROL**. Radar has been hit by something. Mount is bent A/C condenser has a hole in it.

[Diagnostics Performed]
Sales paid for repairs. Replaced condenser, bumper with radar mount and radar. When trying to calibrated SSC I get a message saying security access not allowed? Not sure where to go from here.

*** Phone - Call - Inbound created on 04/19/2019 09:49:29 (GMT-07:00) Arizona and created by Michael Haynes ***
The caller, [redacted] states:
1. I bought this new two weeks ago

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC0LG[redacted]	[redacted]	749

Louisville , TN 37777 03/21/2019 Dealer: TN032 Rusty Wallace KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

2. It has been at TN032 for a week
3. The thing that stops you from collisions is not working, there is a light on that shows it on the dash
4. The dealer says they are waiting on Kia to tell them how to fix it

The writer states:
1. Apologizes issues
2. Confirms info, adds phone #
3. May I place you on hold while I contact the dealer?

The writer contacts Deena, SVC TN032

VIN: 5XYP64HC0LG[redacted]
MY and Mileage: 2020 Telluride 749 miles
Most recent RO#, Open and Close Date: RO[redacted] 4/11/19 Open
Days Down at initial Service Alert report (if applicable): 8
Most recent Repair Issue and Diagnosis: Car came in dash warning lights on for **SMART CRUISE CONTROL**. Radar has been hit by something. Mount is bent A/C condenser has a hole in it.Sales paid for repairs. Replaced condenser, bumper with radar mount and radar. When trying to calibrated SSC get a message saying security access not allowed. Codes won't clear until aligned, warning comes up when attempt to align, photos and data forwarded to TL. TL informed on 4/16/19 that data transferred to engineers, will contact TN032 once direction established
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: NA
ETA for completion of repairs (if applicable): NA
Parts on order (Y/N), if so obtain part#, order#: N
Techline Case (if applicable): [redacted]
Rental / Loaner Provided? If so, since when?: Y 4/19/19
Dealer contacted DPSM (if needed): N
Vehicle repaired?: N
Customer has possession?: N
Dealer Code/Selling Dealer (Y or N): TN032 Y
Original Owner (Y or N): Y

The writer reconnects with caller

The writer states:
1. Thank you for holding, apologizes hold
2. Apologizes issues
3. I confirmed that the dealer is awaiting this concern to be further reviewed by engineers to get direction

The caller states:
1. Are those engineers on holiday?
2. Is this a problem with all the Tellurides or is this specific to just mine?

The writer states:
1. Just yours

The caller states:
1. Then I want Kia to replace this car with another Telluride from dealer stock

The writer states:
1. Apologizes, please consult WCIM for the specifics on the vehicle replacement law in your state

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP 4HC0LG[redacted]	[redacted]	749

Louisville , TN 37777 03/21/2019 Dealer: TN032 Rusty Wallace KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

2. We will have the ECRs review the concerns and contact you back to discuss in three business days

The caller states:
1. I was always with Honda
2. Not happy with this Kia experience
3. Thank you

*** Note - Others created on 04/19/2019 12:27:26 (GMT-07:00) Arizona and created by Michael Haynes ***
Call to Action:
1. [redacted] are first owners of a 2020 Telluride with 700 miles, 5XYP64HC0LG[redacted]
2. It went into TN032 8 days ago with a **SMART CRUISE CONTROL** error light
3. **SCC** radar had been hit with hole in the condenser
4. TN032 Sales department paid to correct outside damage
5. **SCC** is not re-calibrating, data sent to TL, awaiting engineer response
6. Dispatching to ECR to contact [redacted] as she wants the car replaced by Kia

*** Case [redacted] is sent on 4/19/2019 12:31:3 by Michael Haynes
To: jhollis@kiausa.com
Cc: MHaynes@kiaconsumeraffairs.com
Title: NO ACTION REQUIRED - Case Escalation:TN032, [redacted]

*** 04/19/2019 12:31:28 (GMT-07:00) Arizona ***
Dispatched from WIPBin = D Luxury to Queue Southern Region ECR by Michael Haynes
Reason:

*** 04/22/2019 10:01:14 (GMT-07:00) Arizona ***
Accepted from Queue Southern Region ECR to WIPBin CASE ASSIGNMENTS by Albert Judson

*** 04/22/2019 10:01:32 (GMT-07:00) Arizona ***
Dispatched from WIPBin CASE ASSIGNMENTS to Queue ZZ Charles Chastain by Albert Judson

*** 04/22/2019 10:22:33 (GMT-07:00) Arizona ***
Assigned to WIPBin Charles Default of Charles Chastain by Albert Judson
Reason:

*** Phone - Call - Outbound created on 04/22/2019 13:25:09 and created by Felina Chandler ***
Writer contacted customer [redacted]
Writer states:
1 .Introducing ECR
2. Reason for call ******
3. Provided case number and call back number
4. Thank you for your time and choosing Kia

<For Internal Use Only
**Advised CM is OOO until 4/24/19- please allow cm to return>

*** 04/25/2019 07:09:40 (GMT-07:00) Mountain Time (US & Canada) ***
Case moved into WIPBin Charles Default and Sub Status of Assigned

*** Phone - Call - Outbound created on 05/01/2019 13:50:24 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC0LG[redacted]	[redacted]	749

Louisville , TN 37777 03/21/2019 Dealer: TN032 Rusty Wallace KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

wrt called cust: [redacted]

the mailbox is full

*** Phone - Call - Outbound created on 05/10/2019 12:35:05 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
wrt called TN032 spoke with Andrea

1. Calling to get update on cust vehicle
2. Gave cust info

andrea states:
1. Cust has vehicle

wrt states:
1. Ok thank you

*** Phone - Call - Outbound created on 05/10/2019 12:36:21 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
wrt called cust: [redacted]

the mailbox is full

*** Letter - Letter Sent created on 05/10/2019 12:40:38 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
sent call me letter

*** 05/10/2019 12:42:09 (GMT-07:00) Mountain Time (US & Canada) ***
Closed by Charles Chastain with Resolution Code : Information Given
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC5LG[redacted]	[redacted]	221
Olympia , WA 98502		03/18/2019	Dealer: WA005 Hanson KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

Case History

*** 04/24/2019 09:23:31 (GMT-07:00) Arizona ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 04/24/2019 09:23:36 (GMT-07:00) Arizona and created by Brenda Hernandez ***
Customer alleges **LANE ASSIST** pushed vehicle into barrier
Please follow up with customer and escalate case

*** 04/24/2019 09:24:18 (GMT-07:00) Arizona ***
Assigned to WIPBin Default of Jacob Adams by Brenda Hernandez
Reason:

*** Phone - Call - Outbound created on 04/25/2019 11:10:58 and created by Jacob Adams ***
Writer called customer
1 calling about concern
** ran script **
2 advised will be escalating case

customer states
1 thank you

*** Note - Others created on 04/25/2019 11:25:47 and created by Jacob Adams ***
Forward to NCA
1 Customer alleges **LANE ASSIST** pushed vehicle into barrier
2 Vehicle is currently down at WA005
3 Customer is requesting to cover cost of damages
4 Please review and follow up accordingly

*** 04/25/2019 11:26:44 ***
Dispatched from WIPBin = Default to Queue National CA by Jacob Adams
Reason:

*** 04/29/2019 07:56:17 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 04/29/2019 08:19:49 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin default of Alex Villalpando by Jeff Stroup
Reason:

*** Phone - Call - Inbound created on 04/29/2019 14:03:55 and created by Edward Hunter ***
Customer called and states:
1. I have not gotten any information from the person on my case
2. Who do I need to talk to?
3. I will be going into the hospital soon and will need the car.

Writer states:
1. Your case manager is Alex Vialapto
2. contact information given to customer

*** Phone - Call - Outbound created on 04/29/2019 14:14:03 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC5LG[redacted]	[redacted]	221
Olympia , WA 98502		03/18/2019	Dealer: WA005 Hanson KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

Wrt states
1. Hello contacting in regards to case
2. Please advise

Cust states
1. Happened day after I bought the car
2. On 3 lane highway
3. Dropped from 60 to 40
4. Car slowed itself down
5. Went from lane 1 to 2 and then 3
6. Barricades are 12 inches from barrier
7. Vehicle was trying to make me stay in between the 2 lines
8. Vehicle would not let me pull it back. I only tried a little
9. I was under the impression the vehicle would fix itself.
10. Waiting to hear some alarm system
11. Thought I was fine until I heard scraping noise and I immediately corrected
12. Scratched the 2 rims on that side
13. No body damage
14. Car is at dlr but need it back
15. Just want to see if Kia can help or not
16. I like the car a lot

Wrt states
1. Thank you for information
2. Will review case and follow up
3. Please contact me if you have any questions.

Cust states
1. Thank you

*** Phone - Call - Inbound commitment created on 04/29/2019 14:24:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/30/2019 and created by Alex Villalpando ***

*** 04/30/2019 08:58:16 (GMT-08:00) Pacific Time (US & Canada) ***
Inspection requested by Alex
Request Code: PL-WA005-[redacted]43019
Request Details: Date: 5/1-5/3
Time: 2:00pm
Location: WA005
Dealer Code: WA005
Special Instructions:

*** Email - External Email Sent created on 04/30/2019 09:04:16 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
From: Villalpando, Alex [KMA]
Sent: Tuesday, April 30, 2019 9:04 AM
To: 'monica@hansonmotors.com'
Subject: Kia Motors America [redacted] / 5XYP3DHC5LG[redacted]

Hi Monica,

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP3DHC5LG[redacted]	[redacted]	221

Olympia , WA 98502 03/18/2019 Dealer: WA005 Hanson KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

Thank you for speaking with me. As discussed, please provide the customer with a loaner/rental and I will be able to reimburse you.

Please let me know if you have any questions.

Thank you,

*** Phone - Call - Outbound created on 04/30/2019 09:17:42 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt states
1. Hello calling in regards to case
2. Loaner/rental has been authorized
3. A Kia rep is planning to begin vehicle inspection tomorrow
4. Also, if you can help identify where accident occurred on a map at dlr

Cust states
1. Thank you
2. Do not know if I will need another car
3. Can do that today

Wrt states
1. thank you
2. Please let me know if you have any questions.

*** Phone - Call - Inbound commitment updated on 04/30/2019 09:20:20 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/02/2019 and updated by Alex Villalpando ***

*** 04/30/2019 09:46:17 ***
An FTS is scheduled to inspect this VIN on 05/01/2019 at WA005.

*** Phone - Call - Inbound created on 04/29/2019 13:59:16 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
na

*** Phone - Call - Inbound commitment updated on 05/02/2019 09:01:36 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/03/2019 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 05/03/2019 08:58:34 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/06/2019 and updated by Alex Villalpando ***

*** Note - Others created on 05/06/2019 15:11:53 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
FTS completed inspection

*** Phone - Call - Outbound created on 05/06/2019 15:12:48 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt attempted contact with cust. Left message for CB

*** Phone - Call - Inbound commitment updated on 05/06/2019 15:13:09 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/08/2019 and updated by Alex Villalpando ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP3DHC5LG[redacted]	[redacted]	221

Olympia , WA 98502 03/18/2019 Dealer: WA005 Hanson KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

*** Phone - Call - Outbound created on 05/14/2019 14:02:28 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt attempted contact with cust. Left message for CB

*** Phone - Call - Inbound commitment updated on 05/14/2019 14:02:44 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/17/2019 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 05/14/2019 14:37:52 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt states
1. Hello calling to follow up in regards to case
2. Dlr and inspected advised vehicle found to be operating as designed
3. Dlr advised you have completed or in process of repairs?

cust states
1. That is what they said
2. Yes but just waiting for some trim
3. I ended up buying 4 rims. The are Kia rims but different
4. They were $1,300.00

Wrt states
1. As GW, can review for possible assistance
2. Please provide any receipts and sales contact for review

Cust states
1. Okay I will send it to you
2. thank you

Wrt states
1. thank you
2. Please contact me if you have any questions.

*** Phone - Call - Inbound commitment fulfilled on 05/22/2019 09:33:07 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/22/2019 closed by Alex Villalpando ***

*** Phone - Call - Outbound created on 05/22/2019 09:37:16 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt attempted contact with cust. Left message for CB

*** 05/22/2019 09:37:51 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Alex Villalpando with Resolution Code : Concerns Recorded
[Resolution Summary]
Pending further contact.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC5LG[redacted]	[redacted]	45
Vancouver , WA 98 2		01/23/2019	Dealer: WA027 Dick Hannah KIA	

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

Case History

Dealer : Dick Hannah KIA
Technician : Eric van Bladeren
Service Manager : DEVIN HENRY
Dealer Phone :
DPSM : Neal Ferdig
Vehicle Model : TELLURIDE EX V6 AWD AUTO
Model Year : 2020
Mileage : 45
Initial comments by Technician found in TL Case #13094944 :

[Problem Description]
Dash lights are on and flashing

[Diagnostics Performed]
Verified customers concern, found multiple dash warning lights came on and flickering while driving. Happened while driving at 30 mph at first, then happened while driving at slow speeds through parking lot.
Scanned for codes. found the following codes set as history, C162808, B261700, C180487, C162887, C181287, C165686, C16B687, C162387, C168787, C166787, C162887, C166A87, C163381, C162800, C166A00, C161600, C162587, C162887, C166A87, C163381, C162800.
All codes are CAN communication time out codes for ABSESC, Airbag, EPS, **SCC**, BCW, ICU, and MFC.
Inspected as much of wiring harness as possible, did not find any obvious signs of damage or unplugged connectors.
Started techline case as for EWA for this MY vehicle.
Thank you for your assistance.

*** Dispatched to Queue Service Alert / Techline on 04/26/2019 01:05:21 (PST)

*** 04/26/2019 08:06:15 ***
TL case# 13094944 was escalated to an FTS. Update will be provided after this request is reviewed.

*** 04/26/2019 15:02:51 ***
An FTS is scheduled to inspect this VIN on 04/15/2019 at WA027.

*** Phone - Call - Inbound created on 04/29/2019 09:54:48 and created by Kayla Uhl ***
Customer states: [redacted]

1. We had the vehicle for 2 weeks
2. We went out of town for about a week of that
3. The dash lights were intermediately going on and off
4. On top of that the we were on a 2 lane road
5. Had the **CRUISE CONTROL** on
6. There was a vehicle parked off the shoulder of the road
7. The vehicle picked up the other vehicle and slammed on the brakes
8. This nearly caused the vehicle in the rear of us to hit us
9. All of the dash lights come on and stay on
10. With the exception of the tire pressure sensor – blinked
11. And the turn signals do not show that they are on, on the dash
12. But they are still working
13. But I would like to have some sort of compensation for the vehicle time down
14. Maybe a tow hitch

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP3DHC5LG[redacted]	[redacted]	45

Vancouver , WA 98 2 | 01/23/2019 | Dealer: WA027 Dick Hannah KIA

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

15. My wife will not drive it until it is repaired

Writer states:
1. Apologize
2. Advise will note case
3. Do see that FTS has been scheduled
4. Advise will be able to look into the tow hitch after vehicle has been repaired
5. Advise case will be escalated today
6. Advise call back in 2-3 business days

Customer states:
1. Okay thank you
2. I will wait for the follow up

*** Phone - Call - Inbound created on 04/29/2019 09:57:37 and created by Kayla Uhl ***
CALL TO ACTION
1. customer states all lights on the gauge cluster are going on and off
2. WA027 has requested FTS
3. forward in order for FTS to be scheduled
4. DPSM has been advised please review and follow up accordingly
5. please review and follow up accordingly

*** 04/30/2019 05:21:26 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin INBOX to Queue Service Alert / Techline by Travis Widener

*** 05/01/2019 06:30:39 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Service Alert / Techline to WIPBin Distro Bin by Travis Widener

*** 05/01/2019 06:33:40 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Distro Bin to Queue ZZ Kathleen Countiss by Travis Widener

*** 05/01/2019 06:42:30 ***
Accepted from Queue ZZ Kathleen Countiss to WIPBin Inbox by Kathleen Countiss

*** Phone - Call - Outbound created on 05/01/2019 12:05:52 and created by Kathleen Countiss ***
Wtr called cust Jerry:
1. to f/u on repair

wtr states:
1. your case has been escalated to our escalation team.
2. you will be contacted in 2-3 business days.
3. thank you for you patience.
4. apologized
5. thank you for being the best part of kia
6. have a great day.

*** 05/01/2019 12:24:56 ***
Closed by Kathleen Countiss with Resolution Code : Concerns Recorded
[Resolution Summary]
car still at dlr

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC5LG[redacted]	[redacted]	45
Vancouver , WA 98 2		01/23/2019	Dealer: WA027 Dick Hannah KIA	

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

*** 05/03/2019 19:06:22 (GMT-07:00) Mountain Time (US & Canada) ***
Reopened by Linda Welter with Sub Status of Working

*** Phone - Call - Inbound created on 05/03/2019 19:06:30 (GMT-07:00) Mountain Time (US & Canada) and created by Linda Welter ***
Customer States:
1. Case was escalated and have not heard from Case Manager.

Writer States:
1. Apologized.
2. Advised case has not been assigned yet.

Customer States:
1. If I do not hear from someone on 5/6/2019, then i am requesting buyback of the vehicle.

Writer States:
1. Advised will note request.
Thank you, call ended.

*** Phone - Call - Inbound created on 05/03/2019 19:08:27 (GMT-07:00) Mountain Time (US & Canada) and created by Linda Welter ***
*** Dispatch to ECR ***
1. Customer was advised the case going to ECR on 4/29/2019.
2. Case was closed by previous agent.
3. Customer States if not contacted on 5/6/2019 will demand buyback.
4. Please followup accordingly.

*** Case [redacted] is sent on 5/3/2019 18:10:57 by Linda Welter
To: nferdig@kiausa.com
Cc: lwelter@kiaconsumeraffairs.com
Title: NO ACTION REQUIRED - Case Escalation:WA027, [redacted]

*** 05/03/2019 19:11:14 (GMT-07:00) Mountain Time (US & Canada) ***
Dispatched from WIPBin = Default to Queue Western Region ECR by Linda Welter
Reason:

*** 05/06/2019 10:33:13 (GMT-07:00) Arizona ***
Accepted from Queue Western Region ECR to WIPBin CASE ASSIGNMENTS by Albert Judson

*** 05/06/2019 10:33:33 (GMT-07:00) Arizona ***
Dispatched from WIPBin CASE ASSIGNMENTS to Queue ZZ Jason Henry by Albert Judson

*** 05/06/2019 10:56:43 (GMT-07:00) Arizona ***
Assigned to WIPBin Inbox of Jason Henry by Albert Judson
Reason:

*** 05/07/2019 09:57:28 ***
An FTS is scheduled to inspect this VIN on 05/15/2019 at WA027.

*** Phone - Call - Outbound created on 05/07/2019 16:29:40 (GMT-05:00) Eastern Time (US & Canada) and created by Jason Henry ***
ECR called WA027, S/W Cassie:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP3DHC5LG[redacted]	[redacted]	45

Vancouver , WA 98 2 | 01/23/2019 | Dealer: WA027 Dick Hannah KIA

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

1. The pin connectors resolved the issue, the FTR is coming to verify it's been corrected.
2. Cust is in a loaner
3. FTR is ONLY coming to verify the repair resolved the issue.

*** Phone - Call - Outbound created on 05/07/2019 16:41:50 (GMT-05:00) Eastern Time (US & Canada) and created by Jason Henry ***
ECR called cust to follow up:
1. Left VM with KCAC# and Case ID
2. Calling to follow up on veh concerns - WA027 has resolved concerns, however, they are holding the veh pending FTR visit on the 15th to ensure completely resolved. Wrt understands Cust is in a loaner, and will follow up on the 15th for more details
3. Please call to discuss if needed.
4. Thank you

*** Phone - Call - Inbound commitment created on 05/07/2019 16:44:06 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 05/15/2019 and created by Jason Henry ***

*** Phone - Call - Inbound created on 05/13/2019 14:25:19 and created by Brandon Boyd ***
Cust states
1.the ECR over my case is not calling me back
2.the dealer hasn't given me a loaner vehicle that information is incorrect
3.we sold our vehicle we were using the telluride has been there so long that nobody has gotten back with the right problem
4.we want a month's payment reimbursed and the trailer Hitch because we still haven't gotten it

Wrt states
1.apologized
2.i understand your frustrations
3.we will notify your cm on the requests made and we will follow up with you soon
4.in the mean time you can email me the needed documentation for the month car payment reimbursement I will need POP sales contract and possibly a bank statement I f POP has less than sufficient info

Cust states
1.okay thank you

*** Email - External Email Received created on 05/14/2019 09:19:50 and created by Brandon Boyd ***
WARNING: This is an EXTERNAL email. Use caution replying or clicking links / attachments.
Brandon,
As per our conversation on 5/13/19 here is the paper work that you are requesting for the compensation we feel that we should get for the nearly month of not having our new car. The following is what was happening to us.
We bought Telluride on 4/9/19. When we bought the vehicle the trailer hitch kit was not available yet so the dealer would not include in purchase.
We drove vehicle for 6 days with no problem. On 4/[redacted]/19 we were driving from Vancouver Wa to Seattle Wa. 50 miles in the dash started to act up. Speed, tach, and digital display quit. All the warning lights were on and kept telling us to test all the systems. At 70 mph, in heavy traffic, this was very disturbing. Had no turn signal indication or sound This lasted four about 10-15 min. than started working again. Didn't act up again until 4/19/19 then acted up sporadically at least 8 times. Called dealer 4/22/19 and made an appointment on 4/25/19 the day after we got back in town. On the way back from Seattle to home the dash acted up several times then the cruse throttle acted up. Driving on a straight 2 lane road on cruse at 50mph with no cars coming at us , 1 car behind us, and no

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP3DHC5LG[redacted]	[redacted]	45

Vancouver , WA 98 2 | 01/23/2019 | Dealer: WA027 Dick Hannah KIA

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

car in front of us, there was a car in a driveway in front of us on right side. This car was parked perpendicular to the road and was completely off the shoulder. Suddenly the brakes slammed on and I hit the brakes to release the cruse throttle. The car behind me slammed on his brakes and came extremely close to rear-ending us. We didn't use the cruse the rest of the drive home. I took several pictures and video of the dash action up at freeway speed except for one time it acted up in the driveway which is the video. Dealer has video and pictures. During this time in the driveway is when I found out that I did in fact have turn signals but no indicators on dash or sound.

The dealer asked me if I had a ride when I dropped off the vehicle on 4/25/19. I thought that they would only have the vehicle for a day or so and declined the loaner vehicle. Dealer still has the car and is suppose to have it done on 5/15/19. We made our first payment schedule for 5/15/19. Payment due 5/24/19. We feel that we should receive compensation for one month payment and the trailer hitch, wiring harness, and kick panel cover.

I called KIA CR on 4/29/19 and they escalated my complaint to the next level and said that I would receive a call in 1-2 days. By 5/3 /19 no call back and I called again. Was told that no team had been assigned my case yet. I was very upset and said I am expecting a call by Monday 5/6/19. On 5/7/19 I got a voice mail from Jason and the info he told me was in error. He thought I had a loaner vehicle from the dealer. I did not have a loaner vehicle. Responded to his voice mail about the wrong info and wanting compensation. He would not call back and I could not reach him again.

Thank You, [redacted] [redacted] [redacted]

<For Internal Use Only
Email communication recived from customer>

*** Email - External Email Received created on 05/14/2019 09:20:26 and created by Brandon Boyd ***
Brandon,
There was another thing that I forgot to tell you about the Telluride that we bought. When I went in to look at this vehicle it was in their show room only because they said that their mechanic broke a part while servicing the vehicle and they weren't able to sell the vehicle until it was repaired. They called us that weekend and said that it would be available on Tuesday 4/9/19 to test drive. We bought it after the test drive. After we took it in for these repairs I found out that the dealer did not disclose to us that the vehicle had multiple codes and the factory had them replace an electronic component before releasing it for sale. This is in KIA's records.
Thanks, [redacted] [redacted] [redacted]

<For Internal Use Only
email communication from customer>

*** Phone - Call - Inbound created on 05/16/2019 12:26:34 (GMT-05:00) Eastern Time (US & Canada) and created by Craig Williams ***
[redacted] owner reached out.
1. I haven't heard back from anyone yet.
2. I'm having issues with my Telluride.
3. I need to speak to my case manager if available.

Wrt states
1. Apologize.
2. I sent a message to the CM to follow up.

Cust states
1. Thanks

*** Phone - Call - Outbound created on 05/16/2019 14:47:50 (GMT-05:00) Eastern Time (US & Canada) and created by Jason Henry ***

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP3DHC5LG[redacted]	[redacted]	45

Vancouver , WA 98 2 | 01/23/2019 | Dealer: WA027 Dick Hannah KIA

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

ECR called WA027, spoke with James:
1. FTR came and inspected, looks like during manufacturing the front dash harness was damaged, we put in the PWA for the harness to be replaced
2. It's on national b/o, but we will handle it when we get it in
3. The field tech repaired the harness, veh is driveable, we would like to release to Cust in the meantime until parts arrive
4. Part number is 91110 S9480, awaiting PWA to order
5. jmarquez@dickhannah.com if Cust needs rental/loaner

*** Phone - Call - Outbound created on 05/16/2019 14:54:16 (GMT-05:00) Eastern Time (US & Canada) and created by Jason Henry ***
ECR called cust to follow up:
Wrt states:
1. Calling to follow up on veh concerns
2. Relayed WA027 info
3. Wrt would like to confirm if Cust is comfortable driving the veh with the fix in place pending parts received, or would like to be provided with a rental or loaner
4. Wrt has also reviewed cust's request to have the car note reimbursed as well as the trailer hitch, and has no problem reimbursing these once repairs are complete

Cust states:
1. I spoke to WA027 and confirmed the diagnosis, and feel ok with driving it
2. I just wanted to get more info about our RF chip we use for toll roads and bridges in the State of Washington
3. The State prefers us to put them on the back of our rearview mirror, and I want to make sure it's not going to interfere with any cameras or sensors that may be there as well.
4. I asked WA027 and they weren't sure.

Wrt states:
1. Apologized, Wrt is not technically trained
2. That would be better suited to ask the SVCA or Tech that actually puts their hands on the veh
3. Wrt will email James to advise Cust is ok with driving the veh, and ask them to explore this further, and follow up with Cust.

Cust states:
1. Ok, thank you

*** Phone - Call - Inbound commitment fulfilled on 05/16/2019 15:09:46 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 05/15/2019 closed by Jason Henry ***

*** 05/16/2019 15:09:56 (GMT-05:00) Eastern Time (US & Canada) ***
Closed by Jason Henry with Resolution Code : Information Given
[Resolution Summary]
car still at dlr

*** 05/23/2019 10:47:48 ***
Reopened by Collado Ortega with Sub Status of Working

*** Phone - Call - Inbound created on 05/23/2019 10:47:51 and created by Collado Ortega ***
Cust states
1. I haven't heard back from anybody
2. The DLR told me they ordered the part today
3. I am upset no one has called me

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC5LG[redacted]	[redacted]	45
Vancouver , WA 98 2		01/23/2019	Dealer: WA027 Dick Hannah KIA	

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

4. I have not gotten a call back from my CM
5. My wife is scared to drive it
6. I want to know when my part will get in and what you are going to do to compensate for this

Wrt states
1. Apologized
2. This is an escalated case so I can not answer what we are able to do
3. However I can give the DLR a call and get that information

Cust states
1. Well you should know that sense you approved it

Wrt states
1. We do not have the part and order number
2. That comes through the DLR

Cust states
1. Thank you
2. I want a call back
3. If no one calls me back again I will start demanding more than what I was already promised

Wrt states
1. Understood

Cust states
1. Thank you

*** Phone - Call - Outbound created on 05/23/2019 10:52:57 and created by Collado Ortega ***
Contact DLR @ (360) 314-1405

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted]
VIN: 5XYP3DHC5LG[redacted]
Year/Model: 2020 Telluride
Mileage: 920
Most recent RO# [redacted]
Open Date: (4/25/19)
Close date (if applicable): NA
Days Down(if applicable): 28
>>>>Customer states, Dash went dead, all warning lights came on, stereo keeps working, all electrical stops working
>>>>Cause: Damaged harness connector
>>>>Correction:Replace dash harness
Able to Duplicate (Y or N): Y
Repeat Repair (Y/N): N
ETA for completion of repairs (if applicable): NA
Parts on order (Y/N): Not yet
Part #
Order #
Techline Case: Y
Rental or Loaner Provided: N

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP3DHC5LG[redacted]	[redacted]	45
Vancouver , WA 98 2		01/23/2019	Dealer: WA027 Dick Hannah KIA	

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

Dealer contacted DPSM: Y
Vehicle repaired: N
Customer has possession: Y
Original Owner (Y or N): Y
Does customer maintain vehicle at this location: NEW VEH

*** Phone - Call - Outbound created on 05/23/2019 11:03:19 and created by Collado Ortega ***
Contact cust @ [redacted]

Wrt states
1. Intro self
2. Sens e it was just ordered we do not have an ETA for the parts at this time

Cust states
1. Okay
2. Thats what I wanted but if you dont have it

Wrt states
1/ Apologize

Cust states
1. Okay
2. I want to be updated when you do get information

Wrt states
1. I will document for your next CM

*** Phone - Call - Inbound created on 05/23/2019 12:12:33 (GMT-07:00) Mountain Time (US & Canada) and created by Helena Camacho ***

<For Internal Use Only
>>>>escalation approved by HCamacho, cust states does not feel safe driving veh<<<<>

*** Case [redacted] is sent on 5/23/2019 11:22:50 by Collado Ortega
To: nferdig@kiausa.com
Cc: cortega@kiaconsumeraffairs.com
Title: NO ACTION REQUIRED - Case Escalation:WA027, [redacted]

*** Note - Others created on 05/23/2019 11:22:31 and created by Collado Ortega ***
CUSTOMER STATES VEHICLE IS UNSAFE
Forward to ECR
1 Customer states the electrical system of the head unit malfunction
2 WA027 states dash harness needs replacement
3 Dispatching because customer states vehicle is unsafe
4 DPSM has been advised
5 Please review and follow up accordingly

*** 05/23/2019 11:26:02 ***
Dispatched from WIPBin = Default to Queue Western Region ECR by Collado Ortega
Reason:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP3DHC5LG[redacted]	[redacted]	45
Vancouver , WA 98 2		01/23/2019	Dealer: WA027 Dick Hannah KIA	

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

*** 05/27/2019 15:46:51 (GMT-07:00) Arizona ***
Accepted from Queue Western Region ECR to WIPBin Region by Bonnie Bauer

*** 05/27/2019 15:48:52 (GMT-07:00) Arizona ***
Assigned to WIPBin Default of Lael Clark by Bonnie Bauer
Reason:

*** Phone - Call - Inbound commitment created on 05/28/2019 08:24:20 (GMT-07:00) Arizona with Commitment Date 05/29/2019 and created by Lael Clark ***

*** Phone - Call - Inbound created on 05/28/2019 13:38:51 and created by Collado Ortega ***
Cust states
1. I have not heard anything back

Wrt states
1. Your CM is now Lael and he is due to call you soon

Cust states
1, Thank you
2. I hope he does or I will have to go higher

*** Phone - Call - Inbound commitment fulfilled on 05/30/2019 10:32:34 (GMT-07:00) Arizona with Commitment Date 05/29/2019 closed by Lael Clark ***

*** Phone - Call - Inbound created on 05/30/2019 09:45:47 (GMT-07:00) Arizona and created by Lael Clark ***
Writer called customer ([redacted] and states:
1. Gave writer's name and case info
2. Calling to review case
3. Verified and apologized for concerns

Customer states:
1. I did hear back from the dealer, and they said that the harness is scheduled to come in on the 3rd or 4th
2. Gave history already documented
3. We got the car back on the 16th of May, and it's been working fine
4. No problems, but what they did was temporarily reattached the harness, so that we could have the car back until that final harness comes in
5. Where I got upset was, I was told that my case had been escalated, I had sent documents to Jason, and I hadn't heard back on anything
6. I had spoken with someone from your office on the 23rd, who said that it was being escalated up to you, and I should hear back by the 29th

Writer states:
1. Apologized
2. Advised writer didn't receive the case until the morning of the 28th.
3. Writer is actually calling on writer's 2nd day of owning the case
4. Apologized for any lack of communication
5. Advised with what writer sees in the case, if customer can provide a paid receipt for the trailer hitch, writer will be happy to reimburse the cost of the hitch, as well as the month car payment that has already been discussed for total time down

Customer states:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP3DHC5LG[redacted]	[redacted]	45

Vancouver , WA 98 2 | 01/23/2019 | Dealer: WA027 Dick Hannah KIA

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

1. OK, thank you
2. I will call the dealer to have them order the hitch and see when we can set an appointment to get it installed

Writer states:
1. Thanked
2. In the meantime, writer will call the dealer for the final repair order for the prior repair, as well as to collect information about when the current harness will be in
3. Will followup once more information is available

Customer states:
1. OK, thank you

*** Phone - Call - Inbound created on 05/30/2019 10:54:50 (GMT-07:00) Arizona and created by Lael Clark ***
Writer called WA027 and states:
1. Gave writer's name and case info
2. Calling for final RO of previous repair, and update on current harness on order

SVCA Jennifer states:
1. That one is James that was working with that one
2. He is out today, but what I can do is send him an email requesting that he gets this over to you when he comes back tomorrow?

Writer states:
1. Thanked
2. That will be fine
3. Gave ECR contact and case number

*** Phone - Call - Inbound commitment created on 05/30/2019 11:00:09 (GMT-07:00) Arizona with Commitment Date 06/03/2019 and created by Lael Clark ***

*** Phone - Call - Inbound created on 06/03/2019 08:48:44 (GMT-07:00) Arizona and created by Lael Clark ***
Writer called WA027 and states:
1. Gave writer's name and case info
2. Calling for status

Parts MGR Derek states:
1. We haven't received it yet
2. It's showing now with an ETA of 6/4 by end of the day
3. It's currently in Oregon as we speak

Writer states:
1. OK, thanked
2. Will update the case and check in with SVC on Wednesday

*** Phone - Call - Inbound commitment fulfilled on 06/03/2019 09:11:27 (GMT-07:00) Arizona with Commitment Date 06/03/2019 closed by Lael Clark ***

*** Phone - Call - Inbound commitment created on 06/03/2019 09:14:42 (GMT-07:00) Arizona with Commitment Date 06/05/2019 and created by Lael Clark ***

*** Phone - Call - Inbound created on 06/05/2019 09:35:13 (GMT-07:00) Arizona and created by Lael Clark ***

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP3DHC5LG[redacted]	[redacted]	45

Vancouver , WA 98 2 | 01/23/2019 | Dealer: WA027 Dick Hannah KIA

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

Writer called WA027 and states:
1. Gave writer's name and case info
2. Calling for status

Parts MGR Derek states:
1. It didn't arrive yesterday like it was scheduled to
2. Tracking it today, I do see that it is scheduled to arrive today by end of day, and it does show it is on a truck for delivery

Writer states:
1. Thanked
2. Writer was also speaking with the customer about a trailer hitch for the vehicle
3. Customer said he was going to call and order that, as well
4. Has that been ordered yet at this time?

Parts MGR Derek states:
1. Yep
2. That one has been ordered, and it does look to be here, all ready to be installed

Writer states:
1. Perfect
2. Thanked
3. Writer will call back tomorrow to verify the wiring harness has arrived

*** Phone - Call - Inbound commitment fulfilled on 06/05/2019 09:57:34 (GMT-07:00) Arizona with Commitment Date 06/05/2019 closed by Lael Clark ***

*** Phone - Call - Inbound created on 06/05/2019 09:57:54 (GMT-07:00) Arizona and created by Lael Clark ***
Writer called customer [redacted] and states:
1. Gave writer's name and case info
2. Calling to advise of update for parts order
3. Advised the wiring harness is showing delivery by end of day today
4. Advised also that customer's trailer hitch is in stock at WA027 and ready to be installed

Customer states:
1. Thank you
2. Yeah, I was speaking with the dealer about getting the car back in, and am waiting to hear back from them on a date now
3. Actually, I believe that may be the dealer on my other line now
4. Let me get this
5. Thank you for the update

CUSTOMER DISCONNECTED TO TAKE OTHER CALL COMING IN

*** Phone - Call - Inbound commitment created on 06/05/2019 10:12:15 (GMT-07:00) Arizona with Commitment Date 06/06/2019 and created by Lael Clark ***

*** 06/05/2019 16:35:42 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin Default of Shelby Jocelyn by Esther Kong

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC5LG[redacted]	[redacted]	45
Vancouver , WA 98 2		01/23/2019	Dealer: WA027 Dick Hannah KIA	

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

Reason:

*** Phone - Call - Inbound commitment fulfilled on 06/06/2019 15:55:36 (GMT-07:00) Arizona with Commitment Date 06/06/2019 closed by Lael Clark ***

*** Email - External Email Received created on 06/13/2019 08:15:48 (GMT-07:00) Arizona and created by Lael Clark ***
Customer emailed writer and states:

Lael, Here is the paperwork you requested me to send you for compensation once I paid for the Trailer Hitch Kit that you required me to have the dealer install while
they replaced the main harness (91110-S9480 wiring assy-main)

1 Installed hitch parts and labor and tax $864.22
2 KIA finance paperwork showing
one month payment
$813.32

Total
$1677.54

email me if there is any other info that you need, Thank You

[redacted]

*** Email - External Email Sent created on 06/13/2019 08:20:55 (GMT-07:00) Arizona and created by Lael Clark ***
Writer emailed customer and states:

[redacted]

Thank you for the invoice and payment statement. I have received these and have attached them to your case.

A brief update – Our Regional department has recently gone through a re-structure. I do apologize, I am no longer working Western Region. However, your new case manager will be in touch as soon as possible, and will be able to process the reimbursements that you and I have discussed. Thank you again, and best wishes.

Sincerely,

Lael Clark - Escalated Case Representative

Kia Motors America, Inc.
PO Box 52410, Irvine, CA 92619-2410
T (520)770-4801 F (866)852-6617 E lclark@kiaconsumeraffairs.com

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC5LG[redacted]	[redacted]	45
Vancouver , WA 98 2		01/23/2019	Dealer: WA027 Dick Hannah KIA	

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

[UVO]*** Phone - No Callback created on 06/18/2019 09:57:58 (GMT-07:00) Arizona and created by Ali Ibrahim ***
Customer States:
1. Calling on GW request sent on
2. My case manager was changed but no one has a callback yet
3. For the issues I had with the car and how long the GW is taking, can I get another month beyond what was already offered?

Writer States:
1. Apologized
2. Advised ECR Lael Clark is no longer the case manager
3. The new ECR, Shelby Jocelyn, has had a chance to review the case yet.
4. We show Cust Pay receipt of installed hitch parts + labor and tax of $864.22 and KIA finance paperwork showing monthly payment of $813.32.
5. Advised new ECR will review request especially wants additional compensation.
6. Please give ECR time to call Customer and provide a decision; of course, we will honor any promised made previously.

*** 06/20/2019 11:58:53 ***
Email is sent on 06/20/2019 11:57:18 by Shelby Jocelyn
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]
Attachments:
[redacted] - [redacted] - Goodwill Offer Letter and Release.pdf

*** Email - External Email Sent created on 06/20/2019 11:57:18 and created by Shelby Jocelyn ***
Hello [redacted]

Per your agreement with Lael, 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 (949) 430-3220, or via email.

Thank you,

Shelby
Kia Motors America
T: (949) 430-3220 F: (949) 299-3231

06/20/2019 16:04:32
Email is received on 06/20/19 16:04:24 from [redacted]
Attachments:
SCAN0072.jpeg
SCAN0073.jpeg
SCAN0074.jpeg
SCAN0075.jpeg

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC5LG[redacted]	[redacted]	45
Vancouver , WA 98 2		01/23/2019	Dealer: WA027 Dick Hannah KIA	

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

texthtml1.0.htm

*** Email - External Email Received created on 06/20/2019 16:04:24 and created by Shelby Jocelyn ***
Shelby, Here are the signed 4 pages. Thank You, [redacted]

*** 06/21/2019 09:26:55 ***
Goodwill #: 154019 Submitted

*** 06/21/2019 09:27:24 ***
Email is sent on 06/21/2019 09:27:01 by Shelby Jocelyn
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 06/21/2019 09:27:01 and created by Shelby Jocelyn ***
Hello [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,

Shelby
Kia Motors America
T: (949) 430-3220 F: (949) 299-3231

*** 07/05/2019 10:12:26 ***
Goodwill #: 154019 Submitted

*** 07/10/2019 15:33:13 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 154019 Final Approved

*** 07/17/2019 07:41:57 ***
Email is sent on 07/17/2019 07:41:50 by Shelby Jocelyn
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 07/17/2019 07:41:50 and created by Shelby Jocelyn ***
Your Case Number: [redacted]
VIN: 5XYP3DHC5LG[redacted]

Dear [redacted]

This email is to update you on the status of your Goodwill Request. Your goodwill check has been mailed to the following address.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC5LG[redacted]	[redacted]	45
Vancouver , WA 98 2		01/23/2019	Dealer: WA027 Dick Hannah KIA	

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

[redacted]
VANCOUVER, WA [redacted]

If you have any further questions or concerns, 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,
Kia Motors America

<For Internal Use Only
ECR Received check on 7/17/19
Ck # [redacted]
$1,677.54
Mailed out via USPS to address:
[redacted]
VANCOUVER, WA [redacted]
>

*** 07/17/2019 07:43:09 ***
Closed by Shelby Jocelyn with Resolution Code : Goodwill Issued
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP2DHC4LG[redacted]	[redacted]	2,025

Kingsport , TN 37 0 03/2 /2019 Dealer: TN043 Chantz Scott KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Case History

*** 05/20/2019 18:01:39 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 05/20/2019 17:58:25 and created by Angela Hayes ***
[redacted] owner states
1 I actually have a serious safety concern with my vehicle
2 when driving in cruse control, it will give me a collusion warning and slam on the brakes when there is no one around me
3 it started a week ago and it is getting progressively worse

wrt states
1 apologize
2 will contact dlr while they are open and get info
3 gave case #

cust states
1 thank you

*** Phone - Call - Inbound created on 05/21/2019 08:23:38 and created by Zach Trivette ***
Cust states
1. The lady that I spoke with last night said she was going to follow up with my local Dlr
2. I was wanting to know if there was an update or if anything has been done yet

Wrt states
1. Apologized
2. Informed cust that we will be more than happy to look into this
3. Advised cust that there is not an update in the case notes
4. Advised cust of a brief hold while we reach out to your case manager for an update

Cust states
1. Okay, thank you
Placed cust on hold

Went to message case manager, currently offline

Placed cust off of hold

Wrt states
1. Apologized
2. Informed cust that your case manager is currently not in the office
3. Advised cust we are going to go ahead nad reach out to the Dlr to get the information that we need
4. Advised cust of a brief hold

Cust states
1. Okay, thank you
Placed cust on hold

Wrt called TN043 for RO

Spoke with Brittany in service

Wrt states

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP2DHC4LG[redacted]	[redacted]	2,025

Kingsport , TN 37 0 | 03/2 /2019 | Dealer: TN043 Chantz Scott KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

1. Intro
2. Informed cust that we were able to contact the Dlr
3. Advised cust that they informed us there is an appointment set up for the veh on 05/29/2019
4. Advised cust that until the veh is diagnosed we have limited options of what we can do in KCACs

Cust states
1. I don't understand why noone is taking this issue seriously
2. This is a major safety issue that almost caused an accident this morning
3. I am going to be honest with you, I do not feel safe driving this veh at all

Wrt states
1. Apologized
2. Informed cust that at this point we can escalate his case to our ECR department due to him not feeling safe in the veh
3. Advised cust that once the case is escalated an ECR will be following up in 2-3 business days after theu research the case

Cust states
1. Okay, thank you

*** Case [redacted] is sent on 5/21/2019 8:31:20 by Zach Trivette
To: kkang@kiausa.com
Cc: ztrivette@kiaconsumeraffairs.com
Title: NO ACTION REQUIRED - Case Escalation:TN043, [redacted] [redacted]

*** Note - Others created on 05/21/2019 08:24:21 and created by Zach Trivette ***
CALL TO ACTION

1. Customer states that while using the **CRUISE CONTROL** the vehicle's forward collision assistance will make the car stop but there is nothing in front of the vehicle
2. The vehicle has not been seen by a Dealership and the closest one does not have an opening until 05/29/2019
3. Escalating due to the customer stating he does not feel safe driving the vehicle
4. DPSM has been advised
5. Please follow up as necessary

*** 05/21/2019 08:31:37 ***
Case moved into WIPBin Default and Sub Status of Working

*** 05/23/2019 05:53:06 ***
Dispatched from WIPBin = Escalations to Queue Southern Region ECR by Zach Trivette
Reason:

*** 05/23/2019 07:28:56 (GMT-07:00) Arizona ***
Accepted from Queue Southern Region ECR to WIPBin Monday-1 by Randy Chacon

*** 05/23/2019 07:37:37 (GMT-07:00) Arizona ***
Dispatched from WIPBin Monday-1 to Queue ZZ Elizabeth White by Randy Chacon

*** 05/23/2019 08:25:02 (GMT-07:00) Arizona ***
Assigned to WIPBin 01 - Default of Elizabeth White by Randy Chacon
Reason:

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP2DHC4LG[redacted]	[redacted]	2,025

Kingsport , TN 37 0 03/2 /2019 Dealer: TN043 Chantz Scott KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

*** Phone - Call - Outbound created on 05/29/2019 16:24:22 and created by Elizabeth White ***
Wrt called cust [redacted]
LVM:
1. Intro
2. Calling to advise that I have received your case.
3. It looks like there was an appointment set up for today, I wanted to follow up.
4. Left CB# and Case #.

*** Email - External Email Sent created on 05/29/2019 16:27:57 and created by Elizabeth White ***
From: Elizabeth White
Sent: Wednesday, May 29, 2019 4:28 PM
To: [redacted]
Subject: [redacted]

[redacted]

My name is Elizabeth and I am from the Kia Consumer Affairs Escalations Department. I am trying to get in touch with you to discuss your case that you have open with us for your 2020 Telluride. At your earliest convenience, please email me or give me a call at (520) 770-4725 or at the main line at 1 (800) 333-4542, referencing case # [redacted]

*** Phone - Call - Inbound commitment created on 05/29/2019 16:28:22 with Commitment Date 06/03/2019 and created by Elizabeth White ***

*** Phone - Call - Inbound commitment created on 05/29/2019 16:28:57 with Commitment Date 05/31/2019 and created by Elizabeth White ***

*** Phone - Call - Inbound commitment updated on 05/31/2019 11:49:41 with Commitment Date 06/03/2019 and updated by Elizabeth White ***

*** Phone - Call - Outbound created on 05/31/2019 11:49:48 and created by Elizabeth White ***
Wrt called dlr TN043 @ (423) 230-4542
1. Intro
2. Calling to follow up, I understand the cust had an appointment scheduled for the 29th?

Dlr (Renee) states:
1. it's under [redacted]
2. They did not come in for that appointment.
3. They did mention the problem when I spoke to them and made an appointment.

Wrt states:
1. Okay, I will follow up with them again.
2. If they do bring the veh in, would you please open a techline case since the customer is stating that they do not feel safe?

Dlr states:
1. Yeah sure!
-thanked and ended call-

*** Phone - Call - Inbound commitment fulfilled on 05/31/2019 11:57:24 with Commitment Date 05/31/2019 closed by Elizabeth White ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP2DHC4LG[redacted]	[redacted]	2,025

Kingsport , TN 37 0 03/2 /2019 Dealer: TN043 Chantz Scott KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

*** Phone - Call - Outbound created on 06/14/2019 10:30:22 and created by Elizabeth White ***
Wrt called cust [redacted]
LVM:
1. Intro
2. Calling to follow up on your case, the dlr states that you did not make that appointment.
3. If you still need assistance, please call us.
4. Left CB# and Case #.

*** Email - External Email Sent created on 06/14/2019 10:33:01 and created by Elizabeth White ***
From: Elizabeth White
Sent: Friday, June 14, 2019 10:33 AM
To: [redacted]
Subject: [redacted]

[redacted]

My name is Elizabeth and I am from the Kia Consumer Affairs Escalations Department. I am trying to get in touch with you to discuss your case that you have open with us for your 2020 Telluride. At your earliest convenience, please email me or give me a call at (520) 770-4725 or at the main line at 1 (800) 333-4542, referencing case # [redacted]

*** Phone - Call - Inbound commitment fulfilled on 06/14/2019 10:33:23 with Commitment Date 06/03/2019 closed by Elizabeth White ***

*** 06/14/2019 10:34:50 ***
Closed by Elizabeth White with Resolution Code : No Cust Contact
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP3DHC8LG[redacted]	[redacted]	4,188
Medina , OH ,4425		01/23/2019	Dealer: OH082 Bill Doraty KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Peripheral Devices Operation

Case History

Techline case ([redacted] created on 30-MAY-19 by OH082.
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--
TL Case created by (Dealer Technician) : Kevin Perdue
TL Case creator phone :
TL Case creator email : kpmedina1@gmail.com
Below are the notes from the TL case describing the concern:

[Problem Description]
Customer states anti collision and **LANE DEPARTURE** lights on and cruise inop

[Diagnostics Performed]
Verified concern, Initial code scan retrieved 30 codes mainly can time out codes, cleared codes and found **SCC** codes C180487,C160C87 , bcw C166A87 and clu B104052. reseated connections at multifunction camera no change, please advise. I will check other connections MR11 EM21 EE11.

*** Dispatched to Queue Service Alert / Techline on 05/31/2019 01:09:13 (PST)

*** Case note has been appended from duplicated auto-case on 06/04/2019 01:01:39 (PST)

Comments from UPER

Part ordered for customer vehicle has been placed into the UPER status on06/03/2019 00:00:00

Dealer Name : SC MEDINA, LLC Bill Doraty Kia
Dealer Contact name : LARRY BASCH
Dealer Phone : 330 721 9500
Part No# : 91110 S9480 Bill Doraty Kia
Order No# : 053119S
Order Qty# : 1

Dealer Comment : VEHICLE DOWN;CUSTOMER IN RENTAL CAR
RO [redacted]
ORDER DATE 05/31/19

Please Update Customer with the status of the vehicle and part ordered

*** Case note has been appended from duplicated auto-case on 06/19/2019 01:01:36 (PST)

Comments from UPER

Part ordered for customer vehicle has been placed into the UPER status on06/18/2019 00:00:00

Dealer Name : SC MEDINA, LLC Bill Doraty Kia

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP3DHC8LG[redacted]	[redacted]	4,188
Medina , OH ,4425		01/23/2019	Dealer: OH082 Bill Doraty KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Peripheral Devices Operation

Dealer Contact name : LARRY BASCH
Dealer Phone : 330 721 9500
Part No# : 91810 S9170 Bill Doraty Kia
Order No# : 061719S
Order Qty# : 1

Dealer Comment : VEHICLE DOWN;CUSTOMER IN RENTAL CAR
RO [redacted]
ORDER DATE 06/17/19

Please Update Customer with the status of the vehicle and part ordered

*** 08/30/2019 12:54:25 ***
Closed by Christina Steir with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP24HC0LG[redacted]	[redacted]	1,522
Pelham , AL 35124		05/07/2019	Dealer: AL028 Riverchase KIA	

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

Case History

Techline case ([redacted] created on 10-JUN-19 by AL028.
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--
TL Case created by (Dealer Technician) : Troy Smith
TL Case creator phone : 2055041822
TL Case creator email : fye4127@hotmail.com
Below are the notes from the TL case describing the concern:

[Problem Description]
History codes in **SCC** c160a88, c160c87 c163881. History codes MFC c160a87, c153215. History codes IBU-BCM b181000. Cleared codes and not acting up at this time when it does the **SCC LDW** and all that has to do with radar starts flashing beeping and going crazy. Has no external damage on vehicle or under vehicle. This is one of our employees cars.

[Diagnostics Performed]
None other than scanning and doing a visual check for damage or obstructions.

*** Dispatched to Queue Service Alert / Techline on 06/11/2019 01:11:19 (PST)

*** 08/15/2019 16:26:49 ***
Closed by Christina Steir with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHCXLG[redacted]	[redacted]	2, 4

Denville , NJ 07834 04/10/2019 Dealer: NJ0 8 Gateway KIA of Denville

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Parking Brake

Case History

Techline case ([redacted] created on 01-JUL-19 by NJ068.
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--
TL Case created by (Dealer Technician) : Ross Gilson
TL Case creator phone : 7329303656
TL Case creator email : rglmobile1@gmail.com
Below are the notes from the TL case describing the concern:

[Problem Description]
c/s **CRUISE CONTROL** inop

Please note epb light on, auto hold light on,

no cruise error until buttong for cruise is pushed on steering wheel, then dash says service cruise system
c241613 Motor Short/open LH (Stored - Active - in ESC system)
c136081 ESP Irreversible Error (Stored - Active - **SCC** System)
c186286 Invalid Signal of **SCC** (Stored - Active - MFC System)

Code print out attached

Only performed basic fuse checking as part of a prelimary diagnostic, all fuses in engine compartment ok

[Diagnostics Performed]
c/s **CRUISE CONTROL** inop

Please note epb light on, auto hold light on,

no cruise error until buttong for cruise is pushed on steering wheel, then dash says service cruise system
c241613 Motor Short/open LH (Stored - Active - in ESC system)
c136081 ESP Irreversible Error (Stored - Active - **SCC** System)
c186286 Invalid Signal of **SCC** (Stored - Active - MFC System)

Code print out attached

Only performed basic fuse checking as part of a prelimary diagnostic, all fuses in engine compartment ok

*** Dispatched to Queue Service Alert / Techline on 07/02/2019 01:13:26 (PST)

*** 09/06/2019 10:58:01 (GMT-07:00) Arizona ***
Accepted from Queue = Service Alert / Techline to WIPBin default

*** 09/06/2019 10:58:37 (GMT-07:00) Arizona ***
Assigned to WIPBin Auto Assigned of Christina Steir by Uzziel Valencia
Reason:

*** 09/06/2019 12:04:25 ***
Closed by Christina Steir with Resolution Code : Repaired at Dlr

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHCXLG[redacted]	[redacted]	2、4

Denville , NJ ,07834 04/10/2019 Dealer: NJ0 8 Gateway KIA of Denville

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Parking Brake

[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	91
Concord , NH 03301		05/24/2019	Dealer: NH01 Dan O'Brien KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Water Leakage

Case History

*** 07/02/2019 12:16:51 ***
Contact = [redacted] Priority = Standard, Sub Status = Dispatched

*** 07/02/2019 12:16:51 ***
Web - Note created on 07/02/2019 12:16:51 and created by [redacted]
Hello, I have driven Honda Pilots for the last 15 years but decided to give Kia a try. I purchased a new Telluride SX on 6/28/19. The dealership I dealt with tried to charge $58,000 for the vehicle. The sticker price was only $48,000. After a lot of negotiation I left the dealership to go look at a Honda. The dealership called me and eventually agreed to $53,000 which is still way over sticker price. I feel like I paid too much for this vehicle and was taken advantage of. After purchasing the car I took it out of town for the weekend. Unfortunately the automatic headlights and automatic wipers didn't work and the car wouldn't dim the gauge cluster or screen at night. I drove 4 hours at night with the gauge and screen lights in daytime mode which was very frustrating. The next morning, after a rain storm, I went out to the car and water was dripping out of the headliner between the rear view mirror and the electronics box at the top of the windshield, as well as where the passenger side visor screws into the roof. At this point the speedometer, tachometer, gps, safety cameras, and **CRUISE CONTROL** would't work and all of the warning lights were on. I was 4 hours from home so I had to drive the vehicle back home like this! The dealership cannot find the source of the leak but sees signs of corrosion. I would like for Kia to give me a new car. This one has water damage and cannot be trusted. I am especially frustrated after paying over sticker price.

*** 07/02/2019 13:44:45 ***
Accepted from Queue eWebSupport to WIPBin Telluride by Alicia Anderson

*** 07/02/2019 14:14:42 ***
Dispatched from WIPBin Telluride to Queue ZZ Octavia Murray by Alicia Anderson

*** 07/02/2019 15:24:17 (GMT-07:00) Mountain Time (US & Canada) ***
Accepted from Queue = ZZ Octavia Murray to WIPBin Default

*** Case note has been appended from duplicated auto-case on 07/03/2019 01:10:18 (PST)

Comments from Techline Escalation

Techline case ([redacted] created on 02-JUL-19 by NH016.
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--
TL Case created by (Dealer Technician) : Curtis Inglis
TL Case creator phone :
TL Case creator email : shemp1185@gmail.com
Below are the notes from the TL case describing the concern:

[Problem Description]
Customer states had water leaking from headliner behind the rear-view mirror and behind the passenger sunvisor. The whole instrument panel and radio stopped working but is now working. Customer also states the auto headlights, auto wipers and auto dimming is all inop.

[Diagnostics Performed]
Sprayed vehicle with water and found no leaks at this time. Confirmed the auto headlights, auto wipers, and auto dimming mirror are all not working at this time. checked the connection at the rain sensor and the light sensor on

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	91

Concord , NH 03301 05/24/2019 Dealer: NH01 Dan O'Brien KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Water Leakage

dash and found them to be secure.

*** 07/03/2019 10:12:17 ***
20190630_160937.mp4 added by [redacted] on 07/03/2019 10:11:34

*** 07/03/2019 10:12:48 ***
20190630_161109.mp4 added by [redacted] on 07/03/2019 10:12:17

*** 07/03/2019 10:12:49 ***
Web - Note created on 07/03/2019 10:12:48 and created by [redacted]
Here are video of the damage cause by the leak. You can also see where the headliner was dripping water into the car.

*** Phone - Call - Inbound created on 07/03/2019 10:19:47 and created by Briana Stonechek ***
customer states:
1. I am calling because My brand new Telluride SX with towing package and prestige package
2. There is a water leak
3. This is so frustrating
4. I don't want this to go on, I need for it for work (I'm in sales)
5. Can I switch it out for an identical car/trim?

writer states:
1. Apologized
2. I will follow up with the dealer
3. KMA would have to repair vehicle under terms of warranty, so regardless we would have to wait for repair
4. Refer customer to WACIM regarding repurchase/ replacement
5. I would advise you to reach out to your selling dealer's sales manager first
6. We can regroup after the holiday to see if you'd still like to pursue replacement through us
7. I will follow up with the dealer

customer states:
1. Sounds good
2. thank you

*** Case note has been appended from duplicated auto-case on 07/09/2019 01:05:44 (PST)

Comments from Service Alert - TL

Dealer : Dan O'Brien KIA
Technician : Curtis Inglis
Service Manager : Erik Johnson
Dealer Phone :
DPSM : Barry Zoll
Vehicle Model : TELLURIDE SX V6 AWD AUTO
Model Year : 2020
Mileage : 691
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	91
Concord , NH 03301		05/24/2019	Dealer: NH01	Dan O'Brien KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Water Leakage

Customer states had water leaking from headliner behind the rear-view mirror and behind the passenger sunvisor. The whole instrument panel and radio stopped working but is now working. Customer also states the auto headlights, auto wipers and auto dimming is all inop.

[Diagnostics Performed]
Sprayed vehicle with water and found no leaks at this time. Confirmed the auto headlights, auto wipers, and auto dimming mirror are all not working at this time. checked the connection at the rain sensor and the light sensor on dash and found them to be secure.

*** Note - Others commitment created on 07/09/2019 07:35:57 with Commitment Date 07/09/2019 and created by Briana Stonechek ***

*** Note - Others commitment fulfilled on 07/09/2019 09:33:30 with Commitment Date 07/09/2019 closed by Briana Stonechek ***

*** Phone - Call - Outbound created on 07/09/2019 09:33:32 and created by Briana Stonechek ***

svc adviser, Bob, states:

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] MERRIMACK NH [redacted]
VIN: 5XYP5DHC0LG[redacted]
MY and Mileage: 2020 TELLURIDE / 691
Most recent RO# Open Date and Close date (if applicable): RO#[redacted] OPEN 07/01/2019
Days Down at initial Service Alert report (if applicable): 9 DAYS
Most recent Repair Issue and Diagnosis: Customer says, AUTO HEADLIGHTS, AUTO DIMMING, AUTO WIPERS DO NOT WORK, WATER LEAKING FROM HEADLINER AND PASSENGER SUN VISOR, DIAGNOSIS - IBU UNIT ASSEMBLY REPLACEMENT UNDER 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): PART ON BACK ORDER
Parts on order (Y/N), if so obtain part#, order#: PART # 95400 S9530
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
Dealer Code/Selling Dealer (Y or N): Y
Original Owner (Y or N): Y

*** Phone - Call - Outbound created on 07/09/2019 09:43:27 and created by Briana Stonechek ***

writer left voicemail:

1. Introduction
2. Following up to discuss your concern
3. Provided case # and KCAC #

<For Internal Use Only

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	91

Concord , NH 03301 05/24/2019 Dealer: NH01 Dan O'Brien KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Water Leakage

***** when customer calls in ask if he spoke with sales about trade in or confirm if he is choosing to pursue replacement *****>

*** Note - Others commitment created on 07/09/2019 09:46:10 with Commitment Date 07/10/2019 and created by Briana Stonechek ***

*** Phone - Call - Inbound created on 07/09/2019 14:06:29 and created by Roberto Salazar ***
Customer States:
1. Following up on voicemail.
2. The DLR told me to speak with KCAC for replacement vehicle.
3. I am in a Sorento loaner.
4. The part needed to replace is currently on back order, I am requesting a replacement vehicle.
5. What is the ETA for the part ordered?
6. Yes, thank you.

Writer States:
1. Acknowledged.
2. Skype Briana Stonechek* Unavailable.
3. Advised previous notes, ask if he spoke with sales about trade in or confirm if he is choosing to pursue replacement.
4. What are you requesting from KIA?
5. Acknowledged.
6. Unable to provide ETA for back ordered part, the order number is not notated.
7. I will attempt to contact NH016 for part back order ETA.
8. May I place you on a hold?
9. Than you.

Writer Placed Customer On Hold
Writer Contacted NH016 service department
Writer Left Voicemail Message

Writer States:
1. Provided name and contact information.
2. Requesting order number and ETA of part.
3. Requested call back.

Writer Back on Call With Customer

Customer States:
1. Okay thank you.

Writer States:
1. Left a voicemail with NH016 service department for ETA of part, the IBU Unit assembly.
2. I will contact NH016 parts department

Writer Placed Customer On Hold
Writer Contacted NH016 Parts Department

Writer States:
1. Requested order number for customer, [redacted]
2. Thank you.

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	91

Concord , NH 03301 05/24/2019 Dealer: NH01 Dan O'Brien KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Water Leakage

John States:
1. Requested customer contact information.
2. The order # 19S184, placed on 07/03/2019.
3. Upper status 07/09/2019

Writer Back On Call With Customer

Customer States:
1. Okay, requesting buyback/lemon law information.
2. Requesting any type of assistance.
3. Thank you.

Writer States:
1. Advised part ordered 07/03/2019, upper status 07/09/2019.
2. Will escalate case to ECR, due to back order status on part and buyback/lemon law request of information.
3. Thank you.

*** Note - Others created on 07/09/2019 14:47:23 and created by Roberto Salazar ***

<For Internal Use Only
Referred Customer to WICM>

*** Case [redacted] is sent on 7/9/2019 14:49:22 by Roberto Salazar
To: ThomasM@kiaconsumeraffairs.com ; BHernandez@kiaconsumeraffairs.com
Cc: rsalazar@kiaconsumeraffairs.com
Title: Case [redacted]

*** Email - Internal Email Sent created on 07/09/2019 14:55:38 (GMT-07:00) Arizona and created by Thomas Morales ***
Writer sent email to TCS R Salazar stating:
1. Declined for escalation until date of demand put in title, title updated to reflect customer requests buy back, and customer is referred to WCIM and documented in case.

*** Case [redacted] is sent on 7/9/2019 14:57:32 by Roberto Salazar
To: ThomasM@kiaconsumeraffairs.com ; BHernandez@kiaconsumeraffairs.com
Cc: rsalazar@kiaconsumeraffairs.com
Title: Case [redacted]

*** Note - Others created on 07/09/2019 15:01:47 and created by Roberto Salazar ***
Forward to ECR
1. Customer states AUTO HEADLIGHTS, AUTO DIMMING, AUTO WIPERS DO NOT WORK, WATER LEAKING FROM HEADLINER AND PASSENGER SUN VISOR.
2. NH016 states IBU UNIT ASSEMBLY REPLACEMENT UNDER WARRANTY, on back order.
3. Dispatching because customer states requesting or filing lemon law/buyback information.
4. DPSM has been advised and customer referred to WCIM 5. Please review and follow up accordingly

*** 07/09/2019 15:02:45 ***
Dispatched from WIPBin = First call cases to Queue Eastern Region ECR by Roberto Salazar
Reason:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	91

Concord , NH 03301 05/24/2019 Dealer: NH01 Dan O'Brien KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Water Leakage

*** Case note has been appended from duplicated auto-case on 07/10/2019 01:01:33 (PST)

Comments from UPER

Part ordered for customer vehicle has been placed into the UPER status on07/09/2019 00:00:00

Dealer Name : DMO AUTO ACQUISITIONS, LLC Dan O'Brien Kia
Dealer Contact name : JOHN DOWES
Dealer Phone : 603 227 0550
Part No# : 95400 S9530 Dan O'Brien Kia
Order No# : 19S184
Order Qty# : 1

Dealer Comment : Vehicle is down, customer is upset, part went back ordered.

Please Update Customer with the status of the vehicle and part ordered

*** 07/10/2019 07:16:18 (GMT-07:00) Arizona ***
Accepted from Queue Eastern Region ECR to WIPBin Default by Randy Chacon

*** 07/10/2019 07:21:30 (GMT-07:00) Arizona ***
Dispatched from WIPBin Default to Queue ZZ Charles Chastain by Randy Chacon

*** 07/10/2019 08:52:35 (GMT-07:00) Arizona ***
Assigned to WIPBin Charles Default of Charles Chastain by Randy Chacon
Reason:

*** Note - Others commitment fulfilled on 07/11/2019 10:33:59 with Commitment Date 07/10/2019 closed by Briana Stonechek ***

*** Phone - Call - Outbound created on 07/11/2019 12:22:32 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
wrt called cust: [redacted]

1. Calling in regards to your vehicle
2. Apologize about the auto issues
3. But wrt will be taking over case
4. Also wrt calling in regards to you mentioning
5. You wanted a replacement vehicle

cust states:
1. Yeah I like the car
2. So i wouldnt mind replacing it with a brand new one
3. Ive only had this one for 2 days

wrt states:
1. Wrt understands
2. You would have to check your WICM
3. State lemon laws
4. Wrt will send acknowledgement letter

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC0LG[redacted]	[redacted]	91

Concord , NH 03301 05/24/2019 Dealer: NH01 Dan O'Brien KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Water Leakage

5. You can send that back and wrt will have request reviewed
6. But once your vehicle is repaired
7. Wrt can offer your goodwill
8. Whether it be reimbursement of car payments
9. Maintenance contract
10. Wrt will do something for you

cust states:
1. Ok thank you
2. I have two concerns
3. The part they have oredered in not in stock until the end of august
4. And the part they are replacing
5. Not sure if that is going to fix this mystery leak

wrt states:
1. Wrt will follow up on tuesday
2. Will see if this will fix the issue
3. And verify if part going to be end of august
4. Then follow back up with you

cust states:
1. Ok
2. And my car payment is due in the middle of next month
3. Im not sure if i should pay that

wrt states:
1. Wrt would recommend that you pay that
2. Because you will just end up hurting your credit if you dont
3. But depending on how your request goes
4. Wrt can make sure you get those car payments back

cust states:
1. Ok
2. Well ill get that information back to you
3. Thank you

*** Email - External Email Sent created on 07/11/2019 12:26:47 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
Per our conversation I have attached above the acknowledgement letter.

*** 07/12/2019 08:18:16 ***
Acknowledgement Letter - [redacted] pdf added by [redacted] on 07/12/2019 08:18:16

*** 07/12/2019 08:21:09 ***
Purchase Contract.pdf added by [redacted] on 07/12/2019 08:21:05

*** 07/12/2019 08:21:13 ***
Retail Installment Sale Contract.pdf added by [redacted] on 07/12/2019 08:21:09

*** 07/12/2019 08:21:14 ***
Title Application.pdf added by [redacted] on 07/12/2019 08:21:13

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	91

Concord , NH 03301 05/24/2019 Dealer: NH01 Dan O'Brien KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Water Leakage

*** 07/12/2019 08:21:15 ***
Web - Note created on 07/12/2019 08:21:14 and created by [redacted]
Registration document was requested, but I only had the vehicle for 2 days so it is not yet registered.

*** Email - External Email Sent created on 07/12/2019 13:55:09 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***

<For Internal Use Only
SENT FOR REVIEW>

*** Email - External Email Received created on 07/12/2019 13:55:39 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
Charles,

Attached is the information you requested. I will also upload it to the website. Any way this process could be expedited is much appreciated.

Thanks for your help,
[redacted]
413-636-5897

*** Email - External Email Sent created on 07/12/2019 13:56:39 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
Thank you. I have received that information and I have had your request sent for review. I will follow back up with you when I am notified of the decision.

*** Phone - Call - Outbound created on 07/15/2019 11:41:59 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
wrt called NH016 spoke with Bob:

1. Calling to get cust copy RO
2. Gave cust info
3. Gave email

bob states:
1. Ok ill send that

wrt states:
1. Ok thank you

*** Phone - Call - Outbound created on 07/16/2019 10:11:27 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
wrt called NH016 spoke with bob:

1. Calling because wrt was supposed to get that repair order
2. Gave cust info

bob states:
1. I got that paperwork

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	91
Concord , NH 03301		05/24/2019	Dealer: NH01 Dan O'Brien KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Water Leakage

2. Just been real busy

wrt states:
1. When can wrt expect to get that

bob states:
1. Ill try and get that to you this afternoon

wrt states:
1. Ok thank you

*** Phone - Call - Outbound created on 07/16/2019 10:13:31 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
wrt called cust left vm: [redacted]

1. Calling in regards to your request
2. Wrt will be escalating your case higher
3. Someone will be contating you in regards to your vehicle
4. And will discuss your request

*** Email - External Email Sent created on 07/17/2019 06:32:49 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***

<For Internal Use Only
sent dpsm email requesting RO>

*** Others - Others created on 07/17/2019 06:33:55 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***

<For Internal Use Only
Call to Action

1. Cust requesting buyback
2. Wrt has contacted dealership twice and still has not gotten RO
3. Wrt did reach out to dpsm as well>

*** 07/17/2019 06:35:05 (GMT-07:00) Mountain Time (US & Canada) ***
Dispatched from WIPBin = 2. Tues to Queue Eastern Region Admin by Charles Chastain
Reason:

*** Phone - Call - Inbound created on 07/18/2019 12:08:44 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
cust called in:

1. I havent heard anything from anyone

wrt states:
1. Wrt does apologize but someone will be reaching out to you soon
2. Will notate that you called in

cust states:

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	91

Concord , NH 03301 05/24/2019 Dealer: NH01 Dan O'Brien KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Water Leakage

1. Ok I just feel like this is not getting the attention it derserves
2. So hopefully someone calls soon
3. thank you

*** 07/18/2019 12:07:52 ***
Accepted from Queue = Eastern Region Admin to WIPBin Default

*** 07/18/2019 14:54:47 ***
Case moved into WIPBin Default and Sub Status of Working

*** Phone - Call - Outbound created on 07/23/2019 08:37:25 and created by Victoria Haisley ***
Writer LVM for [redacted] at [redacted]

Writer states:
1. Introduced self
2. Calling about 2020 Telluride
3. Please call back at your earliest convenience to discuss case
4. Provided writer's call back number
5. Thank you

*** 07/23/2019 08:41:15 ***
Email is sent on 07/23/2019 08:39:16 by Victoria Haisley
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 07/23/2019 08:39:16 and created by Victoria Haisley ***
Dear [redacted]

My name is Victoria and I will be your case manager going forward regarding your 2020 Telluride. Your case was escalated to my department for further review. I left you a voicemail today to introduce myself and to discuss any concerns you may have at this time. If you would, kindly let me know your preferred method of communication and/or your availability to speak with me so I can provide you any applicable updates. Otherwise, please feel free to give me a call back at (949) 468-4551 to discuss your case.

I look forward to speaking with you.

Thank you,

Victoria H.
Kia Motors America, Inc
Consumer Affairs
Phone: 949-468-4551
Fax: 949-299-3209

*** Phone - Call - Inbound created on 07/23/2019 09:36:14 and created by Victoria Haisley ***
Writer rec'd call from [redacted]

Cust states:
1. Returning your call

Writer states:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC0LG[redacted]	[redacted]	91

Concord , NH 03301 05/24/2019 Dealer: NH01 Dan O'Brien KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Water Leakage

1. Thank you for returning my call
2. Case was escalated to my dept. due to your request for a replacement
3. Understand veh is down due to water leak

Cust states:
1. Yeah
2. I bought the car three and a half weeks ago
3. The night I picked it up the auto lights didn't work
4. No big deal, I just thought I'd get it fixed
5. But a day later it rained over night and there was water running everywhere
6. I was four hours from home
7. Then nothing worked
8. I had only had it two days
9. I like the car I just want a new one

Writer states:
1. Apologize for inconveniences
2. Certainly not the ownership experience we wish for our customers
3. KMA strives to comply with the LL guidelines in your state when reviewing these requests
4. Will review that and service history
5. In the meantime, I understand parts have arrived at dealer and should hopefully be repaired this week

Cust states:
1. If Kia wants to keep customers they need to fix this
2. I only had veh for two days
3. I had a Honda Pilot before this and never had any problems
4. Switched brands one time and this happened

Writer states:
1. Again, I do apologize sir
2. Once veh is repaired, we do ask that you pick up veh and return rental

Writer states:
1. That's unacceptable
2. I don't want the car back
3. I'm sure they parked it in the back while they were waiting on parts
4. I'm not confident at all that rust hasn't started in the vehicle and mold
5. This is Kia's problem not mine

Writer states:
1. I will review and will be in contact
2. I sent you an email earlier, have you rec'd it?

Cust states:
1. I'm on vacation and haven't checked email yet

Writer states:
1. All of my contact info is in email
2. Please feel free to contact me in the meantime with any other questions or concerns

Cust states:
1. When will I hear back from you?

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	91
Concord , NH 03301		05/24/2019	Dealer: NH01	Dan O'Brien KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Water Leakage

Writer states:
1. Understand you are on vacation
2. Is there a certain time you'd like me to call you back at?

Cust states:
1. Anytime
2. I'm always free, just don't check my email

Writer states:
1. Understood
2. Thank you

Cust thanked and call ended

07/23/2019 10:58:59
Email is received on 07/23/19 10:58:54 from [redacted]
Attachments:
Pride Kia.PNG
image003.jpg

*** Email - External Email Received created on 07/23/2019 10:58:55 and created by Victoria Haisley ***
Victoria,

Thank you for speaking with me today. You said you would have more information by the end of the week but I would really like a response much sooner than that. I have been waiting almost 4 weeks at this point which is just not acceptable for a car I only drove for 2 days. I am not trying to be difficult but have gotten quite a run around from Kia at this point. I do not feel like I have been treated fairly or in a timely manner. I spoke with the dealer and they did receive the part, but after installing it, the rain sensor didn't work. They then replaced the rain sensor but are now having communication issues between the different modules in the car. This vehicle has obviously had significant water damage and is not in new condition. I will not be accepting this car back. I looked online and 40 minutes from my house is the same car available at Pride Kia in Lynn, MA. I think the fair thing to do at this point is for Kia Consumer Assistance to arrange to have my car exchanged with the car listed below. Please take a look at my case and respond to my request before the end of the day tomorrow.

Thanks

[redacted]

*** Email - External Email Sent created on 07/24/2019 16:23:33 and created by Victoria Haisley ***
Writer requested repair update from dealer.

*** 07/24/2019 16:25:51 ***
Email is sent on 07/24/2019 16:24:06 by Victoria Haisley
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 07/24/2019 16:24:06 and created by Victoria Haisley ***
Dear [redacted]

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	91

Concord , NH 03301 05/24/2019 Dealer: NH01 Dan O'Brien KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Water Leakage

Please be advised that I am looking further into your case and have reached out to the dealer for more information. Kia Motors America does recognize the inconvenience you have experienced with the service of your vehicle, and we are dedicated to resolving this matter as soon as possible. In order to make a complete evaluation, however, I will need until the end of the week to complete my review.

I will follow up with you as soon as I have an update. Thank you and I appreciate your patience during this process.

Sincerely,

Victoria H.
Kia Motors America, Inc
Consumer Affairs
Phone: 949-468-4551
Fax: 949-299-3209

*** Email - External Email Received created on 07/25/2019 08:39:36 and created by Victoria Haisley ***
Dealer states a small leak was found but location of leak is still unknown, pending approval to remove headliner to try to locate leak.

07/29/2019 07:50:49
Email is received on 07/29/19 07:50:47 from [redacted]

*** Email - External Email Received created on 07/29/2019 07:50:47 and created by Victoria Haisley ***
Victoria, I did not hear from you by the end of the week so I am following up with you. It's now been a full month since I purchased the car. I only had the car for 2 full days out of the month and it was only working properly for one of those days. I think it is only fair at this point to exchange the car for a new one. Please get back to me today with a resolution.

Thanks for your help,
[redacted]

Please excuse my brevity. Sent from my Android device.

*** 07/30/2019 15:32:49 ***
Email is sent on 07/30/2019 15:31:53 by Victoria Haisley
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 07/30/2019 15:31:53 and created by Victoria Haisley ***
[redacted]

I apologize for the delayed response. Please be advised that I am currently drafting an offer letter for you. I will send it over as soon as it is ready for your review.

Thank you,

Victoria H.
Kia Motors America, Inc
Consumer Affairs
Phone: 949-468-4551

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	91

Concord , NH 03301 05/24/2019 Dealer: NH01 Dan O'Brien KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Water Leakage

Fax: 949-299-3209

07/31/2019 09:03:18
Email is received on 07/31/19 09:03:16 from [redacted]

*** Email - External Email Received created on 07/31/2019 09:03:16 and created by Victoria Haisley ***
Victoria,

I didn't receive a second email from you yesterday with an offer letter. Can you resend it?

Thanks [redacted]

Please excuse my brevity. Sent from my Android device.

*** 08/01/2019 08:07:13 ***
Email is sent on 08/01/2019 08:06:05 by Victoria Haisley
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 08/01/2019 08:06:05 and created by Victoria Haisley ***
[redacted]

I haven't sent the offer letter yet. It is currently being drafted. Once it is complete, I will send it over to you.

Thank you,

Victoria H.
Kia Motors America, Inc
Consumer Affairs
Phone: 949-468-4551
Fax: 949-299-3209

08/01/2019 13:09:49
Email is received on 08/01/19 13:09:47 from [redacted]

*** Email - External Email Received created on 08/01/2019 13:09:47 and created by Victoria Haisley ***
Victoria, this has been dragged out by another week at this point. I don't understand why there is not any urgency to get me into a new car. When someone buys something that does not work properly on day 1 and then has a major failure on day 3, the right thing to do is exchange the product to take care of the customer. I do not want that car back. It obviously has MAJOR issues. Kia has provided terrible customer service and has wasted 5 weeks stinging me along. Please resolve this!

*** 08/02/2019 07:47:38 ***
Email is sent on 08/02/2019 07:45:20 by Victoria Haisley
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]
Attachments:
[redacted] - Offer Letter.pdf

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	91

Concord , NH 03301 05/24/2019 Dealer: NH01 Dan O'Brien KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Water Leakage

*** Email - External Email Sent created on 08/02/2019 07:45:20 and created by Victoria Haisley ***
Good morning,

In consideration of the inconveniences you have experienced with the service of your vehicle, Kia Motors America would like to extend to you the attached offer, including options for the replacement or repurchase of your Teulluride.

Please do not hesitate to contact me if you have any questions about any of the options. Otherwise, please return a signed copy so I can begin processing the option you have selected.

Sincerely,

Victoria H.
Kia Motors America, Inc
Consumer Affairs
Phone: 949-468-4551
Fax: 949-299-3209

08/02/2019 08:24:50
Email is received on 08/02/19 08:24:49 from [redacted]

*** Email - External Email Received created on 08/02/2019 08:24:49 and created by Victoria Haisley ***
Victoria, thank you for getting back to me. How quickly can my vehicle be replaced with the same exact car?

Thanks

[redacted]

*** 08/02/2019 09:00:58 ***
Email is sent on 08/02/2019 08:59:35 by Victoria Haisley
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 08/02/2019 08:59:35 and created by Victoria Haisley ***
[redacted]

Replacements are subject to the availability of a comparable vehicle that is at Dan O'Brien Kia or another dealer in your area. I do want to be frank and let you know that we have been having a tricky time securing 2020 Tellurides, specifically the high trim levels such as the SX, as replacements because they are in such high demand. I have already called Dan O'Brien Kia to see if there are any available and was told that they only have the EX trim level available at this time. Because the EX is at a much lower MSRP than your current SX, an EX would not be an option for a replacement. I am sure you would want the SX that you originally purchased anyway.

Replacements typically take up to 60 days to complete; however, I am not sure how long it would take to find another SX available in your area. Option #3 would be the fastest option to execute. I could schedule a Kia Field Technician Specialist to go inspect/repair your vehicle and you would be provided with a lump-sum company check for $6,500.00.

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	91

Concord , NH 03301 05/24/2019 Dealer: NH01 Dan O'Brien KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Water Leakage

Please let me know if you have any other questions or concerns.

Thank you,

Victoria H.
Kia Motors America, Inc
Consumer Affairs
Phone: 949-468-4551
Fax: 949-299-3209

08/02/2019 10:17:57
Email is received on 08/02/19 10:17:55 from [redacted]

*** Email - External Email Received created on 08/02/2019 10:17:55 and created by Victoria Haisley ***
What is very frustrating is that there was a comparable vehicle in the area, but because this process took so long it is no longer available. Can you please check into what is currently available elsewhere and also the option to order a new car from Kia?

Thanks
[redacted]

*** 08/02/2019 13:47:20 ***
Email is sent on 08/02/2019 13:46:54 by Victoria Haisley
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 08/02/2019 13:46:54 and created by Victoria Haisley ***
[redacted]

The replacement is subject to the availability of a comparable vehicle and the dealer's willingness to work with us. At this time, I do not see any other Telluride SXs available in your area. You are more than welcome to locate another new Kia vehicle with a similar MSRP to your current vehicle.

Thank you,

Victoria H.
Kia Motors America, Inc
Consumer Affairs
Phone: 949-468-4551
Fax: 949-299-3209

08/02/2019 14:10:26
Email is received on 08/02/19 14:10:25 from [redacted]

08/05/2019 07:14:30
Email is received on 08/05/19 07:14:27 from [redacted]

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	91
Concord , NH 03301		05/24/2019	Dealer: NH01 Dan O'Brien KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Water Leakage

Attachments:
image001.png

*** Email - External Email Received created on 08/02/2019 14:10:25 and created by Victoria Haisley ***
Because this process has taken so long there don't seem to be any available. I located one for you last week but now it is gone. Also, I would think that Kia corporate would locate another vehicle for me and not make me do more work to replace their defective vehicle. Why can't one be ordered with the same options as a replacement?

*** Email - External Email Received created on 08/05/2019 07:14:27 and created by Victoria Haisley ***
Victoria,

Here is a telluride in my area that is very similar. It does not have the towing package but I would be open to taking another comparable accessory item to cover the difference. Can we please exchange my vehicle for this one?

*** Phone - Call - Outbound created on 08/05/2019 08:33:36 and created by Victoria Haisley ***
Writer called MA044 to check availability of 2020 Telluride and was advised vehicle is not available.

*** Phone - Call - Inbound created on 08/05/2019 11:01:10 and created by Victoria Haisley ***
Writer received call from [redacted]

Cust states:
1. Following up on case

Writer states:
1. Did reach out to dealer about Telluride and was informed that vehicle is no longer available

Cust states:
1. At this point there isn't a whole lot I can do
2. Spoke with another dealer who will order another vehicle
3. Issue is I wouldn't have a car until it comes in
4. They said they would buy a loaner if you were willing to pay for rental

Writer states:
1. What dealer did you speak with?

Cust states:
1. Nashua Kia
2. Sales manager said he would be happy to speak with you
3. His name is Austin Adams
4. 603.888.8080
5. austina@thompsonauto.net

Writer states:
1. Thanked
2. Advised cust can remain in rental until vehicle is repaired
3. Then we would ask that you pick up repaired vehicle until replacement appointment

Cust states:
1. That would be fine with me
2. So you guys would refund me for my vehicle and let me drive my repaired vehicle until the new one comes in

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	91
Concord , NH 03301		05/24/2019	Dealer: NH01 Dan O'Brien KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Water Leakage

3. So then I can buy the new one cheaper from Nashua Kia

Writer states:
1. A refund would be a repurchase, Option #2 on offer letter
2. For a repurchase, you would not be able to drive vehicle until new one came in
3. For Option #1, a replacement, you would be able to drive either rental or repaired vehicle until replacement is in

Cust states:
1. Then I would be without a car for a repurchase
2. I would love to get a refund and buy another Telluride from Nashua Kia at a cheaper price

Writer states:
1. I will reach out to Austin at Nashua Kia for more information
2. I will contact you back once I speak with him

Cust states:
1. Okay great thanks for your help

Writer states:
1. My pleasure
2. Have a nice day sir

Cust thanked and call ended

*** Email - External Email Sent created on 08/05/2019 11:32:09 and created by Victoria Haisley ***
Writer requested more information from NH015 about Telluride SX.

*** 08/06/2019 16:18:44 ***
Email is sent on 08/06/2019 16:17:40 by Victoria Haisley
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 08/06/2019 16:17:40 and created by Victoria Haisley ***
[redacted]

I wanted to let you know that I am still trying to get a hold of Nashua Kia regarding the other Telluride. I will provide another update once I have reached them.

Thank you,Victoria H.
Kia Motors America, Inc
Consumer Affairs
Phone: 949-468-4551
Fax: 949-299-3209

08/07/2019 03:53:59
Email is received on 08/07/19 03:53:56 from [redacted]

*** Email - External Email Received created on 08/07/2019 03:53:56 and created by Victoria Haisley ***
Victoria, I am looking at another car today, so please hold off on working on a deal with Nashua for now. I have two questions about the buy back offer. Can you waive the mileage charge for the hassle I have had to deal with over

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	91
Concord , NH 03301		05/24/2019	Dealer: NH01 Dan O'Brien KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Water Leakage

the last almost 6 weeks? I drove the car for 1 weekend and half of that weekend none of the electronic systems such as the speedometer or gps worked. $365.89 seems a bit excessive for 1 weekend of mileage on a car that was causing all sorts of frustration. Also, if I take the buy back option how long will it take for Kia to pay off the debt on the car. It wouldn't seem fair for me to have to turn in the rental car until I have received my money back.

Thanks for your help
[redacted]

*** 08/07/2019 11:39:54 ***
Email is sent on 08/07/2019 11:08:51 by Victoria Haisley
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 08/07/2019 11:08:51 and created by Victoria Haisley ***
Good afternoon [redacted]

The mileage deduction is calculated in accordance with the NH state guidelines for reasonable allowance. Kia Motors America will not be waiving the mileage deduction.

As stated in the offer letter, the process can take up to 60 days to complete. Once I receive a signed copy of the offer letter back, I will begin processing the option that you have decided on. If you choose Option #2, I will submit the paperwork and the check request. The case then goes into an auditing process and our finance department will issue the settlement checks (one to you and one to your lender). Once I receive the checks, I will then send them to Morley.

Morley is the third party company we use to facilitate surrenders. A Morley representative will then be in contact with you to schedule a time and date for surrender at the dealership. A Morley representative will meet you at the dealership to complete paperwork, inspect the vehicle, and hand you your check. Morley will then overnight the payoff check to your lender.

If your vehicle is repaired before the surrender appointment, then we do ask that you pick up your vehicle and return the rental once notified by the dealer that the vehicle is repaired. Otherwise, you may be subject to storage fees and/or additional rental expenses from the dealer. If your vehicle is not repaired by the time of the surrender, you will be able to stay in the rental until that surrender date.

I hope I have adequately answered your questions, but please let me know if you would like further clarification about anything.

Thank you,

Victoria H.
Kia Motors America, Inc
Consumer Affairs
Phone: 949-468-4551
Fax: 949-299-3209

08/08/2019 07:24:00
Email is received on 08/08/19 07:23:51 from [redacted]
Attachments:
[redacted] - Signed Offer Letter.pdf

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	91

Concord , NH 03301 05/24/2019 Dealer: NH01 Dan O'Brien KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Water Leakage

*** Email - External Email Received created on 08/08/2019 07:23:51 and created by Victoria Haisley ***
Victoria,

Attached is my signed letter. I would like Kia to repurchase the car from me. Please let me know if you need anything else from me to start the process. If it could take up to 60 days, am I expected to continue paying the finance charges or will they be put on hold?

Thanks

[redacted]

*** 08/08/2019 10:10:00 ***
Email is sent on 08/08/2019 10:07:18 by Victoria Haisley
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]
Attachments:
Authorization to Release LoanLease Information.pdf

*** Email - External Email Sent created on 08/08/2019 10:07:18 and created by Victoria Haisley ***
Good morning [redacted]

Thank you; I received your signed offer letter, indicating your acceptance of Option #2, the repurchase of your Kia Telluride. I do suggest that you make the payments as scheduled, as you will be reimbursed for all payments made.

In order to complete the processing of your repurchase request, please send the following information at your earliest convenience:
1) A completed copy of the attached Authorization to Release Loan/Lease Information form
2) A copy of the current registration for your vehicle

Upon receipt of this information, I will begin the process of verifying pay-off and payment history in order to issue up-to-date and accurate settlement checks. I will notify you when the checks are issued and we can initiate scheduling of your vehicle turn-in.

Per the offer letter, please allow approximately 60 days for processing. Should you have any questions or concerns in the interim, please do not hesitate to contact me directly.

Thank you,

Victoria H.
Kia Motors America, Inc
Consumer Affairs
Phone: 949-468-4551
Fax: 949-299-3209

08/09/2019 10:46:32
Email is received on 08/09/19 10:46:28 from [redacted]
Attachments:

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	91
Concord , NH 03301		05/24/2019	Dealer: NH01	Dan O'Brien KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Water Leakage

[redacted] Authorization to Release LoanLease Information Signed.pdf

*** Email - External Email Received created on 08/09/2019 10:46:29 and created by Victoria Haisley ***
Victoria,

Attached is the authorization release. There is not a current registration on the vehicle as I purchased it Friday evening and brought it back to the dealer on Monday morning. I have not submitted the title or registration documentation to my town hall because then I would have had to pay titling, registration, and taxes.

Thanks
[redacted]

08/13/2019 09:52:16
Email is received on 08/13/19 09:52:13 from [redacted]
Attachments:
[redacted] Authorization to Release LoanLease Information Signed.pdf
Authorization to Release LoanLease Information Signed_08132019_095215.pdf

*** Email - External Email Received created on 08/13/2019 09:52:13 and created by Victoria Haisley ***
Victoria,

I just wanted to follow up on my email from Friday and see that you received it and are processing the buy-back.

Thanks for your help!

[redacted]

08/19/2019 14:24:08
Email is received on 08/19/19 14:24:05 from [redacted]
Attachments:
[redacted] Authorization to Release LoanLease Information Signed.pdf
Authorization to Release LoanLease Information Signed_08192019_142407.pdf

*** Email - External Email Received created on 08/19/2019 14:24:05 and created by Victoria Haisley ***
Victoria,

I have emailed and called you but I still have not heard anything back since I responded to you on 8/9. That was 10 days ago. Can you please provide an update or at least let me know that you have received the release you needed?

[redacted]

*** 08/19/2019 16:08:43 ***
Email is sent on 08/19/2019 16:05:33 by Victoria Haisley
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	91
Concord , NH 03301		05/24/2019	Dealer: NH01 Dan O'Brien KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Water Leakage

*** Email - External Email Sent created on 08/19/2019 16:05:33 and created by Victoria Haisley ***
Good afternoon [redacted]

I apologize for the delayed response. I did receive the documents needed to process the repurchase of your vehicle. Once I receive the settlement checks (the one to you and the one for your lender), I will send the case to Morley to begin scheduling the surrender of your vehicle. I will notify you once we reach this next step in the process.If anything comes up in the meantime, please feel free to contact me.

Sincerely,

Victoria H.
Kia Motors America, Inc
Consumer Affairs
Phone: 949-468-4551
Fax: 949-299-3209

08/20/2019 04:58:56
Email is received on 08/20/19 04:58:53 from [redacted]

*** Email - External Email Received created on 08/20/2019 04:58:53 and created by Victoria Haisley ***
Thank you Victoria. I would like to make sure the buy back happens before the next payment is due on 9/12.

[redacted]

*** Phone - Call - Outbound created on 09/03/2019 12:21:59 and created by Victoria Haisley ***
Wtr called dealer for update on vehicle

Dealer states:
1. Waiting on windshield to repair vehicle
2. No ETA

*** Email - External Email Sent created on 09/03/2019 12:28:37 and created by Victoria Haisley ***
Wtr requested updated payment history and payoff quote from KMF.

*** Note - Others created on 09/05/2019 11:28:11 and created by Victoria Haisley ***
Wtr submitted VRS #113676 to NCA on this date.

09/09/2019 12:43:19
Email is received on 09/09/19 12:43:16 from [redacted]

*** Email - External Email Received created on 09/09/2019 12:43:17 and created by Victoria Haisley ***
Victoria,

My 2nd payment is due on the 12th. What is the status of the buyback? I'm starting to get concerned that Kia is just going to string me along until I finally get my lawyer involved in this. I have been dealing with this lemon of a car for over 70 days now. I need a timeline from you with firm dates on when things will happen. Please respond ASAP.

[redacted]

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	91

Concord , NH 03301 05/24/2019 Dealer: NH01 Dan O'Brien KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Water Leakage

*** 09/10/2019 11:59:26 ***
Email is sent on 09/10/2019 11:59:18 by Victoria Haisley
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 09/10/2019 11:59:18 and created by Victoria Haisley ***
[redacted]

Please be advised that I am currently waiting for the settlement checks to be issued. Once issued, I will be sending the case to Morley to initiate the scheduling of the surrender. I will notify you when this happens.

Once the checks have been issued, any additional payments made by you will result in an over-payment of the balance due on the loan when the payoff check is processed by your lender, following the vehicle surrender. Any such overage would then be refunded to you from your lender directly. If the overage refunded to you is insufficient to cover the amount of any additional payment(s) made, we will issue a subsequent check to you for the difference, after you provide verification of both the amounts paid and refunded.

I do apologize for the delay and appreciate your patience during this process.

Sincerely,

Victoria H.
Kia Motors America, Inc
Consumer Affairs
Phone: 949-468-4551
Fax: 949-299-3209

09/23/2019 05:50:40
Email is received on 09/23/19 05:50:37 from [redacted]

*** Email - External Email Received created on 09/23/2019 05:50:37 and created by Victoria Haisley ***
Victoria,

I am checking in with you on the settlement checks. Our last correspondence was 13 days ago and I returned the signed buy-back agreement on 8/8/19 about 45 days ago. This is unacceptably long. I recently purchased a Hyundai Palisade because I needed a car for work that is larger than the loaner the dealer gave me. I am now paying over $2000 a month in car payments and need for you to push the buy-back along however you need to. I can't afford to keep paying on the Telluride. I am not being unreasonable here. I purchased the car at over sticker price and returned it due to a major defect 2 days later on July 1st. It's now the end of September and I don't have any firm dates from you on the resolution. I have been avoiding getting my lawyer involved because I am sure that will make everything messy for both parties, but at this point I am not sure what to do. Kia is clearly taking advantage of me and not taking this matter seriously.

[redacted]

*** 09/26/2019 09:55:59 ***
Email is sent on 09/26/2019 09:55:38 by Victoria Haisley

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	91

Concord , NH 03301 05/24/2019 Dealer: NH01 Dan O'Brien KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Water Leakage

To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 09/26/2019 09:55:38 and created by Victoria Haisley ***
Good morning [redacted]

Please be advised that settlement checks for your repurchase have been issued and we are now proceeding with surrender scheduling for your Telluride. Kia Motors America works with our outside vendor, Morley, to accomplish this process.

Please expect contact from a Morley representative within approximately 5-10 business days to schedule a date for your vehicle to be turned in at Dan O'Brien Kia. A Morley representative will meet with you at the dealership to ensure that all appropriate paperwork is completed before you will be provided with the settlement check. A walk-around will be completed on the vehicle at the time of surrender. As a reminder, you may be held fiscally responsible for any damage and/or excessive wear and tear to the vehicle so, if possible, please address any such service before the surrender date.

Please contact me with any questions or concerns you may have and we thank you for your patience during this process.

Best,

Victoria H.
Kia Motors America, Inc
Consumer Affairs
Phone: 949-468-4551
Fax: 949-299-3209

*** Note - Others created on 10/04/2019 14:14:48 and created by Victoria Haisley ***
Transmitted Morley Case 315150 on 10/4/19.

FedEx Tracking: 6143 7151 3019

10/08/2019 06:27:07
Email is received on 10/08/19 06:27:04 from [redacted]

*** Email - External Email Received created on 10/08/2019 06:27:05 and created by Victoria Haisley ***
Victoria, I have still not heard from Morley about the vehicle surrender. What is going on? I cannot afford to pay another payment on the Kia as I have purchased another car. I need to surrender the vehicle and have it paid off next week before I need to make another payment. Can you please do whatever you need to do to make sure that happens?

Thanks for your help

[redacted]

*** Note - Others created on 10/30/2019 14:08:34 and created by Victoria Haisley ***
Vehicle was surrendered on 10/18/2019.

*** Email - External Email Received created on 11/12/2019 07:37:58 and created by Victoria Haisley ***
Wtr rec'd final RO from Morley & attaching to case.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2019 NIRO EV	Case Number	Mileage
[redacted]	[redacted]	KNDCE3LG2K5[redacted]	[redacted]	1,84
,	,	01/17/2019	Dealer:	

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

Case History

*** 07/09/2019 10:59:04 ***
Contact = [redacted] Priority = Standard, Sub Status = Dispatched

*** 07/09/2019 10:59:04 ***
Web - Note created on 07/09/2019 10:59:04 and created by [redacted]
I have notice when coming up to stopped intersection that sometime if you haven't had anything detect with the **ADAPTIVE CRUISE CONTROL** that it will not detect the stop cars sitting at the intersection. It doesn't matter what size the car or truck is, it will not see it. Doesn't seem like it is sun glare or a dirty windshield, each time the window was clear and wasn't in direct sun light, and I've been able to replicate this many times; it will not see the sitting automobile in its approach. Which is kind of scary. Which makes me wonder if this would happen on the highway? The car goes full steam ahead, and the only thing to do is brake, which you should be monitoring the road anyway. Thought I would bring this up to you, because it seems to be flawed or something might be going on with my automobile.

Thank you,

[redacted]

*** 07/10/2019 07:43:33 ***
Accepted from Queue eWebSupport to WIPBin Default by Alicia Anderson

*** 07/10/2019 07:44:20 ***
Dispatched from WIPBin Default to Queue Callcenter by Alicia Anderson

*** 07/10/2019 09:27:58 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Callcenter to WIPBin Distro Bin by Travis Widener

*** 07/10/2019 09:28:51 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Distro Bin to Queue ZZ Bethany Merritt by Travis Widener

*** 07/12/2019 15:19:11 ***
Accepted from Queue ZZ Bethany Merritt to WIPBin Default by BETHANY MERRITT

*** Phone - Call - Outbound created on 08/06/2019 12:10:06 and created by BETHANY MERRITT ***
wtr states
1 Advised following up
2 Requested call back
3. Had to lvm

*** 08/06/2019 12:11:15 ***
Email is sent on 08/06/2019 12:11:11 by BETHANY MERRITT
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 08/06/2019 12:11:11 and created by BETHANY MERRITT ***
Dear [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.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2019 NIRO EV	Case Number	Mileage
[redacted]	[redacted]	KNDCE3LG2K5[redacted]	[redacted]	1,84
,	,	01/17/2019	Dealer:	

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

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) 333-4542 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.

*** 08/06/2019 12:11:59 ***
Closed by BETHANY MERRITT with Resolution Code : No Cust Contact
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC LG[redacted]	[redacted]	2,527

Beavercreek OH 45434 04/14/2019 Dealer: OH072 KIA of Beavercreek

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Case History

Techline case ([redacted] created on 10-JUL-19 by OH072.
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--
TL Case created by (Dealer Technician) : Jason Rodin
TL Case creator phone : 9372662205
TL Case creator email : servicemanager@kiaofbeavercreek.com
Below are the notes from the TL case describing the concern:

[Problem Description]
DTC C180581 IS CURRENTLY SET AS AN ACTIVE DTC. WARNING LIGHTS ARE DISPLAYED ON DASH. PROBLEM STARTED AFTER A HEAVY RAIN AND WAS INTERMITANT AT FIRST AND NOW CONCERN IS CONSTANTREGARDLESS OF WEATHER AND DRIVING CONDITIONS. WITHIN 1 MILE OF TEST DRIVE WARNING LIGHTS COME ON DASH AND CODE SETS.

[Diagnostics Performed]
SCANNED AND CLEARED DTC AND CHECKED FOR ANY OBVIOUS SIGNS OF DAMAGE AND ANY TSB'S

*** Dispatched to Queue Service Alert / Techline on 07/11/2019 01:11:16 (PST)

*** 07/25/2019 14:02:01 ***
TL case# [redacted] was escalated to an FTS. Update will be provided after this request is reviewed.

*** Case note has been appended from duplicated auto-case on 07/26/2019 01:04:59 (PST)

Comments from Service Alert - TL

Dealer : KIA of Beavercreek
Technician : Jason Rodin
Service Manager : Jason Rodin
Dealer Phone :
DPSM : Matt Partington
Vehicle Model : TELLURIDE S V6 FWD AUTO
Model Year : 2020
Mileage : 2527
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
DTC C180581 IS CURRENTLY SET AS AN ACTIVE DTC. WARNING LIGHTS ARE DISPLAYED ON DASH. PROBLEM STARTED AFTER A HEAVY RAIN AND WAS INTERMITANT AT FIRST AND NOW CONCERN IS CONSTANTREGARDLESS OF WEATHER AND DRIVING CONDITIONS. WITHIN 1 MILE OF TEST DRIVE WARNING LIGHTS COME ON DASH AND CODE SETS.

[Diagnostics Performed]
SCANNED AND CLEARED DTC AND CHECKED FOR ANY OBVIOUS SIGNS OF DAMAGE AND ANY TSB'S

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC LG[redacted]	[redacted]	2,527

Beavercreek OH 45434 04/14/2019 Dealer: OH072 KIA of Beavercreek

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

*** 07/26/2019 12:01:35 ***
An FTS is scheduled to inspect this VIN on 07/01/2019 at OH072.

*** 08/05/2019 16:37:19 ***
An FTS is scheduled to inspect this VIN on 08/01/2019 at OH072.

*** Phone - Call - Inbound created on 08/09/2019 07:18:02 and created by Jason Walters ***
.

*** 08/09/2019 07:32:47 ***
Assigned to WIPBin Default of Luis Hernandez by Jason Walters
Reason:

*** Note - Others created on 08/09/2019 17:11:43 (GMT-05:00) Eastern Time (US & Canada) and created by Robyn Hall ***
Notes copied from dup case 13302251

*** 08/09/2019 07:25:15 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 08/09/2019 07:22:40 and created by Jason Walters ***
Name: [redacted]
Relationship:
Preferred method of contact:

Cust states:
1. my telluride has been in the shop since 07/10/2019
2. the dlr has been nice, and i understand and feel I have been pretty patient, but they have had it longer than I;ve owned it.
3. the car was saying i was too close to a lane and i wasnt and it would jerk me over, and then it would brake when i wasnt even near a car.
4. many things and lights on dash.

Wrt states:
1. Apologized
2. sending up to our ECR team due to being in shop so long.

cust states:
1. I dont even remember what my new car looks like its been so long.
2. thatnk you

*** Phone - Call - Inbound created on 08/09/2019 07:26:35 and created by Jason Walters ***
**** Forward to ECR ****

1. Customer states CEL is on and the vehicle acting up with **LANE DEPARTURE** prevention and forward collision prevention.
2. OH072 cannot figure out what is wrong
3. dispatching because the vehicle is down for 31 days
4. DPSM has been notified
5. Please review and follow up accordingly.

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP 4HC LG[redacted]	[redacted]	2,527

Beavercreek OH 45434 04/14/2019 Dealer: OH072 KIA of Beavercreek

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

*** 08/09/2019 07:29:36 ***
Dispatched from WIPBin = Default to Queue Central Region ECR by Jason Walters
Reason: all the safety features were activating without cause.

*** Note - Others created on 08/09/2019 17:14:03 (GMT-05:00) Eastern Time (US & Canada) and created by Robyn Hall ***

<For Internal Use Only
Please do all appropriate steps prior to escalation>

*** 08/09/2019 17:14:29 (GMT-05:00) Eastern Time (US & Canada) ***
Assigned to WIPBin Default of Jason Walters by Robyn Hall
Reason:

*** Case note has been appended from duplicated auto-case on 08/15/2019 01:02:13 (PST)

Comments from UPER

Part ordered for customer vehicle has been placed into the UPER status on08/13/2019 00:00:00

Dealer Name : BEAVERCREEK MOTORS, INC. Kia of Beavercreek
Dealer Contact name : JASON RODIN
Dealer Phone : 937 986 1800
Part No# : 99211 S9100 Kia of Beavercreek
Order No# : 080719S
Order Qty# : 1

Dealer Comment : VOR. CUSTOMER IN RENTAL

Please Update Customer with the status of the vehicle and part ordered

*** Phone - Call - Inbound created on 08/15/2019 07:38:44 and created by Teresa Quinn ***
cust states
1. I am needing an update on my case

wtr states
1. Apologized
2. Will update case for return call from CM
3. Advised is waiting to be escalated

cust states
1. Apologized

*** Phone - Call - Inbound created on 08/22/2019 10:16:35 and created by Teresa Quinn ***
cust Ms [redacted] states
1. I am needing an update on my case

wtr states

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP 4HC LG[redacted]	[redacted]	2,527

Beavercreek OH 45434 04/14/2019 Dealer: OH072 KIA of Beavercreek

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

1. Apologized
2. Will update case for return call from CM
3. Advised case will be escalated today after I get all the info from the dlr

cust states
1. Thanks

*** Phone - Call - Inbound created on 08/22/2019 10:24:23 and created by Teresa Quinn ***
SERVICE TEMPLATE SPOKE WITH JASON
Customer Name: [redacted]
Customer phone #: [redacted]
VIN: 5XYP64HC6LG[redacted]
MY and Mileage: 2020 TELLURIDE; 2K MILES
Most recent RO# 103834
Open Date: 07/10/2019
Close Date: STILL OPEN
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis: REPLACED CAMERA, FRONT WIRING HARNESS REPLACED; CRASH SENSORS WERE NOT WORKING PROPERLY; MULTITUDE OF ISSES; REPLACED RADAR UNIT; REPLACING FUEL RAIL PRESSURE SENSOR
Estimate $
Customer states ... (concern) CEL ON
Dealer states ... (cause & correction) REPLACED CAMERA, FRONT WIRING HARNESS REPLACED; CRASH SENSORS WERE NOT WORKING PROPERLY; MULTITUDE OF ISSES; REPLACED RADAR UNIT; REPLACING FUEL RAIL PRESSURE SENSOR

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): UNKNOWN
Parts on order (Y/N), if so obtain part#, order#:
Techline Case (if applicable): Y
Rental / Loaner Provided? If so, since when?: Y
Dealer contacted DPSM (if needed): Y
Vehicle repaired?: N
Customer has possession?: N
Dealer Code/Selling Dealer (Y or N): OH072
Original Owner (Y or N): Y
What is current Customer Request (if needed):
Multiple Kia Owner (Y/N):
Maintains Vehicle at Kia Dealer (Y/N):

*** Case [redacted] is sent on 8/22/2019 10:25:48 by Teresa Quinn
To: mpartington@kiausa.com
Cc: jwalters@kiaconsumeraffairs.com
Title: NO ACTION REQUIRED - Case Escalation:OH072, [redacted] [redacted]

*** Note - Others created on 08/22/2019 10:24:41 and created by Teresa Quinn ***

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC LG[redacted]	[redacted]	2,527

Beavercreek OH 45434 04/14/2019 Dealer: OH072 KIA of Beavercreek

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Vehicle Down 10+ Days
Forwarding to ECR.
1. Customer states CEL is on
2. OH072 states MULTIPLE ISSUES WITH VEH
3. DPSM has been advised.
4. Dispatching because vehicle has been down 10+ days.
5. Please review and follow up accordingly.

*** 08/22/2019 13:33:38 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin = InBox to Queue Central Region ECR by Jada Jones
Reason:

*** 08/23/2019 07:21:44 (GMT-07:00) Arizona ***
Accepted from Queue Central Region ECR to WIPBin Wednesday-1 by Randy Chacon

*** 08/23/2019 07:23:37 (GMT-07:00) Arizona ***
Dispatched from WIPBin Wednesday-1 to Queue ZZ Ronee Short by Randy Chacon

*** 08/23/2019 07:36:48 (GMT-07:00) Arizona ***
Assigned to WIPBin Default of Ronee Short by Randy Chacon
Reason:

*** Phone - Call - Outbound created on 08/23/2019 14:09:33 and created by Ronee Short ***
Writer called customer at [redacted] and LVM stating:
1. Gave writer's name
2. Gave customer's case info
3. Apologized for all the concerns with customers vehicle
4. Calling to assist customer
5. Gave writer's contact info
6. Advised writer will reach out to OH072 and follow up with the customer next week
7. Thanked

*** Phone - Call - Outbound commitment created on 08/23/2019 14:12:41 with Commitment Date 08/26/2019 and created by Ronee Short ***

*** Phone - Call - Inbound created on 09/05/2019 13:21:07 and created by Roberto Salazar ***
Customer States:
1. Requesting to speak with ECR.
2. Thank you.

Writer States:
1. Acknowledged.
2. Skype Ronee Short* Unavailable.
3. Advised ECR is unavailable.
4. I will document for a follow up from ECR.

*** Phone - Call - Outbound commitment fulfilled on 09/07/2019 13:56:58 with Commitment Date 08/26/2019 closed by Ronee Short ***
Writer called OH072 and LVM with Reception stating:
1. Gave writer's name

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC LG[redacted]	[redacted]	2,527

Beavercreek OH 45434 04/14/2019 Dealer: OH072 KIA of Beavercreek

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

2. Gave customer's case info and VIN
3. Calling to get an update on the vehicle
4. Gave writer's contact info

Receptionist states:
1. Thank You
2. I will have them reach out on Monday for us

*** Phone - Call - Outbound created on 09/07/2019 13:57:46 and created by Ronee Short ***
Writer called customer at [redacted] and
1. Gave writer's name
2. Gave customer's case info
3. Apologized for not reaching out to the customer sooner
4. Advised writer will reach out next week after Wednesday
5. Gave writer's contact info
6. Thanked

*** 09/07/2019 14:02:03 ***
Email is sent on 09/07/2019 14:00:14 by Ronee Short
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Phone - Call - Outbound commitment created on 09/07/2019 14:02:46 with Commitment Date 09/12/2019 and created by Ronee Short ***

*** Email - External Email Sent created on 09/07/2019 14:00:14 and created by Ronee Short ***
Writer sends customer an e-mail stating:

Dear [redacted] My deepest apologies for the delay in touching base with your in regards to your 2020 Telluride S. I will be reaching out again next week to discuss your case and updates. Please see my new contact information below to reach me directly. Thank You for allowing me to assist and I hope your weekend is well. Sincerely,Ronee Short, Escalated Case Representative Kia Motors America, Inc.111 Peters Canyon Rd. Irvine, CA, 92606T 520.274.1158 E RShort@kiaconsumeraffairs.com

*** Phone - Call - Outbound commitment fulfilled on 09/17/2019 13:16:03 with Commitment Date 09/12/2019 closed by Ronee Short ***
Writer called OH072 and states:
1. Gave writer's name
2. Gave customer's case info and vehicle VIN
3. Spoke to SA Jerry
4. Calling to get an update on repairs for customer's vehicle

SA Jerry states:
1. That one is done and gone
2. Closed out on 8/23

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP 4HC LG[redacted]	[redacted]	2,527
Beavercreek OH 45434		04/14/2019	Dealer: OH072 KIA of Beavercreek	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Writer states:
1. Thanked

*** 09/17/2019 13:19:36 ***
Email is sent on 09/17/2019 13:17:28 by Ronee Short
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Phone - Call - Outbound created on 09/17/2019 13:16:18 and created by Ronee Short ***
Writer called customer at [redacted] and LVM stating:
1. Gave writer's name
2. Gave customer's case info
3. Calling to follow up on repair completion in vehicle
4. Gave writer's contact info
5. Thanked

*** Email - External Email Sent created on 09/17/2019 13:17:28 and created by Ronee Short ***
Writer sends customer an e-mail stating:

Dear [redacted] Apologies I was unable to reach you today to discuss the repair completion in your 2020 Telluride S. Please feel free to reach out to me directly with any questions in regards to your concern and I will be more than happy to assist. Thank You and I hope your day is well. Sincerely,Ronee Short, Escalated Case Representative Kia Motors America, Inc.111 Peters Canyon Rd. Irvine, CA, 92606T 520.274.1158 E RShort@kiaconsumeraffairs.com -

*** Phone - Call - Outbound commitment created on 09/17/2019 13:21:09 with Commitment Date 09/18/2019 and created by Ronee Short ***

*** Phone - Call - Inbound created on 09/17/2019 16:05:12 and created by Ronee Short ***
Customer's wife called writer at x44639 and states:
1. This is [redacted]
2. A VM was left on my husband's cellphone

Writer states:
1. Thanked customer's wife for reaching back out
2. Advised writer had called earlier to see how the vehicle was running

Customer's wife - [redacted] states:
1. The vehicle is doing better
2. It was in the shop for over 30 days

Writer states:
1. Apologized for the time down
2. Asked for customer's wife phone number to reach out

Customer's wife - [redacted] states:
1. [redacted]

Writer states:
1. Advised customer's wife due to the inconvenience with the time down for a brand new vehicle that writer would

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC LG[redacted]	[redacted]	2,527

Beavercreek OH 45434 04/14/2019 Dealer: OH072 KIA of Beavercreek

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

like to offer GW Reimbursement for car payments based on time down
2. Gave writer's contact info to customer's wife
3. Advised writer does need documents; Sales Contract or Registration and a Payment Statements sent to writer via e-mail and writer can send GW Offer
4. Gave writer's e-mail
5. Advised writer will check back for documentation tomorrow for customer

Customer's wife - [redacted] states:
1. Thank You

*** Phone - Call - Outbound commitment fulfilled on 10/02/2019 14:22:24 with Commitment Date 09/18/2019 closed by Ronee Short ***

*** 10/02/2019 14:27:22 ***
Email is sent on 10/02/2019 14:25:20 by Ronee Short
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 10/02/2019 14:25:20 and created by Ronee Short ***
Writer sends customer an e-mail stating:
Dear [redacted] As per our discussion, if you could please reply again with those attachments, I will be more than happy to reply with that Offer. Sincerely,Ronee Short, Escalated Case Representative Kia Motors America, Inc.111 Peters Canyon Rd. Irvine, CA, 92606 T 520.274.1158 E RShort@kiaconsumeraffairs.com

*** Email - External Email Received created on 10/02/2019 14:23:20 and created by Ronee Short ***
Customer sends writer an e-mail stating:
WARNING: This is an EXTERNAL email. Use caution replying or clicking links / attachments.

Hello,
This is [redacted] I'm attaching my loan payment coupon and certificate of registration for our 2020 Kia telluride that you asked me to attach. Our case number is [redacted] Let me know if this is all you need. Thank you.
Jess
[redacted]

Sent from my iPhone

*** Phone - Call - Inbound created on 10/02/2019 14:28:21 and created by Ronee Short ***
Customer called writer at x44639 and states:
1. This is [redacted]
2. I was following up to see if you had received the documents?

Writer states:
1. Greeted
2. Thanked customer for reaching out
3. Confirmed repairs were completed and vehicle is running well
4. Advised customer that writer did not receive, however, writer would be more than happy to send the e-mail while customer is on the phone, so that the documents can be attached straight into the case

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP 4HC LG[redacted]	[redacted]	2,527
Beavercreek OH 45434		04/14/2019	Dealer: OH072 KIA of Beavercreek	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Customer states:
1. Okay, I got it
2. Sending the documents to you

Writer states:
1. Confirmed writer did receive
2. Advised customer that writer will send the Goodwill Offer for the reimbursement of car payments while that vehicle was down
3. Advised once those have been printed, signed, and sent back that writer will forward for processing and to allow writer 45 days
4. Advised writer will reach out once writer has seen that tentative check issuance date

Customer states:
1. Thank You

<For Internal Use Only
Writer sends SM with OH072 an e-mail requesting the final repair document for the customer>

*** 10/02/2019 15:11:49 ***
Email is sent on 10/02/2019 15:05:37 by Ronee Short
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]
Attachments:
Case#[redacted] - [redacted] - 2020 Telluride - Offer Letter.pdf
Case#[redacted] - [redacted] - 2020 Telluride S - Release Letter.pdf

*** Email - External Email Sent created on 10/02/2019 15:05:37 and created by Ronee Short ***
Writer sends customer an e-mail stating:
Dear [redacted] Thank You for speaking with me today. Again, my sincere apologies for any concerns experienced in your 2020 Telluride S. As per our discussion, attached are the Goodwill Offer Letter and Release. If you could please print, sign, and reply with the signed copies attached, I would be more than happy to submit for processing. Thank You for allowing me to assist! Sincerely,Ronee Short, Escalated Case Representative Kia Motors America, Inc.111 Peters Canyon Rd. Irvine, CA, 92606T 520.274.1158 E RShort@kiaconsumeraffairs.com

*** Phone - Call - Inbound created on 10/10/2019 16:44:26 and created by Ronee Short ***
Customer called writer 10/8 at 10:02 AM PDT and LVM stating:
1. This is [redacted]
2. I sent an e-mail a couple of days ago
3. Case#[redacted]
4. Thank You

*** Phone - Call - Inbound created on 10/11/2019 10:37:19 and created by Jordan Tate ***
Jessica (Owner's Wife) States:
1. I've been trying to get in touch in Ronee
2. I've been trying to return contract to her that is a time limit of it
3. I've tried leaving messages and sending emails and I'm not getting any response from her at all
4. I don't want my offer to expire because my CM won't get back in touch with me

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP 4HC LG[redacted]	[redacted]	2,527

Beavercreek OH 45434 04/14/2019 Dealer: OH072 KIA of Beavercreek

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Wrt States:
1. Apologized
2. Allow Wrt to reach out to your CM

***Message sent to RShort
***Responded will reach out to customer in next 30 minutes or so

Wrt States:
1. Your CM will be calling you in about 30 minutes

Cust States:
1. I really hope she does
2. Thank you

*** Phone - Call - Inbound created on 10/11/2019 10:55:32 and created by Ronee Short ***
Customer called writer at x44639 and states:
1. This is Jessica
2. Case #[redacted]

Writer states:
1. Apologized as writer did see the documents were returned on 10/5 and writer will reach out to customer once writer is able to see the Check Issuance date for customer
2. Advised that writer does usually check every Friday
3. When writer is able to see that if writer is unable to reach customer via phone call, then writer will send an e-mail to advise

Customer states:
1. Okay
2. Thank You

*** 10/11/2019 11:18:42 ***
Goodwill #: 162506 Submitted

*** 10/14/2019 16:08:49 (GMT-07:00) Arizona ***
Goodwill #: 162506 Submitted

*** 10/23/2019 14:38:26 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 10/23/2019 14:38:26 (GMT-08:00) Pacific Time (US & Canada) by Siebel System - Auto Message
To: [redacted]
Cc: [redacted]
Title: Update from Kia, Case #[redacted]

Dear [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	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC LG[redacted]	[redacted]	2,527

Beavercreek OH 45434 04/14/2019 Dealer: OH072 KIA of Beavercreek

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

*** Phone - Call - Outbound created on 11/04/2019 08:49:22 and created by Ronee Short ***
Writer called customer at [redacted] and LVM stating:
1. Gave writer's name
2. Gave customer's case info
3. Calling to advise writer does see Check Issued Date 10/28/19
4. Advised to please allow 7 business days for receipt in the mail
5. Advised if not received that customer can reach writer back
6. Gave writer's contact info
7. Thanked

*** Phone - Call - Outbound created on 11/04/2019 08:51:57 and created by Ronee Short ***
Writer called customer at [redacted] and received message stating:
"The person you are trying to call does not have a VM set up yet. Goodbye"

*** 11/04/2019 08:54:26 ***
Email is sent on 11/04/2019 08:52:44 by Ronee Short
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 11/04/2019 08:52:44 and created by Ronee Short ***
Writer sends customer an e-mail stating:
Dear [redacted] Apologies I was unable to reach you today. I have seen the Check Issued Date was 10/28/19. If you have not received your check in the mail within the week, please feel free to reach out to me directly. Thank You for allowing me to assist and I hope your week is well! Sincerely,Ronee Short, Escalated Case Representative Kia Motors America, Inc.111 Peters Canyon Rd. Irvine, CA, 92606T (520) 274-1158 E RShort@kiaconsumeraffairs.com

*** 11/04/2019 09:51:32 ***
Closed by Ronee Short with Resolution Code : Goodwill Issued
[Resolution Summary]
Confirmed vehicle repaired at dealership - Confirmed GW check issued

11/04/2019 16:32:31
Email is received on 11/04/19 16:32:29 from [redacted]

*** Email - External Email Received created on 11/04/2019 16:32:29 and created by Ronee Short ***
Customer sends writer an e-mail stating:
I received the check in the mail and cashed it today. Thank you so much for all of your help!

*** 11/05/2019 06:55:29 ***
Closed by Ronee Short with Resolution Code : Goodwill Issued
[Resolution Summary]
Confirmed vehicle repaired at dealership - Confirmed GW check issued

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP DHC7LG[redacted]	[redacted]	1

Windsor , CO 80550 02/25/2019 Dealer: CO033 Peak KIA North

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: After Repair
Kia Case Type Lvl4: Other

Case History

*** 07/11/2019 15:57:16 (GMT-07:00) Arizona ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 07/11/2019 15:55:48 (GMT-07:00) Arizona and created by Debra Rustin ***
From: [redacted] <[redacted]
Sent: Wednesday, July 03, 2019 3:13 PM
To: ARG AutoSurvey <autosurvey@maritzcx.com>
Subject: My Experience

We purchased a Kia Telluride on March 19th 2019 late in the afternoon. We took possession that same evening. It was raining and we were ready to leave the dealership it had been a long process.
From the first time I tried to use the **CRUISE CONTROL**, it would work for about 10 mins then a warning that it was disabled because the radar was blocked.
There are many features, I am not familiar with, so when my salesman texted me on the third day of my ownership, asking how the vehicle was working, I explained what was happening when I try to use the **CRUISE CONTROL**. AND that every time the car is parked for 2 or more hours the rear heater fan automatically comes on when you start the car.
My salesman invited me to come in and he would try to help me figure this out. Together, we took the car out on the highway, he was driving. He tried the **CRUISE CONTROL**, but it always did the same thing I had experienced. Disabled because the radar is blocked.
He was very helpful but could not correct this issue and referred me to the service department.
I made my appointment for when I was available to leave the car for the day 4/17/19
After the inspection of my vehicle, I was then told that the radar was not working because it was damaged.
Then they showed me a small 1 inch scratch on the front bumper, there was no dent just this scratch.
They are claiming this had caused the need to replace the radar bracket, bumper bottom trim and recalibrate the radar. If this is true, Kia has big problems!!
The service department sent us to Tom Karros, the sales manager.
The cost was given to us by your sales manager at PEAK KIA NORTH,Tom Karros, after he left us sitting there in the showroom for over 30mins, waiting to talk to him. He offered to split the repair bill estimated at $1,118.60 before taxes and labor, saying, " I think this is very generous of us.!!" He basically told us we had done the damage and it wasn't their responsibility.
We asked him if he had seen the damage, he admitted he had not. We knew then there was no reason to carry on this conversation as he
was not even willing to follow us out and look at what was supposedly the cause of this bracket failing.
We left very upset that this new car which didn't work right from the beginning is now a $600.00 plus expense to fix.
I continue to drive my Telluride vehicle in this broken condition, the rear fan still coming on when I start the car after it sits longer than a couple of hours.
I will NEVER recommend this dealership, especially because of Mr. Karros.
The service people were so wonderful and my salesman Marc was also very helpful. I even enjoy my car just not the annoying radar problem.
I have saved my text messages that prove this radar problem existed from the beginning.
I thought it was something technical that I didn't understand how to operate.
Please contact [redacted] at [redacted] so we can get this settled. I will have another mechanic take a look too.
[redacted]

*** Phone - Call - Outbound created on 07/25/2019 10:02:07 (GMT-07:00) Arizona and created by Debra Rustin ***
writer calls customer, gets vm

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC7LG[redacted]	[redacted]	1

Windsor , CO 80550 02/25/2019 Dealer: CO033 Peak KIA North

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: After Repair
Kia Case Type Lvl4: Other

1.we are calling to follow up on your correspondence
2.please contact us at your earliest convenience to discuss
3.800# case#

*** 07/25/2019 10:03:11 (GMT-07:00) Arizona ***
Closed by Debra Rustin with Resolution Code : No Cust Contact
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC1LG[redacted]	[redacted]	5,000

Escondido , CA 92029 02/23/2019 Dealer: CA107 North County KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Seat/Seat Belt
Kia Case Type Lvl4: Discoloration/Pollution/Damage

Case History

*** 07/16/2019 12:33:18 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 07/16/2019 12:27:57 and created by Christopher Underwood ***
[redacted] (Owner) states
1. calling about the veh
2. took it to kia of escondido this morning
3. the back of the material came off the seats
4. it's pulling away
5. the mirrors would not come out autmoatically
6. they did upon restart
7. the window on the driver side was off the track
8. the traction control
9. I was drving straight no rain no mud
10 drving straight
11 the traction warning came on
12 then the veh started fishtailing
13 the dlr took the veh and could not reproduce any of the veh concerns,
14. the dlr stated that they are waiting to hear back from big KIA
15. I am afraid to drive the vehicle again
16. it makes me not want the veh
17. they wouldn't give me a rental while they are waiting on the info back
18. this car has been nothing but stress
19. I'm close to filing lemon law on the veh

Wrt states
1. Apologize
2. refer to WCIM
3. ECR will be in contact in 2-3 business days
4. can reach out to dlr and see what sort of loaner can be provided

** wrt calls out to CA107 **
Spoke with Robert
Robert disconnects

*wrt calls back to dlr *
Wrt lvs VM
1. calling to get RO
2. left case number and 2020 telluride
3. seeing if can get cust in loaner
4. call back

** wrt ends call to dlr **

5. advised that will authorize a rental for 3 days at 48 per day not including gas or insurance
6. advised kia.com upload method
7. advised case number

[redacted] states
1. thank you

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC1LG[redacted]	[redacted]	5,000
Escondido , CA 92029		02/23/2019	Dealer: CA107 North County KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Seat/Seat Belt
Kia Case Type Lvl4: Discoloration/Pollution/Damage

*** Phone - Call - Inbound created on 07/16/2019 12:36:29 and created by Christopher Underwood ***
CUST STATES LEMON

Forward to ECR
1. cust stating that veh has numerous concerns
2. CA107 not able to reproduce concerns
3. dispatching due to customer stating lemon, and is afraid to drive veh again
4. DPSM has been notified
5. please follow up accordingly

*** Case 13267267 is sent on 7/16/2019 12:38:37 by Christopher Underwood
To: rleal@kiausa.com
Cc: cunderwood@kiaconsumeraffairs.com
Title: NO ACTION REQUIRED - Case Escalation:CA107, 13267267, JOHNSTON

*** Phone - Call - Inbound created on 07/16/2019 12:42:15 and created by Matthew Stanford ***
Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: same as on file
VIN: same as on file (5XYP5DHC1LG0[redacted]
MY and Mileage: 2020 Telluride/ 5000
Repeat concern? N
Most recent RO# and Open Date:
RO#: 537313
Open date: 7/16
Closed date:still open
Concern: that car swerved at her and traction light came on
Diagnosis: There was oil or water on freeway/nothing wrong with ABS sensor or wheel speed sensor
Days Down at initial Service Alert report (if applicable):
Able to Duplicate (Y or N): N, could not duplicate 3/4 concerns----popped seat panels back on to fix one concern
ETA for completion of repairs (if applicable):
Parts on order (Y/N), if so obtain part#, order#:
Techline Case (if applicable): [redacted]
Rental / Loaner Provided? If so, since when?:
Dealer contacted DPSM (if needed):
Vehicle repaired?:
Customer has possession?: N
Dealer Code/Selling Dealer (Y or N):
Original Owner (Y or N):Y
What is current Customer Request (if needed): Req lemon law return
If HEV vehicle, is dealer HEV certified (if needed): N/A

*** 07/16/2019 16:17:57 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin = Inbox to Queue Western Region ECR by Ashley Lewis
Reason:

*** 07/17/2019 07:40:01 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue Western Region ECR to WIPBin 0. default by Esther Kong

*** 07/17/2019 07:57:14 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin Default of Kaitlyn Shaw by Esther Kong
Reason:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC1LG[redacted]	[redacted]	5,000
Escondido , CA 92029		02/23/2019	Dealer: CA107 North County KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Seat/Seat Belt
Kia Case Type Lvl4: Discoloration/Pollution/Damage

*** Phone - Call - Outbound created on 07/18/2019 09:46:40 and created by Kaitlyn Shaw ***
ECR called cust at [redacted] Could not leave voicemail, voicemail box is full

*** Phone - Call - Outbound created on 07/18/2019 09:57:30 and created by Kaitlyn Shaw ***
ECR called srv mgr-

SRV mgr states:
1. The veh is driving as designed.
2. Explained how the traction light works
3. Cust was not happy, brought dad to talk to srv mgr and dad agreed with srv mgr with operation
4. Will send RO

*** Phone - Call - Outbound created on 07/22/2019 13:51:05 and created by Kaitlyn Shaw ***
ECR called cust at [redacted]

ECR states:
1. Introduce self
2. Calling about your 2020 Telluride
3. I spoke to the dlr and they said they looked at your veh and resolved the issues you had

Cust states:
1. No they did not
2. They provided me with the worst cust service ever
3. They did not fix anything

ECR states:
1. I do apologize that you experienced that

Cust states:
1. You should never say that to a cust
2. You shouldn't say sorry
3. But they did not help

ECR states:
1. What seems to be the concern?

Cust states:
1. Well I was driving and there was a line on the road
2. There was no dirt or oil on the road
3. The car began to swerve
4. The traction light came on
5. I have never had that happen before
6. There was nothing I could do
7. So now I just drive with the traction off
8. I think it had a malfunction
9. The **LANE ASSIST** wasn't even on, when a veh begins to fish tail
10. That is not something a new car should do
11. Then the left side mirror doesn't always go out
12. Even when I try and do the manual retraction out it did not work
13. I read on some Kia forums that this is a known concern

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC1LG[redacted]	[redacted]	5,000

Escondido , CA 92029 02/23/2019 Dealer: CA107 North County KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Seat/Seat Belt
Kia Case Type Lvl4: Discoloration/Pollution/Damage

ECR states:
1. Okay well we do have to take the veh back to the dlr to have the concerns duplicated
2. If you don't want to take it to North County, you can take it to another dlr

Cust states:
1. Well they are not going to be able to duplicate it
2. It only happens every 5,000 miles or so because this never happened before
3. Just driving it 10 miles won't do anything

ECR states:
1. In order to get a proper diagnosis of the concern we do need the concern to be duplicated at a Kia Dlr

Cust states:
1. You seem like you are just reading off a script
2. I don't know if you are hearing me
3. They won't be able to duplicate the concern so we need another way

ECR states:
1. I can look into it, however we do request the veh be taken to have the concern duplicated

Cust states:
1. Stop reading a script
2. I need to talk to your supervisor

ECR states:
1. I will put in the request for them to contact you

Cust states:
1. Well when are they going to contact me?
2. And what is there name

ECR states:
1. I have to put in the request and they will get back to you when they can

Cust states:
1. Well it took you a week to get back to me

ECR states:
1. I did try and contact you last week
2. However I was able to leave a voicemail since your voicemail box was full
3. I do apologize for that

Cust states:
1. Well I did not see any numbers or anything

ECR states:
1. I do apologize
2. Has the issue occurred since?

Cust states:
1. No, not at this second
2. I have the traction control off

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC1LG[redacted]	[redacted]	5,000

Escondido , CA 92029 02/23/2019 Dealer: CA107 North County KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Seat/Seat Belt
Kia Case Type Lvl4: Discoloration/Pollution/Damage

3. I can't even use this safety feature
4. This 2 weeks ago
5. I brought it in the very next day
6. Either the sensitivity needs to be turned lower or the next steps need to happen

ECR states:
1. Okay well I can look into it
2. However I cannot promise anything at this time

Cust states:
1. well fine

*********call ended

*** Phone - Call - Inbound created on 07/23/2019 13:45:03 (GMT-08:00) Pacific Time (US & Canada) and created by Esther Kong ***
ECR TL contacted cust-[redacted] regarding SUP call request.

Writer states:
1. Identified self
2.

Cust states:
1. My concern is if I take it to a Kia and they take it for a day.
2. It's not going to do that again- likely not going to be able to duplicate it.
3. There was nothing on the road, no dirt, no nothing. I think it picked up on the painted line on the road and it swerved. It stopped when I turned it off
4. My drivers side side mirror didn't fold out and it wasn't until I was going onto the highway that I realized it was folded in
5. I had to pull over and manually open it

Writer states;
1. Apologized for that experience
2. Will work with Kaitlyn to look into the side mirror concern

Cust states:
1. It has happened twice already

Writer states:
1. Understood
2. Traction concerns appears to be working as designed
3. However, we welcome feedback and will provide that to our engineers for advisement

Cust states:
1. Thank you

Writer states:
1. I will have Kaitlyn review your side mirror concern and she will follow up

Cust states:
1. Okay thank you

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC1LG[redacted]	[redacted]	5,000

Escondido , CA 92029 02/23/2019 Dealer: CA107 North County KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Seat/Seat Belt
Kia Case Type Lvl4: Discoloration/Pollution/Damage

Writer thanked and call ended.

*** 07/24/2019 14:31:33 ***
Case moved into WIPBin 3. Wednesday and Sub Status of Assigned

*** 07/25/2019 13:17:33 ***
Case moved into WIPBin 4. Thursday and Sub Status of Assigned

*** Phone - Call - Outbound created on 07/26/2019 13:37:53 and created by Kaitlyn Shaw ***
ECR called cust at [redacted] LVM stating
1. Introduce self
2. Calling to let you know that they do not have anything on that concern
3. However if we find anything out we will reach out and let you know
4. Left c/b number

*** Phone - Call - Inbound created on 07/26/2019 13:40:04 and created by Kaitlyn Shaw ***
ECR rec'd call from cust

ECR states:
1. Introduce self

Cust states:
1. I just rec'd a call from this number

ECR states:
1. Yes, so I have spoken to our engineers and at this time we have noted it in our case
2. If any updates are made, we will reach out

Cust states:
1. okay thank you

*******cust ended call

*** 07/26/2019 13:43:40 ***
Closed by Kaitlyn Shaw with Resolution Code : Concerns Recorded
[Resolution Summary]
Contact cust if any updates come up- closing case pending information

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC5LG[redacted]	[redacted]	383

Evansville , IN ,47715 07/25/2019 Dealer: IN008 Evansville KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

Case History

Techline case ([redacted] created on 07-AUG-19 by IN008.
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--
TL Case created by (Dealer Technician) : JEFFREY WITTGEN
TL Case creator phone :
TL Case creator email : JAWITTGEN@HOTMAIL.COM
Below are the notes from the TL case describing the concern:

[Problem Description]
INTERMITTENLY BCW TURNED ALL THE WARNING LIGHTS ON, CRUISE QUIT WORKING WHENIT HAPPENED. HAS HAPPENED 2 TIMES, GENERAL MANAGER SAW IT 2ND TIME IT HAPPENED.

[Diagnostics Performed]
KDS, HISTORY CODES: ABS/ESC, C121002, WHEEL SPEED SENSOR REAR-RH RANGE PERFORMANCE/INTERMITTENT, **SCC**,C121181, WHEEL SPEED SENSOR REAR-RH INVALID/NO SIGNAL, MFC, C186286, INVALID SIGNAL OF **SCC**, BCW,C169381 ESC SIGNAL ERROR, C1675811 SIGNAL WHEELFL OR WHEEL FR OR WHEELRL OR WHEEL RR NOT VALID. TEST DROVE 6 MILES FUNCTIONING PROPERLY AT THIS TIME.

*** Dispatched to Queue Service Alert / Techline on 08/08/2019 01:07:07 (PST)

*** Note - Others created on 09/04/2019 12:11:56 and created by Samara Pena ***
***Per warranty history vehicle was repaired 08/12/2019 RO#[redacted]

*** Phone - Call - Outbound created on 09/04/2019 12:13:08 and created by Samara Pena ***
Wrt called [redacted] LVM***

Wrt states
1. Calling to f/u on repairs
2. Provided case # and phone #

*** 09/04/2019 12:14:26 ***
Closed by Samara Pena with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC8LG[redacted]	[redacted]	4,000
Deland , FL 32720		02/0 /2019	Dealer: FL109 Deland KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Case History

*** 08/29/2019 11:04:00 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 08/29/2019 11:04:03 and created by Anthony Bailey ***
Cust states:
1. I need assistance on a BO part
2. DLR has been ordering this part for months
3. I need this part or they need to take the car back

wrt states:
1. Let me call the DLR and see hat I can do

*** Phone - Call - Inbound commitment created on 08/29/2019 13:15:48 with Commitment Date 08/30/2019 and created by Anthony Bailey ***

*** Phone - Call - Inbound commitment fulfilled on 09/03/2019 10:03:41 with Commitment Date 08/30/2019 closed by Anthony Bailey ***

*** Phone - Call - Outbound created on 09/03/2019 10:03:50 and created by Anthony Bailey ***
WTR LVM with DLR
1. Im calling to get some R/o information
2. Please call back at 800 333 4542
3. gave case number

*** Phone - Call - Inbound commitment created on 09/03/2019 10:17:13 with Commitment Date 09/04/2019 and created by Anthony Bailey ***

*** Phone - Call - Inbound commitment fulfilled on 09/04/2019 13:05:56 with Commitment Date 09/04/2019 closed by Anthony Bailey ***

*** Phone - Call - Outbound created on 09/04/2019 13:08:43 and created by Anthony Bailey ***

LVM with DLR
1. Im calling to receive some RO information
2. Please call back at 800 333 4542
3. Provided case number

*** Phone - Call - Inbound commitment created on 09/04/2019 13:09:12 with Commitment Date 09/05/2019 and created by Anthony Bailey ***

*** Case [redacted] is sent on 9/6/2019 11:43:9 by Matthew Stanford
To: jbrownlee@kiausa.com
Cc: abailey@kiaconsumeraffairs.com
Title: ACTION REQUIRED - No Dealer Contact:FL109, [redacted] [redacted]

*** Phone - Call - Inbound created on 09/06/2019 11:37:34 and created by Matthew Stanford ***
customer states ([redacted]
1)part has been on order for too long
2)getting aggravated

writer states

Last name	First name	VIN of		Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP34HC8LG[redacted]		[redacted]	4,000
Deland , FL 32720		02/0 /2019	Dealer: FL109 Deland KIA		

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

1)apologized
2)Anthony has been trying to get in touch with dealer
3)i have escalated to DPSM

customer states
1)if i dont get the part soon Ill bring vehicle back

*** Phone - Call - Inbound created on 09/06/2019 11:47:07 and created by Matthew Stanford ***
outbound call to dealer (shane in parts)
dealer states
1)should come next week

writer states
1)can you transfer me to service

********no answer at service*******

*** Case [redacted] is sent on 9/6/2019 13:32:52 by Matthew Stanford
To: jbrownlee@kiausa.com
Cc: mstanford@kiaconsumeraffairs.com
Title: NO ACTION REQUIRED - Case Escalation:FL109, [redacted] [redacted]

*** Phone - Call - Inbound created on 09/06/2019 11:54:00 and created by Matthew Stanford ***
Escalate to ECR
1)customer states waiting on backordered trim piece
2)FL 109 states may arrive next week
3)escalating because customer threatening buyback in a hot state
4)3 attempts made to get RO
5)DPSM notified

*** 09/06/2019 16:36:55 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin = INBOX to Queue Southern Region ECR by Travis Widener
Reason:

*** 09/09/2019 09:11:51 (GMT-07:00) Arizona ***
Accepted from Queue Southern Region ECR to WIPBin Default by Randy Chacon

*** 09/09/2019 09:21:30 (GMT-07:00) Arizona ***
Dispatched from WIPBin Default to Queue ZZ David Law by Randy Chacon

*** 09/09/2019 10:01:03 (GMT-07:00) Arizona ***
Assigned to WIPBin Default of David Law by Randy Chacon
Reason:

*** Phone - Call - Inbound commitment fulfilled on 09/09/2019 17:09:29 with Commitment Date 09/07/2019 closed by David Law ***

*** Phone - Call - Outbound created on 09/09/2019 17:09:16 and created by David Law ***
writer states called cust @ [redacted]
1. David ECR
2. calling to follow up
3. i will be reaching out to the dealer to get more info

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC8LG[redacted]	[redacted]	4,000

Deland , FL 32720 02/0 /2019 Dealer: FL109 Deland KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

4. i will also try to be speeding up the delivery of parts
5. feel free to reach out to me
6. gave case# callback#

*** 09/09/2019 17:11:49 ***
Email is sent on 09/09/2019 17:11:40 by David Law
To: EDWIN67@GMAIL.COM
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 09/09/2019 17:11:40 and created by David Law ***
Your Case Number: [redacted]
VIN: 5XYP34HC8LG[redacted]

Dear [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 (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 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]

*** Phone - Call - Inbound commitment created on 09/09/2019 17:12:15 with Commitment Date 09/10/2019 and created by David Law ***

*** Phone - Call - Outbound created on 09/10/2019 09:33:09 and created by David Law ***
writer states called dealer
1. David ECR
2. calling to follow up

andy SVCA states
1. we have been trying to get the part in
2. we are still waiting on that
3. i have no current eta with me
4. i can check with parts

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC8LG[redacted]	[redacted]	4,000

Deland , FL 32720 02/0 /2019 Dealer: FL109 Deland KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

writer states
1. please

line disconnected

*** Phone - Call - Inbound commitment updated on 09/10/2019 10:31:46 with Commitment Date 09/11/2019 and updated by David Law ***

*** Phone - Call - Outbound created on 09/11/2019 17:10:59 and created by David Law ***
writer states called cust @[redacted]
1. David ECR
2. calling to follow up on case
3. we are working with the dealer to speed up delivery of the part
4. feel free to reach out to me
5. gave case# callback#

*** 09/11/2019 17:13:17 ***
Email is sent on 09/11/2019 17:13:12 by David Law
To: EDWIN67@GMAIL.COM
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 09/11/2019 17:13:12 and created by David Law ***
Your Case Number: [redacted]
VIN: 5XYP34HC8LG[redacted]

Dear [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 (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 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]

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC8LG[redacted]	[redacted]	4,000

Deland , FL 32720 02/0 /2019 Dealer: FL109 Deland KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

*** Phone - Call - Inbound commitment updated on 09/11/2019 17:13:45 with Commitment Date 09/13/2019 and updated by David Law ***

*** Phone - Call - Inbound created on 09/12/2019 11:47:48 and created by Dulce Olson ***
[redacted] states:
1. I was supposed to follow up with Anthony.

Writer states;
1. Apologized.
2. Your CM had reached out a few times and emailed you.
3. Verified phone and email addres:

Customer states:
1. [redacted]
2. [redacted]

Writer states:
1. CM doesn't appear to be available.
2. He will be advised of your correct information.

Customer states:
1. Thank you.

*** Phone - Call - Outbound created on 09/12/2019 12:00:21 and created by David Law ***
writer states called dealer
1. David ECR
2. calling to get parts info

parts states
1. oder# 07039A
2. part# 96720 S9130SA1
3. ETA 9/18/19

writer states
1. thank you

*** Phone - Call - Outbound created on 09/12/2019 12:03:54 and created by David Law ***
call to FL109
writer states:
1. request to speak to SVCA/SVCM
2. request vehicle/VIN info
3. requested any history of customer's concerns

(JR) SVCA states:
1. the SVCA cameron is the one that is working on it
2. he is not in today
3. will be in tomorrow

writer states
1. thank you

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP34HC8LG[redacted]	[redacted]	4,000

Deland , FL 32720 02/0 /2019 Dealer: FL109 Deland KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

*** Phone - Call - Outbound created on 09/12/2019 12:13:43 and created by David Law ***
writer states called cust @ [redacted]
1. David ECR
2. calling to follow up with you

customer states
1. i have been waiting 2 months for this

writer states
1. i am sorry for that
2. i want to make sure we get you taken care of in this regards
3. i will be doing all i can to make sure you are taken care of
4. but i want to make sure we get these repairs taken care of
5. might be able to compensate you a couple car payments
6. we are ordering this from korea and ETA 9/18/19
7. i will be doing all that i can to make sure you recieve this quickly as possible

cust states
1. so you will be following up with me

writer states
1. yes i will contact you as soon as i get more info on the part

cust states
1. the dealer stopped calling me so i have no faith in them
2. thank you though

*** Phone - Call - Inbound commitment fulfilled on 09/12/2019 12:20:49 with Commitment Date 09/13/2019 closed by David Law ***

*** Phone - Call - Inbound commitment created on 09/12/2019 12:21:10 with Commitment Date 09/16/2019 and created by David Law ***
mobis

*** Note - Others created on 09/16/2019 10:39:11 and created by David Law ***

<For Internal Use Only
mobis states ETA 9/30/19>

*** Phone - Call - Inbound commitment fulfilled on 09/16/2019 10:39:51 with Commitment Date 09/16/2019 closed by David Law ***

*** Phone - Call - Inbound commitment created on 09/16/2019 10:40:10 with Commitment Date 09/19/2019 and created by David Law ***

*** Phone - Call - Inbound created on 09/20/2019 10:47:02 (GMT-07:00) Arizona and created by Teri Donnelly ***
Customer States:
1. Advised case number
2. Calling to speak to Anthony

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP34HC8LG[redacted]	[redacted]	4,000

Deland , FL 32720 02/0 /2019 Dealer: FL109 Deland KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Writer States:
1. Confirmed owner info
2. Advised case is being handled in escalated office
3. Will see if ecr is available

Writer States:
1. Thanked customer for holding
2. Ecr, David is on another line currently
3. Will leave a note customer is requesting call back with update at earliest opportunity

Customer States:
1. Yes please
2. Thanked writer for assistance

Writer States:
1. Thanked customer for contacting kia

*** Phone - Call - Inbound created on 09/20/2019 13:21:04 and created by Jacob Adams ***
customer states
1 what is status of my part

writer states
1 let me call the dealer
2 ETA is now showing 09/29/2019

*** Phone - Call - Inbound commitment updated on 09/24/2019 11:26:31 with Commitment Date 09/27/2019 and updated by David Law ***

*** 09/26/2019 12:02:54 ***
Dispatched from WIPBin 6 2019 vehicles to Queue ZZ David Law by David Law

*** 09/26/2019 12:50:15 (GMT-07:00) Arizona ***
Accepted from Queue ZZ David Law to WIPBin TCS cases by Bonnie Bauer

*** 09/29/2019 18:07:37 (GMT-07:00) Arizona ***
Case moved into WIPBin TCS cases and Sub Status of Working

*** 09/29/2019 18:10:30 (GMT-07:00) Arizona ***
Assigned to WIPBin Default of Tammy Shamburger by Bonnie Bauer
Reason:

*** Phone - Call - Inbound commitment fulfilled on 09/30/2019 07:19:55 (GMT-07:00) Arizona with Commitment Date 09/27/2019 closed by Tammy Shamburger ***
Part ETA currently 10/13

*** Phone - Call - Inbound created on 09/30/2019 10:46:02 and created by Briana Stonechek ***
customer states:
1. I need a status on my case

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP34HC8LG[redacted]	[redacted]	4,000

Deland , FL 32720 02/0 /2019 Dealer: FL109 Deland KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

writer states;
1. Apologized
2. Messaged ECR TMorales
3. ECR TMorales is unavailable

customer states:
1. That is the 4th person!
2. I need a supervisor

APM accepted call

*** Phone - Call - Inbound created on 09/30/2019 10:58:14 (GMT-07:00) Arizona and created by Thomas Morales ***
Transferred sup call from TCS B Stonechek
Customer stated:
1. I am frustrated: I can't understand why a **CRUISE CONTROL** part can't be gotten on a brand new car
2. And why my case keeps getting moved from agent to agent.

Writer advised:
1. Apologized for the issue.
2. Explained that the case began with Full Case agents, who did the best they could to get the part delivered to the Dealer, but when they could not get it quickly they escalated the case to the ECRs.
3. ECRs are the highest level of agent in CA.
4. Then the case was with ECR David Law but he moved out of state.
5. So now the case has been assigned to ECR T Shamburger.

Customer stated:
1. Can I talk to her right now?

Writer advised:
1. Writer will call ECR T Shamburger now.

Writer called ECR T Shamburger went to vmail.

Writer returned to customer and stated:
1. Writer called ECR T Shamburger but it went to her vmail.
2. That most likely means she is on the phone; agents are constantly on the phone.
3. Writer will reach out to her and advise customer is looking for an update on the part arrival.

Customer stated:
1. What is her contact info.

Writer advised:
1. Provided ECR T Shamburger contact info

Customer stated:
1. Ok thank you.

*** Email - Internal Email Sent created on 09/30/2019 11:16:28 (GMT-07:00) Arizona and created by Thomas Morales ***
Write sent email to ECR T Shamburger stating:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP34HC8LG[redacted]	[redacted]	4,000

Deland , FL 32720 02/0 /2019 Dealer: FL109 Deland KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

1. Provided customer name and case number, is looking for an urgent update on b/o part arrival.
2. Please contact customer asap.

*** Phone - Call - Outbound created on 10/01/2019 09:47:35 (GMT-07:00) Arizona and created by Tammy Shamburger ***
Writer called customer and stated
1 Tammy from Kia
2 apologize for the situation with the BO **CRUISE CONTROL** part.
3. will see what writer can do to expedite it sooner, will try but can't promise.
4 Kia is working on provided inventory parts but since vehicle is so new, at times we are waiting for the parts to become available and if not readily avail it goes into a BO status.
cust states
1 I am driving vehicle but I can't drive it the way I want.
2 I have been waiting four months now for this part.
3 should be here already
wrt states
1 will check on this and f/u with you on Friday or Monday
cust agreed call ended

*** Email - External Email Sent created on 10/01/2019 10:04:37 (GMT-07:00) Arizona and created by Tammy Shamburger ***
Emailed Mobis for a solid ETA

*** Phone - Call - Outbound commitment created on 10/01/2019 10:05:37 (GMT-07:00) Arizona with Commitment Date 10/04/2019 and created by Tammy Shamburger ***

*** Phone - Call - Outbound commitment fulfilled on 10/04/2019 16:06:18 (GMT-07:00) Arizona with Commitment Date 10/04/2019 closed by Tammy Shamburger ***
Hi Tammy
At this time I am showing an eta of 11/5/19 for p/n-96720S9130SA1 on order#07039A. I would suggest having the dealer upgrade the order to UPER status so we can get a part sent direct from Korea to the dealer to fulfill this order quicker.
Thank you.

*** Phone - Call - Outbound commitment created on 10/04/2019 16:07:18 (GMT-07:00) Arizona with Commitment Date 10/07/2019 and created by Tammy Shamburger ***

*** Phone - Call - Outbound commitment fulfilled on 10/07/2019 09:29:22 (GMT-07:00) Arizona with Commitment Date 10/07/2019 closed by Tammy Shamburger ***
Writer called Dave in parts and ask if part is on Upper
Dave states
1 customer has vehicle.
2 so its on E order already. Don't see the need for Upper
3 even though its a telluride its not down.
wrt states
1 ok thank you for your time DAve. call ended

*** Phone - Call - Outbound created on 10/07/2019 09:38:28 (GMT-07:00) Arizona and created by Tammy Shamburger ***
Writer called Shane in the parts dept and stated
1 please put this part on Upper.
2 cust is not happy with situation and writer needs this in as fast as possible.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP34HC8LG[redacted]	[redacted]	4,000
Deland , FL 32720		02/0 /2019	Dealer: FL109 Deland KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Shane states
1 ok will get it put on Upper.
2 thank you

*** Phone - Call - Outbound created on 10/07/2019 10:07:54 (GMT-07:00) Arizona and created by Tammy Shamburger ***
Writer called customer and stated
1 Tammy from Kia
2 part is not only on Emergency order but got the dlr to put it on Upper status which means as soon as the part is available in Korea it will be shipped directly to the dealer.
3 apologize but current ETA which is an estimate is showing Oct 13th.
cust states
1 Tammy just disappointed that Kia cannot get this part in, you guys should have this kind of part readily available by now.
2 also I wanted you to know this Cruise Switch thing affects a lot of my dash light icon's. Not only the **CRUISE CONTROL**
3 when I go in for the part will also have to have dlr check my power seats. When you either move forward or back and you take your finger off the control the seat continues to move back. It does not stop on the dime when you remove your finder from the switch.
4 also the dlr repairing a trim piece on the outside of driverside.
5 and I just got the seatbelt recall, so when I take it in for part they have to do that.
6 owned five Kia's this one is the one that is not making me happy. Don't like waiting for this part.
wrt states
1 apologize for this delay.
2 can offer something for the inconveniences like reimbursing you some car payments.
3 but first I need to make sure vehicle is repaired to your satisfaction.
cust states
1 ok Tammy
2 thank you for listening to my complaining.
wrt states
1 will check on part again end of the week.
cust thanked writer.

*** Phone - Call - Outbound commitment created on 10/07/2019 10:20:01 (GMT-07:00) Arizona with Commitment Date 10/11/2019 and created by Tammy Shamburger ***

*** Case note has been appended from duplicated auto-case on 10/08/2019 01:01:27 (PST)

Comments from UPER

Part ordered for customer vehicle has been placed into the UPER status on10/07/2019 00:00:00

Dealer Name : BGR, LLC Deland Kia
Dealer Contact name : SHANE TINDER
Dealer Phone : 386 734 7800
Part No# : 96720 S9130SA1 Deland Kia
Order No# : 07039A
Order Qty# : 1

Dealer Comment : KIA CONSUMER AFFAIRS REQUESTED FOR UPER

Please Update Customer with the status of the vehicle and part ordered

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC8LG[redacted]	[redacted]	4,000
Deland , FL 32720		02/0 /2019	Dealer: FL109 Deland KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

*** Phone - Call - Outbound commitment fulfilled on 10/17/2019 07:54:01 (GMT-07:00) Arizona with Commitment Date 10/11/2019 closed by Tammy Shamburger ***
Writer called Shane in parts and he stated
1 the part is now on Upper status and showing ETA ship date Monday.
wrt states
1 ok thank you

*** Phone - Call - Inbound created on 10/17/2019 07:56:37 (GMT-07:00) Arizona and created by Tammy Shamburger ***
customer LVM for writer
1226pm 10/15 [redacted] [redacted] [redacted] calling you about telluride and see when part might come in.

*** Phone - Call - Outbound created on 10/17/2019 07:58:50 (GMT-07:00) Arizona and created by Tammy Shamburger ***
Writer called customer and stated
1 Mr [redacted] wanted to touch base with you
2 the part did not come in yet for seat.
3 new ETA is estimated for ship out date is 10/21.
4. the part is now on a Upper status that means as soon as it is avail it is sent directly to dealer.
5 will be out on vacation so writer will check on part again on 10/28.
cust states
1 no need someone to call me on 10/21 to tell me if it was shipped out or not
2 ok Thank you. I know the ETA changes with you guys. . Call ended.

*** Note - Others created on 10/18/2019 16:38:27 (GMT-07:00) Arizona and created by Tammy Shamburger ***
Note:customer wants an update if part came in on 10/21 or not. Check ETA and give him new information if it did change.

*** Phone - Call - Inbound created on 10/24/2019 10:11:10 (GMT-07:00) Arizona and created by Michael Haynes ***
The caller states:
1. I am tired of this
2. My ECR is on vacation
3. I need to speak to someone above her
4. This has gone on for too long

The writer states:
1. Apologizes issues
2. Let me see who is available, may I place you on hold?
3. Thank you for holding, apologizes hold
4. Apologizes, no supervisors were available
5. UPER e-order ETA now 10/30/19

The caller states:
1. Yes, this has been going on for months

The writer states:

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC8LG[redacted]	[redacted]	4,000
Deland , FL 32720		02/0 /2019	Dealer: FL109 Deland KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

1. Apologizes, may I get you to supe VM?

The caller states:
1. Yes

Transferred

*** Phone - Call - Inbound created on 10/25/2019 12:42:56 (GMT-07:00) Arizona and created by Debra Rustin ***

Customer states
1.feel im getting the run around
2.im about to take thew veh back and leave it at the dlr
3.i know my ECR is on vacation
4.was told a supervisor would call me and no one did
5. im trying to avoid the lemon law hassle
6. go to news papers or someone who can really help me
7. who am i going to speak with ? the president of kia?
8.a news agency would get something done

Writer states
1.Apologized
2.i know this is more than frustration
3. whats the part your waiting on?

Customer states
1. it goes on the steering wheel
2. it controls 10 differnt things

Writer states
1. your in a rental?

Customer states
1. no, im driving the car
2. just cant use the features
3. its been since june that i reported it
4. wouldnt be so bad, not even an offer to me
5.tellurides are selling like hot cakes
6. you cant even get me a part

Writer states
1. let me get you a current ETA..
2. ETA is now 10/30

Customer states
1. this is the last time im going to check on it
2. i will call the news then
3.all the saftey features are not working
4.ms debbie thank you so much
5. take care

*** Phone - Call - Outbound commitment created on 10/28/2019 13:12:34 (GMT-07:00) Arizona with Commitment

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC8LG[redacted]	[redacted]	4,000
Deland , FL 32720		02/0 /2019	Dealer: FL109 Deland KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Date 10/30/2019 and created by Tammy Shamburger ***

*** Email - External Email Received commitment fulfilled on 10/30/2019 08:27:25 (GMT-07:00) Arizona with Commitment Date 10/30/2019 closed by Tammy Shamburger ***
ETA showing Nov 11th. Emailed Mobis and ask if they can provide a solid ETA on this part.

*** Phone - Call - Outbound created on 10/30/2019 08:31:34 (GMT-07:00) Arizona and created by Tammy Shamburger ***
writer called customer at [redacted] and LVM
1 Tammy from Kia.
2 currently I have no solid ETA on your BO part.
3 it has not been sent out yet
4 did email our part distribution center to see if they can possibly give a solid ETA for part arrival.
5 when writer here's something will call you back.
6 left case# and writer's contact info

*** Phone - Call - Outbound commitment created on 10/30/2019 08:33:29 (GMT-07:00) Arizona with Commitment Date 11/01/2019 and created by Tammy Shamburger ***

*** Phone - Call - Inbound created on 10/31/2019 08:13:32 and created by Michael Jablonowski ***
Cust states
1 Want to speak to my CM supervisor
2. Feel like I'm getting the run around
3. Waiting on part for cluster on steering wheel

Wtr states
1. Apologized
2. Informed cust that KCAC is doing everything we can to get the part in as quickly as possible

Cust states
1. Would like GW now instead of waiting

Wtr states
1. Informed cust not KCA policy to reimburse but being Telluride
cust would inform CM
2. CM will reach out once we have ETA

Cust states
1. Ok then
2. Thank you

*** Phone - Call - Outbound commitment fulfilled on 11/06/2019 12:53:59 (GMT-07:00) Arizona with Commitment Date 11/01/2019 closed by Tammy Shamburger ***
Mobis not solid ETA was 11/16. Though WebDCS now showing ETA 11/27

*** Phone - Call - Outbound created on 11/06/2019 12:59:34 (GMT-07:00) Arizona and created by Tammy Shamburger ***
Writer called dealer and spoke to Advisor Courtney
Courtney states
1 the car switch is for the steering wheel to operate his **CRUISE CONTROL**. That button switch is what is on BO. He came in, in July.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP34HC8LG[redacted]	[redacted]	4,000
Deland , FL 32720		02/0 /2019	Dealer: FL109 Deland KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

2 told him there is nothing we can do. Its an electronic part and vehicle is new so the part is not readily avail.
3 he does drive a lot and he probably frustrated he can't use his **CRUISE CONTROL**.
writer thanked ADvisor.
writer states
1 ok thank you

*** Phone - Call - Outbound created on 11/06/2019 13:38:44 (GMT-07:00) Arizona and created by Tammy Shamburger ***
Writer called customer and stated
1 Mr [redacted] the part still does not have a solid ETA.
2 willing to offer something to you for the inconveniences but not usually until the car is repair.
3 can offer something now but writer cannot go back later and offer more if you don't want to wait.
cust states
1 I can't use the features **LANE DEPARTURE**s, Forward collision. **CRUISE CONTROL**.
writer states
1 can get you in a rental if you want?
2 will have to ask dlr.
cust states
1 yes need a full SUV.
call ended

*** Phone - Call - Outbound created on 11/06/2019 13:52:12 (GMT-07:00) Arizona and created by Tammy Shamburger ***
Writer called dealer and spoke to Noah
writer states
1 this customer's of yours wants to be in a rental now.
2 he wants a SUV like his Telluride
3 told customer the rental company most likely does not have a Telluride.
Noah states
1 Svc mgr not in but I am a asst mgr.
2 we can put him in a Sorento and that is good for him.
wrt states
1ok will let him know.
call ended

*** Phone - Call - Outbound created on 11/06/2019 13:53:59 (GMT-07:00) Arizona and created by Tammy Shamburger ***
Writer called customer back and stated
1 dealer said they can put you in a Sorento.
2 can pick up tomorrow.
cust states
1 never mind. Will wait for the part and drive my own car.
2 but if anything happen because I don't have my forward collision or **LANE DEPARTURE**s. . . you will hear from me.
wrt states
1 these features are convenient features. You still need to check your blind spot and make sure you are driving safely. These items is there to assist your driving.
2. will note your complaint.
cust states
1 ok thank you

*** Phone - Call - Outbound commitment created on 11/06/2019 13:58:17 (GMT-07:00) Arizona with Commitment Date 11/13/2019 and created by Tammy Shamburger ***

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC8LG[redacted]	[redacted]	4,000
Deland , FL 32720		02/0 /2019	Dealer: FL109 Deland KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

*** Phone - Call - Outbound commitment fulfilled on 11/13/2019 16:24:58 (GMT-07:00) Arizona with Commitment Date 11/13/2019 closed by Tammy Shamburger ***
Looks like part shipped Nov 8th. Will call dlr

*** Phone - Call - Inbound created on 11/13/2019 16:44:26 (GMT-07:00) Arizona and created by Tammy Shamburger ***
Wrt called customer at [redacted] and stated
1 the part was sent to the dlr.
2 but writer did not get a hold of dlr today.
cust states
1 dealer fixed it.
2. and its working so far.
3 thank you Tammy
wrt states
1 glad your vehicle is fixed now.
2 will call dlr for copy of RO and writer did offer something for the inconveniences.
cust states
1 been waiting since June
2 maybe you can reimburse couple of car payments or three
wrt states
1 will review this for you.
2 can you send writer your retail installment sales contract
3 will check next Tuesday if you sent it to me.
cust states
1 ok dealer gave us all that on a jump drive.
2 will do that. Thank you

*** Email - External Email Sent created on 11/13/2019 16:51:48 (GMT-07:00) Arizona and created by Tammy Shamburger ***
From: Tammy Shamburger
Sent: Wednesday, November 13, 2019 4:43 PM
To: [redacted]
Subject: Kia Motors America case [redacted]

Hi Mr. [redacted]

Here is my email address.

Thank you,

*** Phone - Call - Outbound commitment created on 11/13/2019 16:52:44 (GMT-07:00) Arizona with Commitment Date 11/19/2019 and created by Tammy Shamburger ***

*** Phone - Call - Outbound commitment fulfilled on 11/19/2019 09:19:49 (GMT-07:00) Arizona with Commitment Date 11/19/2019 closed by Tammy Shamburger ***
11/14 customer emailed writer his Sales Doc attached to case

*** Phone - Call - Inbound created on 11/19/2019 11:19:30 (GMT-05:00) Eastern Time (US & Canada) and created

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC8LG[redacted]	[redacted]	4,000
Deland , FL 32720		02/0 /2019	Dealer: FL109 Deland KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

by Jada Jones ***
cust states owner [redacted]
1. i need to know if my case manager got my stuff and i haven't heard from her
2. i would like to talk to her and not wait weeks

wrt states
1. Apologized
2. Could not transfer to the case manager but she is calling you now

cust states
1. thank you

*** Phone - Call - Inbound created on 11/19/2019 09:30:32 (GMT-07:00) Arizona and created by Tammy Shamburger ***
Writer called dlr and Steven Service Receptionist states
`1 All Advisors are busy and Noah can help you when he is avail.
wrt states
1 need a copy of RO on this veh last repair.
2 wanting to reimburse customer some car payments but need the RO from you.
3 left cust name, vin#. writer ph# and name.
Steven states
1 Noah will call you soon. call ended

*** Email - External Email Sent created on 11/19/2019 09:34:48 (GMT-07:00) Arizona and created by Tammy Shamburger ***
From: Tammy Shamburger
Sent: Tuesday, November 19, 2019 9:35 AM
To: derek@delandkia.net
Cc: Brownlee, Jessica [KMA] <JBrownlee@Kiausa.com>
Subject: Kia Motors America CAse [redacted]

HI Derek.

Wanted to know if you can provide me with a copy of a Repair Order for this customer last repair.
Last 5 on RO is [redacted]
Customer [redacted]
Vin# 5XYP34HC8LG[redacted]

Thank you,

*** Phone - Call - Outbound created on 11/19/2019 09:40:25 (GMT-07:00) Arizona and created by Tammy Shamburger ***
Writer called customer at [redacted] and stated
1 saw you called.
2 did get your email.
3 just waiting for RO from dlr.
cust states
1 ok just wanted to make sure you got my email.
2 I can send you the RO today.
3 will find it and email to you. Just let me know you got it.

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC8LG[redacted]	[redacted]	4,000
Deland , FL 32720		02/0 /2019	Dealer: FL109 Deland KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

wrt thanked customer.

*** Email - External Email Received commitment created on 11/19/2019 09:44:17 (GMT-07:00) Arizona with Commitment Date 11/21/2019 and created by Tammy Shamburger ***

*** Email - External Email Received commitment fulfilled on 11/21/2019 16:43:34 (GMT-07:00) Arizona with Commitment Date 11/21/2019 closed by Tammy Shamburger ***

*** Email - External Email Sent created on 11/21/2019 16:43:36 (GMT-07:00) Arizona and created by Tammy Shamburger ***
From: Tammy Shamburger
Sent: Thursday, November 21, 2019 4:43 PM
To: [redacted]
Subject: Kia Motors America case [redacted]

Dear Mr. [redacted]

Per our conversation to offer you something for the inconveniences. Kia is willing to reimburse you one car payment. What you do with the money is up to you. I would need you to sign both documents both you and Judith and return all copies back to me through email and I can forward to accounting to get it processed. It does take 45 days before they process request and mail out check. See Attachments.

Thank you,

*** Email - External Email Received commitment created on 11/21/2019 16:44:32 (GMT-07:00) Arizona with Commitment Date 11/27/2019 and created by Tammy Shamburger ***

*** Phone - Call - Inbound created on 11/26/2019 06:28:40 and created by Brandon Boyd ***
Cust states
1.has Tammy got my Offer letter and signature yet?

Wrt states
1..apologized
2.writer dosen't see any movemnet case
3.writer sees Follow up set to today but not much else

Cust states
1.Okay thank you

*** Email - External Email Received commitment fulfilled on 11/27/2019 14:00:11 (GMT-07:00) Arizona with Commitment Date 11/27/2019 closed by Tammy Shamburger ***
Sent email to customer:
From: Tammy Shamburger
Sent: Tuesday, November 26, 2019 10:05 AM
To: [redacted]
Subject: RE: Telluride

Thank you Did receive it.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC8LG[redacted]	[redacted]	4,000
Deland , FL 32720		02/0 /2019	Dealer: FL109 Deland KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

*** 11/27/2019 14:36:37 (GMT-07:00) Arizona ***
Goodwill #: 166304 Submitted

*** 12/02/2019 10:45:50 (GMT-07:00) Arizona ***
Goodwill #: 166304 Submitted

*** 12/02/2019 10:46:11 (GMT-07:00) Arizona ***
Goodwill #: 166304 Submitted

*** 12/02/2019 13:09:36 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 12/02/2019 13:09:36 (GMT-08:00) Pacific Time (US & Canada) by Siebel System - Auto Message
To: [redacted]
Cc: [redacted]
Title: Update from Kia, Case # [redacted]

Dear [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

*** 12/09/2019 15:21:41 ***
Closed by Cecilia Hurtado with Resolution Code : Goodwill Issued
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC0LG[redacted]	[redacted]	7,999

Brooklyn , NY ,11210 02/11/2019 Dealer: NY118 Plaza KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Sales
Kia Case Type Lvl3: Sales Process
Kia Case Type Lvl4: Handling of Trade-In

Case History

*** 09/06/2019 09:37:15 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 09/06/2019 09:37:20 and created by Victoria Orr ***
Cust states-
1 purchased 2020 Telluride in March 2019
2 traded in 2016 Honda Pilot-lease
3. told DLR would pay off lease
4. I got letter from Honda Lease in saying didnt return vehicle (Fusion Leasing 3rd party)
5. went to NY118 spoke to Mgr Damon Jones in Aug.22
6 found out was stored at DLR-not returned sat on lot for months
7. Honda contacted me again today said owe $1500
8 told DLR lose 1 key, I gave them 2 keys
9 Sales Mgr Damon Jones not avail. today

Wrt states
1. verified cust info
2. SC181 Open-please make appt to have done
3. KCAC doesnt get involved with Sales & Finance
4. Can offer to file Sales / Finance complaint with DLR
5 and ask them to contact you to resolve asap

Cust states
1. will make appt to do SC, need oil change too
2 Telluride issues are when **CRUISE CONTROL** on
3 lane collision avoidance, pulls / steers into another lane
4 even with system off
5 like on a highway exit ramp for example
6 has happened 3 times
7 Wipers hard to clean , wont stay up, hits the hood
8 I will tell DLR when make svc appt

Wrt states
1 Thanked

*** Phone - Call - Inbound commitment created on 09/06/2019 09:52:58 with Commitment Date 09/09/2019 and created by Victoria Orr ***

*** 09/06/2019 11:46:54 ***
Case moved into WIPBin Default and Sub Status of Working

*** Phone - Call - Inbound commitment created on 09/06/2019 09:52:24 with Commitment Date 09/10/2019 and created by Victoria Orr ***

*** Phone - Call - Inbound commitment created on 09/06/2019 09:52:24 with Commitment Date 09/11/2019 and created by Victoria Orr ***

*** Phone - Call - Inbound commitment created on 09/06/2019 09:52:24 with Commitment Date 09/12/2019 and created by Victoria Orr ***

*** Phone - Call - Inbound commitment fulfilled on 09/12/2019 10:41:59 with Commitment Date 09/12/2019 closed

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC0LG[redacted]	[redacted]	7,999

Brooklyn , NY ,11210 02/11/2019 Dealer: NY118 Plaza KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Sales
Kia Case Type Lvl3: Sales Process
Kia Case Type Lvl4: Handling of Trade-In

by Cinthya Espinoza-Peregrina ***

*** 09/12/2019 10:42:05 ***
Closed by Cinthya Espinoza-Peregrina with Resolution Code : No Cust Contact
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP54HC LG[redacted]	[redacted]	700
,	,	07/18/2019	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Navigation
Kia Case Type Lvl4: Navigation Operation

Case History

*** 09/13/2019 20:35:17 ***
Contact = [redacted] Priority = Standard, Sub Status = Dispatched

*** 09/13/2019 20:35:18 ***
Web - Note created on 09/13/2019 20:35:18 and created by [redacted]
I have a safety complaint.

I have a new Telluride.

I drive from Prescott to Phoenix periodically..
I use I 17 for most of the trip.
The speed limit on I -17 is 75 MPH for the full trip I am on it.

I am using the **CRUISE CONTROL** - IN HAD AUTO mode? The mode where if the highway speed limit changes it will change the **CRUISE CONTROL** speed to match.

Remember the speed limit on the freeway never changes.
I am traveling through Black Canyon City and getting ready to pass thorough the outskirts of Rock Springs.
I am flying along at 75 MPH and suddenly the speed drops to 45 MPH. The freeway speed is 75 MPH. But the side road in Rock Springs is 45 MPH.
Now I have 4 cars trying to avoid me because I am now going 45 MPH in a 75 MPH zone. About a mile later it changes back to 75 MPH.

Then as I approach the town of Anthem - It suddenly drops to 35 MPH in a 75 MPH zone. Again I have people trying to avoid hitting me.

Then when we see the next speed limit sign it is back up to 75 MPH

This is dangerous.

Rich Taylor
[redacted]

*** 09/16/2019 12:21:52 ***
Accepted from Queue eWebSupport to WIPBin Telluride by Alicia Anderson

*** 09/16/2019 12:25:00 ***
Dispatched from WIPBin Telluride to Queue TELLURIDE by Alicia Anderson

*** Email - External Email Received created on 10/01/2019 16:17:49 and created by Samara Pena ***
[redacted]
I apologize for the issue you are having with the **HIGHWAY DRIVING ASSIST** is designed to automatically adjust the speed based on the speed limit of selected federal highways detected through the available Navigation system. The **HDA** feature it is not a substitute for safe driving, may not detect all objects around the vehicle, and only functions on certain federal highways. Always drive safely and use caution. Please see attached link to review information about this feature. If you have any further concerns or comments feel free to call us at 1(800)333-4542 reference case#13353167. Thank you and have a great day

https://www.kia.com/us/en/brochure-request

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP54HC LG[redacted]	[redacted]	700
,	,	07/18/2019	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Navigation
Kia Case Type Lvl4: Navigation Operation

Samara Pena, Total Case Specialist

Kia Motors America, Inc.
111 Peters Canyon Rd. Irvine, CA 92606
T (800) 333 4542 E spena@kiaconsumeraffairs.com

*** 10/01/2019 16:19:23 ***
Closed by Samara Pena with Resolution Code : Concerns Recorded
[Resolution Summary]

*** 11/27/2019 09:29:22 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened by Esther Kong with Sub Status of Working

*** Web - Note created on 11/27/2019 09:29:31 (GMT-08:00) Pacific Time (US & Canada) and created by Esther Kong ***
NCA received the following VOQ below;

THE KIA HAS A SYSTEM THAT CONTROLS **CRUISE CONTROL** IN A SPECIAL WAY. THIS SYSTEM ALLOWS YOU TO PLACE THE CAR IT THIS MODE AND WHAT IT DOES BEYOND **CRUISE CONTROL** LANE CHANGE CONTROL. IT DETECTS THE HIGHWAY SPEED LIMIT SIGNS EXAMPLE: I DRIVE FROM PRESCOTT AZ TO PHOENIX PERIODICALLY. THE SPEED LIMIT ON I -17 IS 75 MPH FOR MOST THE TRIP HEADING SOUTH ON I17 IT IS 75 MPH AT SUNSET POINT THE SPEED CHANGES FROM 75 MPH TO 65 MPH. THE CAR CHANGES SPEED TO 65 MPH. IT CHANGES BACK TO 75 MPH LATER EXCITING TIMES PASSING THROUGH ROCK SPRINGS. I AM DOING AT 75 MPH (NO ONE IS IN FRONT OF ME THEY ARE IN BACK AND ONE TO THE LEFT SIDE.). THE CAR SPEED DROPS TO 45 MPH. THE FREEWAY SPEED IS 75 MPH. HOWEVER, THE SIDE ROAD IN ROCK SPRINGS IS 45 MPH. SO NOW I HAVE 4 CARS TRYING TO AVOID ME BECAUSE I SUDDENLY GOING 45 MPH IN A 75 MPH ZONE. APPROACHING ANTHEM - THE CAR SUDDENLY DROPS TO 35 MPH IN A 75 MPH ZONE. NO ONE WAS IN FRONT OF ME. BUT THE SPEED LIMIT ON THE SIDE ROAD NEXT TO THE FREEWAY IS 35 MPH. NO ONE IN FRONT OF ME. I HAVE CARS AROUND ME HONKING AND AVOIDING ME - BECAUSE I AM DRIVING 35 MPH IN A 75 MPH FREEWAY SPEED ZONE. THIS IS DANGEROUS. THE DEALER JUST SAYS IT IS AN OPTION.

CA CASE ID: [redacted]

*** 11/27/2019 09:30:14 (GMT-08:00) Pacific Time (US & Canada) ***
Dispatched from WIPBin = 0. default to Queue Callcenter by Esther Kong
Reason:

*** 11/27/2019 09:54:37 ***
Accepted from Queue Callcenter to WIPBin Telluride by Alicia Anderson

*** 11/27/2019 10:44:53 ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP54HC LG[redacted]	[redacted]	700

, , 07/18/2019 Dealer:

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Navigation
Kia Case Type Lvl4: Navigation Operation

Assigned to WIPBin Auto Assigned of Christina Steir by Alicia Anderson
Reason:

*** 12/03/2019 09:58:29 ***
Closed by Valentin Martinez with Resolution Code : Concerns Recorded
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC2LG[redacted]	[redacted]	13,457
Bakersfield, CA 93313		03/04/2019	Dealer: CA081 Haddad KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Windshield/Rear Glass(Pollutio

Case History

Dealer : Future KIA
Technician : ROBERT CLARK
Service Manager : ROBERT CLARK
Dealer Phone :
DPSM : Paul Ortiz
Vehicle Model : TELLURIDE EX V6 FWD AUTO
Model Year : 2020
Mileage : 7476
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
All windows on vehicle look to have a film causing all windows to be blurry.

[Diagnostics Performed]
Windows will not wipe clean. In my opinion looks exactly when windows are attempted to be acid cleaned and left a bit too long. Customer will take vehicle home and show selling Dealer in Bakersfield

*** Dispatched to Queue Service Alert / Techline on 09/20/2019 01:15:48 (PST)

*** Phone - Call - Inbound created on 09/20/2019 08:31:38 and created by Shelby Jocelyn ***
ECR contacted by Robert (svc mgr) CA175 requesting direct escalation

ECR requested photos from Robert

*** Phone - Call - Outbound created on 09/30/2019 16:38:12 and created by Samara Pena ***
Wrt called [redacted] LVM***

Wrt states
1. calling to f/u on repairs
2. Provided case# and phone#

*** Phone - Call - Outbound created on 09/30/2019 16:39:41 and created by Samara Pena ***
Wrt called CA175

Wrt states
1. calling to f/u on repairs
2.provided cust name

Gabriel states
1.We took photos and submitted T/L case
2. Cust took vehicle and was going to show dlr closer to home she is 2 1/2 hours away
3.I believe she was going to Dodd KIA

Customer Name: [redacted]
Customer phone#:
RO#[redacted]
Open Date / Closed Date:08/26-08/30
Most recent Repair Issue and Diagnosis:
Concern - glass was blurry

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC2LG[redacted]	[redacted]	13,457

Bakersfield, CA 93313 | 03/04/2019 | Dealer: CA081 Haddad KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Windshield/Rear Glass(Pollutio

Correction - None
Loaner (Y/N) N
Vehicle repaired (Y/N)N
Does customer have possession (Y/N):N
Part on order? (Y/N)N
Part#:N/A
Order#: N/A
ETA for completion of repairs:N/A

*** Phone - Call - Outbound created on 09/30/2019 16:39:41 and created by Samara Pena ***
Wrt called CA081 LVM***

Wrt states
1. calling to f/u on repairs
2.provided case# and phone#

*** Phone - Call - Outbound created on 10/02/2019 14:23:14 and created by Samara Pena ***
Wrt called CA081

_Wrt states
1. Calling to follow up on repairs
2. Provided VIN#

Dlr states
1. I don't show that vehicle in my system at all
2. what was the last name?
3.I don't show anything

Wrt states
1. Yeah she was supposed to take it to CA081 to f/u on windshield issue but I know the other dlr she took it to closed out there RO and she took her vehicle
2. Thank you
3.Have a great day

*** Phone - Call - Outbound created on 10/02/2019 14:27:11 and created by Samara Pena ***
Wrt called [redacted]

Wrt states
1. calling to f/u on repairs

[redacted] states
1.Poor service with the vehicle
2.Bad communication
3.The seat is still broken
4.The safety film on the glass has bubbles in it

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP34HC2LG[redacted]	[redacted]	13,457

Bakersfield, CA 93313 03/04/2019 Dealer: CA081 Haddad KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Windshield/Rear Glass(Pollutio

5. Trying to work on getting it into the dlr
6. I found there was an issue with the **CRUISE CONTROL** while I put the brake on to take off the **CRUISE CONTROL** it lunged forward and that shouldn't happen
7.I work so its hard to get the vehicle in by the time I'm off its 6pm and the dlr is closed
8.I am just having nothing but problems this is my first new vehicle and its just a horrible experience
9.My daughter bought a KIA from the same dlr and she had a great experience with the vehicle and the sale people in general

Wrt states
1. Apologized
2. wanted to let you know that I will be your point of contact throughout the repair process
3.I will email you a case# and our contact information so if for any reason you have questions or concerns I can cb or email you and update you with information
4.advise me once you make the appt so I know when to f/u with the dlr to relay updates to you

[redacted] states
1. thank you so much I appreciate it

Wrt states
1. my pleasure
2. Enjoy the rest of your day

*** Email - External Email Received created on 10/02/2019 14:49:35 and created by Samara Pena ***
[redacted]
Here is your case#[redacted] it will remain the same until your vehicle is repaired. I want to apologize again for everything your experiencing with your vehicle and poor service with the dealerships in general. I want to thank you and your daughter for choosing KIA and I hope we can get your vehicle up and running how it should soon. Don't forget to advise me of your appointment as well, Thanks again, Take care and have a great day

Samara Pena, Total Case Specialist

Kia Motors America, Inc.
111 Peters Canyon Rd. Irvine, CA 92606
T (800) 333 4542 E spena@kiaconsumeraffairs.com

*** Phone - Call - Inbound created on 10/03/2019 13:19:53 and created by Jason Walters ***
Velma from bakersfield KIA called
1. needing to know if there was a claim for the windows filming up.
2. wanting to know if we can cover a rental for customer until the diagnosis is done.

wrt states:
1. no problem with that.

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC2LG[redacted]	[redacted]	13,457

Bakersfield, CA 93313 03/04/2019 Dealer: CA081 Haddad KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Windshield/Rear Glass(Pollutio

2. we can put that forward and email to you too.

Velma states:
1. thank you

*** Phone - Call - Outbound created on 10/04/2019 08:19:37 and created by Samara Pena ***
Wrt called CA081

Wrt states
1. calling to f/u on repairs
2. I saw that you were inquiring about custs vehicle
3. Did she bring the vehicle in or set an appt?
4. I haven't had a chance to f/u with cust and wanted to get more information before I contact her to make sure were on the same page

Velma states
1. I had received an email from the cust stating she was having multiple issues with the vehicle in regards to **CRUISE CONTROL**, the seat moving and filming bubbling in the windows
2. She told me that CA175 basically turned her away told her she needed to get it fixed here at CA081 but its 2 1/2 hours away from her
3.I don't think that was right
4. I spoke to someone yesterday and they authorized a rental for 3 days for the cust
5. I had told her if we can't duplicate the issues that we can't do the repair
6.I didn't want her to get upset because she told me it happens intermittently and if we couldn't duplicate it I would just send her back with her vehicle
7. Have you heard of any of these issues on the Telluride?
8. I know the seat is supposed to move to fit the person driving it
9. I am going to contact her and advise her when she wants to set the appt
10. Is there an ext for you so I can get back in touch with you?
Wrt states
1. I'm not too knowledgeable on the Telluride
2. I was told by another SA that the seat adjusts to the person driving it so I'm not sure if that's what keeps making it move
3. At least she knows how the diagnosis process is so she wont be upset if you can't do the repair
4. Thank you for the information
5. I don't have an ext to give you I wont be handling the case after today she will get a new CM
6. I will f/u with her to see how everything is going
7.Have a great day

*** Phone - Call - Outbound created on 10/04/2019 13:59:33 and created by Samara Pena ***
Wrt called [redacted] LVM****

Wrt states
1. calling to f/u on repairs
2. Spoke to velma
3. wanted to advise that I will no longer be your CM
4. wanted to f/u to see if you had set an appt t

*** 10/04/2019 16:40:37 ***
Dispatched from WIPBin 2.Tuesday to Queue TELLURIDE by Samara Pena

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC2LG[redacted]	[redacted]	13,457

Bakersfield, CA 93313 | 03/04/2019 | Dealer: CA081 Haddad KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Windshield/Rear Glass(Pollutio

*** Case note has been appended from duplicated auto-case on 10/16/2019 01:04:13 (PST)

Comments from UPER

Part ordered for customer vehicle has been placed into the UPER status on10/14/2019 00:00:00

Dealer Name : BAKERSFIELD DODGE, INC. Haddad Kia
Dealer Contact name : MARCO
Dealer Phone : 661 398 0264
Part No# : 87110 S9000 Haddad Kia
Order No# : D1011
Order Qty# : 1

Dealer Comment : VEHICLE AT RISK OF THEFT/DAMAGE

Please Update Customer with the status of the vehicle and part ordered

*** 11/19/2019 09:02:43 ***
Accepted from Queue TELLURIDE to WIPBin Auto Assigned by Christina Steir

*** 11/19/2019 09:06:14 ***
Dispatched from WIPBin Auto Assigned to Queue ZZ Kevin Vu by Christina Steir

*** Phone - Call - Outbound created on 11/19/2019 10:41:20 and created by Kevin Vu ***
Wrt called CA081
spoke with service advisor

Wrt states
1. Requesting vehicle update
2. RO #[redacted]

Service advisor states

1. That RO is not with that dealership but there is a new RO [redacted]
2. Concern: all windows have distortion and mirrors. and seats issues.
3. Opened on 10-18-2019 still open.
4. Going to replace all windows per DPSM
5. Customer currently in Loaner.

transferred to parts dept for part #
Spoke with parts advisor

wrt states
1. requested part #
2. provided VIN #

parts advisor states

part # 86110 S9010

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC2LG[redacted]	[redacted]	13,457

Bakersfield, CA 93313 | 03/04/2019 | Dealer: CA081 Haddad KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Windshield/Rear Glass(Pollutio

Part # 87110 S9000

*** Phone - Call - Inbound created on 11/20/2019 09:49:48 and created by Victoria Orr ***
Dealer states
1 Julie calling at CA081 - Warranty Admin for Svc Dept
2 asking about car rental reimbursement from Oct. 2019
3 have emailed CM
4 wondering if any one else can assist?

Wrt states
1 review notes do not see rental auth

Dealer states
1 I emailed J. Walters on 10-10-19 and 11-4-19 *********
2 maybe didnt get forwarded
3 SA attached email saying KCAC would cover rental during diag process **********

Wrt states
1 reached out to CM - unable to transfer to CM ext.
2 CM will call you back
3 Thanked

*** Phone - Call - Outbound created on 11/20/2019 10:08:13 and created by Kevin Vu ***
WRt called CA081
requested Julie, warranty advisor for service

wrt states
1. yes i received a message you needed to speak with me?

Julie states
1. yes, we were promised the rental for a customer would be covered and the dealership will get reimbursed. Jason Walter sent me the email.

wrt states
1. Please send me a copy of the email, the RO #, and the bill for the rental and i will take care of it.
2. provided my email kvu@kiaconsumeraffairs.com

Julie states
1. i just sent it now

wrt states
1. Yes i just received it.
2. i will set the reimbursement process now.

Julie states:
1. ty

*** 11/20/2019 10:33:32 ***

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP34HC2LG[redacted]	[redacted]	13,457

Bakersfield, CA 93313 | 03/04/2019 | Dealer: CA081 Haddad KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Windshield/Rear Glass(Pollutio

Goodwill #: 165618 Submitted

*** Email - External Email Sent created on 11/20/2019 10:38:52 and created by Kevin Vu ***
From: Kevin Vu
Sent: Wednesday, November 20, 2019 11:34 AM
To: Julie Garcia <julie@bakersfieldkia.com>
Subject: RE: case [redacted]

The reimbursement process has begun. It may take 45 days or 4 to 6 weeks to be completed. Thank you for sending me the information.

*** Phone - Call - Outbound created on 11/20/2019 10:40:59 and created by Kevin Vu ***
wrt called [redacted] LVM

wrt states
1. wanted to make sure your vehicle was repaired
2. provided phone # and case #

*** 11/20/2019 10:43:14 ***
Dispatched from WIPBin Default to Queue Telluride Goodwill Queue by Kevin Vu

*** Phone - Call - Inbound created on 11/25/2019 06:13:22 and created by Edward Hunter ***
Customer called and complained:
1. the windows are still messed up and the car is still in the dealer.
2. the seat has been repaired 3 times so far
3. I have not had the car for a month
4. At this time I believe that I would like KIA to buy this one back and get me into a different Telluride
5. when it runs, I like the car but I am unable to relax and believe that the car will continue to run.

Writer states:
1. I will need to let your case manager, Kevin know that the car is still in the shop
2. the last note I see is where he left a VM and was under the impression the car was back to you.

Customer states that the car is not back to her yet.

Writer states that he will request her ECM evaluate for buyback.
Email sent to ECM and APM

*** Note - Others created on 11/25/2019 12:09:20 and created by Alicia Anderson ***

<For Internal Use Only
Escalate per buyback request>

*** Phone - Call - Inbound created on 11/26/2019 06:18:00 and created by Edward Hunter ***
CASE NUMBER [redacted]
Called dealer # CA081
talked to:SA
Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: file
VIN: 5XYP34HC2LG[redacted]

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC2LG[redacted]	[redacted]	13,457
Bakersfield, CA 93313		03/04/2019	Dealer: CA081 Haddad KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Windshield/Rear Glass(Pollutio

MY and Mileage: 2020 74,76
Most recent RO# [redacted]
Open Date and Close date (if applicable):10/18/19
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis: Customer says, windows fogged
Able to Duplicate (Y or N): Y
Repeat Repair (Y/N), if so, how many times?:
Repair History of current concern:
RO#, Open and Closed dates with mileage Dealer:

ETA for completion of repairs (if applicable): pending parts
Parts on order (Y/N),Y
part#,part # 86110 S9010
Part # 87110 S9000
order#: D1011
Techline Case (if applicable): 13384589
Rental / Loaner Provided? If so, since when?:
Dealer contacted DPSM (if needed): Y
Vehicle repaired?:N
Customer has possession?: N
Dealer Code/Selling Dealer (Y or N): CA175
Original Owner (Y or N): Y
Maintains car at dealer (Y/N):Y
Multiple KIA owner (Y/N) N How many:
What is current Customer Request buyback

*** Phone - Call - Inbound created on 11/26/2019 06:20:54 and created by Edward Hunter ***
Forward to ECR
1 Customer states Windshield and windows blurry
2 CA081 states per DPSM, glass being replaced
3 Dispatching because customer states due to time in shop, requesting buyback
4 Customer referred to WCIM
5 Please review and follow up accordingly

*** 11/26/2019 06:36:13 ***
Dispatched from WIPBin = Default to Queue Western Region ECR by Edward Hunter
Reason:

*** 11/26/2019 09:42:32 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue Western Region ECR to WIPBin 0. default by Esther Kong

*** 11/26/2019 09:48:56 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin Default of Ryan Lind by Esther Kong
Reason:

*** Phone - Call - Outbound created on 11/26/2019 10:43:08 and created by Ryan Lind ***
ECR LVM for cust [redacted] requesting c/b.

*** 11/26/2019 13:35:51 ***
Case moved into WIPBin 4. Thursday and Sub Status of Assigned

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC2LG[redacted]	[redacted]	13,457

Bakersfield, CA 93313 | 03/04/2019 | Dealer: CA081 Haddad KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Windshield/Rear Glass(Pollutio

*** Phone - Call - Inbound created on 11/26/2019 14:34:46 (GMT-07:00) Arizona and created by Michael Haynes ***
The caller states:
1. Gives case #
2. I tried to call ECR back
3. Had a question
4. Car is at the Kia dealer
5. They called to let me know it is ready
6. Do I pick it up or do I leave it there while buyback is being explored?

The writer states:
1. Apologizes, I will need to document that question to the ECR
2. I will request ECR contact you back with that info

The caller states:
1. Thank you

*** Phone - Call - Inbound created on 11/26/2019 13:36:29 and created by Ryan Lind ***
ECR received VM from cust requesting c/b.

*** Phone - Call - Outbound created on 11/26/2019 13:45:52 and created by Ryan Lind ***
ECR received contact from cust [redacted]

Wtr states:
1. Introduced self
2. See you are requesting buyback
3. You would need to pick up the car as it is still your responsibility

Cust states:
1. Yes
2. Okay

Wtr states:
1. Can send you an acknowledgement letter requesting some documentation
2. Once I have that documentation, I can escalate your case to a team that reviews for repurchases and replacements
3. This review is based on warranty related repairs
4. Don't know if you would qualify as I am not trained in that area

Cust states:
1. Would like to do that
2. Confirmed email
3. Would also like to file a complaint against the sales department of the dlr
4. Will talk to you about it later if I have time

wtr thanked and call ended

*** 11/26/2019 13:56:17 ***
Email is sent on 11/26/2019 13:55:21 by Ryan Lind
To: [redacted]
Cc: [redacted]
Title: Kia Consumer Assistance Center Case# [redacted]

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC2LG[redacted]	[redacted]	13,457
Bakersfield, CA 93313		03/04/2019	Dealer: CA081 Haddad KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Windshield/Rear Glass(Pollutio

Attachments:
Ack Ltr.pdf

*** Email - External Email Sent created on 11/26/2019 13:55:21 and created by Ryan Lind ***
Dear [redacted] Thank you for taking my call to discuss your case concerning your 2020 Kia Telluride. Attached to this email is the acknowledgement letter advising that Kia Motors America has been notified about your request. In order to review your request, we do require several documents to be submitted which are listed on the acknowledgement letter. Once in receipt of those documents, Kia Motors America will review your case based upon the service history for warranty related repairs.

Sincerely,Ryan
Kia Motors America

*** 11/29/2019 21:51:09 ***
KIA CONTRACT 3-31-19.pdf added by [redacted] on 11/29/2019 21:51:09

*** 11/29/2019 21:51:10 ***
KIA Telluride Repair 08-24-19.pdf added by [redacted] on 11/29/2019 21:51:10

*** 11/29/2019 21:51:11 ***
KIA Telluride Service 8-24-19.pdf added by [redacted] on 11/29/2019 21:51:11

*** 11/29/2019 21:51:12 ***
KIA Telluride Repair 10-5-19.pdf added by [redacted] on 11/29/2019 21:51:11

*** 11/29/2019 21:51:12 ***
KIA Telluride Skyway Cila-Jet Install 8-24-19.pdf added by [redacted] on 11/29/2019 21:51:12

*** 11/29/2019 21:51:13 ***
KIA Telluride Repair 11-18-19.pdf added by [redacted] on 11/29/2019 21:51:13

*** 11/29/2019 21:51:14 ***
Web - Note created on 11/29/2019 21:51:13 and created by [redacted]
I purchased the vehicle on 3/31/13. I notified my salesman on or 4-13-19 of the problems with the glass. I was told it would wash off and nothing was wrong. I was lied to by the finance manger regarding my rate to get the sale. I was told Future Kia would drive to Bakersfield with a loaner and pick up my vehicle to get the skylink and cila-jet installed, so I assumed I could get the glass taken care of at the same time, not realizing the it would take several months for the dealership to work it out as Travis the Finance Manager stated, Marcus must not have put enough in the sale to work that out. After the 1st attempt at Haddad they stated that Future Kia put a ticket in for the glass but could not get the pictures from them and the pictures they took were not good enough and I would have to wait two more weeks (even though their technician stated it was very dangerous to drive) for the KIA rep to show up. After two weeks I had to call to see when to bring in my vehicle and was told that he had cancelled. I waited another two weeks, called and was told that I didn't have to wait for the rep and that my glass had been ordered. First I had been informed. It took another two weeks to get the glass. The glass was installed, and I was called and told that they had installed one glass that was not correct and had to order more. Today I am called to pick up my vehicle, only to arrive and find the seat still broken. Car still at KIA Haddad.

*** 11/29/2019 21:55:41 ***
KIA Consumer Affairs Information Request Form.pdf added by [redacted] on 11/29/2019 21:55:41

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC2LG[redacted]	[redacted]	13,457

Bakersfield, CA 93313 03/04/2019 Dealer: CA081 Haddad KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Windshield/Rear Glass(Pollutio

11/29/2019 21:56:27
Email is received on 11/29/19 21:56:12 from [redacted]
Attachments:
KIA CONSUMER AFFAIRS REQUEST FORM MASTER.pdf
KIA CONTRACT 3-31-19.pdf
KIA Telluride Repair 08-24-19.pdf
KIA Telluride Repair 10-5-19.pdf
KIA Telluride Repair 11-18-19.pdf
KIA Telluride Service 8-24-19.pdf
KIA Telluride Skyway Cila-Jet Install 8-24-19.pdf

11/30/2019 07:03:23
Email is received on 11/30/19 07:03:06 from [redacted]
Attachments:
KIA CONSUMER AFFAIRS REQUEST FORM MASTER.pdf
KIA CONSUMER AFFAIRS REQUEST FORM MASTER_11302019_070313.pdf
KIA CONTRACT 3-31-19.pdf
KIA CONTRACT 3-31-19_11302019_070314.pdf
KIA Consumer Affairs Information Request Form.pdf
KIA Telluride Repair 08-24-19.pdf
KIA Telluride Repair 08-24-19_11302019_070316.pdf
KIA Telluride Repair 10-5-19.pdf
KIA Telluride Repair 10-5-19_11302019_070317.pdf
KIA Telluride Repair 11-18-19.pdf
KIA Telluride Repair 11-18-19_11302019_070318.pdf
KIA Telluride Service 8-24-19.pdf
KIA Telluride Service 8-24-19_11302019_070319.pdf
KIA Telluride Skyway Cila-Jet Install 8-24-19.pdf
KIA Telluride Skyway Cila-Jet Install 8-24-19_11302019_070320.pdf

*** Email - External Email Received created on 11/29/2019 21:56:12 and created by Ryan Lind ***
I am pretty sure I have everything. I will say that I am still looking for some original complaint and service order for Aug 24th at Future KIA of Clovis. I realizxe for some reason their work order does not show my complaint of the glass even though they opened the original ticket.

[redacted]

Sent from Mail for Windows 10

*** Email - External Email Received created on 11/30/2019 07:03:06 and created by Ryan Lind ***
Sent from Mail for Windows 10

*** 12/02/2019 09:46:27 ***
Goodwill #: 165618 Submitted

*** 12/03/2019 16:06:15 ***
Email is sent on 12/03/2019 16:05:30 by Ryan Lind
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC2LG[redacted]	[redacted]	13,457

Bakersfield, CA 93313 03/04/2019 Dealer: CA081 Haddad KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Windshield/Rear Glass(Pollutio

*** Email - External Email Sent created on 12/03/2019 16:05:30 and created by Ryan Lind ***
Dear [redacted]

I have received the documents and I am escalating your case. Please allow the next team some time to receive and review.

Sincerely,Ryan
Kia Motors America

*** 12/03/2019 16:06:40 ***
Dispatched from WIPBin = To be escalated to Queue Western Region Admin by Ryan Lind
Reason:

12/03/2019 21:13:07
Email is received on 12/03/19 21:12:45 from [redacted]
Attachments:
KIA Telluride 12-3-19 seat panel driver's seat.jpg
KIA Telluride Repair completed 12-2-19.pdf

12/03/2019 21:19:25
Email is received on 12/03/19 21:19:23 from [redacted]
Attachments:
KIA Telluride Updated Consumer Affairs form.pdf

*** 12/03/2019 21:32:13 ***
KIA Telluride Repair completed 12-2-19.pdf added by [redacted] on 12/03/2019 21:32:12

*** 12/03/2019 21:32:17 ***
KIA Telluride 12-3-19 seat panel driver's seat.jpg added by [redacted] on 12/03/2019 21:32:14

*** 12/03/2019 21:32:17 ***
KIA Telluride 19-20 Registration.pdf added by [redacted] on 12/03/2019 21:32:17

*** 12/03/2019 21:32:18 ***
KIA Telluride Updated Consumer Affairs form.pdf added by [redacted] on 12/03/2019 21:32:18

12/03/2019 21:35:14
Email is received on 12/03/19 21:35:12 from [redacted]
Attachments:
KIA Telluride 19-20 Registration.pdf

*** 12/05/2019 15:20:50 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue = Western Region Admin to WIPBin default

*** Email - External Email Received created on 12/03/2019 21:12:45 and created by Ryan Lind ***
Thank you Ryan,

I picked up my vehicle at 6pm this evening. I am attaching today's completed repair ticket that was started 2 weeks ago and a picture of the condition the seat is in by the time we drove home.

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC2LG[redacted]	[redacted]	13,457

Bakersfield, CA 93313 | 03/04/2019 | Dealer: CA081 Haddad KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Windshield/Rear Glass(Pollutio

I will also attempt to add them to my Case at consumer affairs as well.

Kind Regards,
[redacted]

Sent from Mail for Windows 10

*** Email - External Email Received created on 12/03/2019 21:19:23 and created by Ryan Lind ***
Ryan,

I have attached my updated concerns form.

Sent from Mail for Windows 10

*** Email - External Email Received created on 12/03/2019 21:35:12 and created by Ryan Lind ***
Ryan,

Attached Current registration

Sent from Mail for Windows 10

*** 12/05/2019 15:52:16 ***
Assigned to WIPBin default of Ariston Crane by Ryan Lind
Reason:

*** Email - External Email Sent commitment created on 12/05/2019 16:03:21 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/09/2019 and created by Ariston Crane ***
From: Crane, Ariston [KMA]
Sent: Thursday, December 05, 2019 4:03 PM
To: [redacted]
Subject: [redacted] / Case# [redacted] / 2020 Kia Telluride EX / 5XYP34HC2LG[redacted] / Haddad Kia

Good afternoon [redacted]

My name is Ariston and I am your new case manager as your case has been escalated to my attention regarding your 2020 Kia Telluride EX: 5XYP34HC2LG[redacted] purchased at Future Kia. I see that you've had it serviced there as well as Haddad Kia and have expressed wanting out of the vehicle recently. This is something that I can review for you as I see you were previously working with Ryan on your case and provided copies of some requested paperwork in order to assist with the evaluation of your case.

I do see a portion of the sales contract copy was provided, however I'll need the entire sales contract scanned/copied and returned to me in order to perform an accurate evaluation of your case. Once received, I'll be able to take a few business days to review your claim and follow up once I have an update to provide.

Thank you,

Ariston Crane
Sr. E-Case Administrator I Southern Region

Kia Motors America, Inc.

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC2LG[redacted]	[redacted]	13,457

Bakersfield, CA 93313 | 03/04/2019 | Dealer: CA081 Haddad KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Windshield/Rear Glass(Pollutio

111 Peters Canyon Rd, Irvine, CA 92606
T 949.468.1889 F 949.299.3206 E ACrane@Kiausa.com

*** Email - External Email Received commitment fulfilled on 12/09/2019 13:51:53 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/09/2019 closed by Ariston Crane ***
From: [redacted] [mailto[redacted]
Sent: Sunday, December 08, 2019 1:29 PM
To: Crane, Ariston [KMA]
Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride EX / 5XYP34HC2LG[redacted] / Haddad Kia

Ariston,

I have attached the best copy of the contract that I can. Also, since I submitted the last update, I had to leave my vehicle again for another seat repair and Front RH window adjustment and near felt lining.
I see this repair was back dated as if I hadn't picked up my vehicle on Tuesday 12-3 and had to return with it on the Thursday the 5th for additional repairs to the seat and glass.

A buy back or put me in a new Telluride (not losing anything I have put into this one, payments etc.).

[redacted]

Sent from Mail for Windows 10

*** Email - External Email Sent commitment created on 12/09/2019 15:00:24 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/23/2019 and created by Ariston Crane ***
From: Crane, Ariston [KMA]
Sent: Monday, December 09, 2019 3:00 PM
To: [redacted]
Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride EX / 5XYP34HC2LG[redacted] / Haddad Kia

Good afternoon [redacted]

Thank you for providing the entire copy of your sales contract and additional repair order from your visit to Haddad Kia last week. Upon further review of your case I would like to present you with the following offers, as this offer is valid through Monday December 23rd 2019. Let me know if you happen to have any questions.

Thank you,

Ariston Crane
Sr. E-Case Administrator I Southern Region

Kia Motors America, Inc.
111 Peters Canyon Rd, Irvine, CA 92606
T 949.468.1889 F 949.299.3206 E ACrane@Kiausa.com

*** Email - External Email Received commitment updated on 12/11/2019 16:33:41 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/23/2019 and updated by Ariston Crane ***
From: [redacted] [mailto[redacted]

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP34HC2LG[redacted]	[redacted]	13,457

Bakersfield, CA 93313 03/04/2019 Dealer: CA081 Haddad KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Windshield/Rear Glass(Pollutio

Sent: Monday, December 09, 2019 8:45 PM
To: Crane, Ariston [KMA]
Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride EX / 5XYP34HC2LG[redacted] / Haddad Kia

Ariston,

Thank you.
I will review the offer and respond according soon.

[redacted]

Sent from Mail for Windows 10

*** Email - External Email Received commitment updated on 12/11/2019 16:33:54 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/23/2019 and updated by Ariston Crane ***
From: [redacted] [mailto[redacted]
Sent: Monday, December 09, 2019 9:02 PM
To: Crane, Ariston [KMA]
Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride EX / 5XYP34HC2LG[redacted] / Haddad Kia

Ariston,

If I were to select option 1, would I have to keep all the options as the Skylink, Portfolio Service Contract, Cilajet etc..?

Sent from Mail for Windows 10

*** Email - External Email Received commitment updated on 12/11/2019 16:34:11 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/23/2019 and updated by Ariston Crane ***
From: [redacted] [mailto[redacted]
Sent: Tuesday, December 10, 2019 6:08 PM
To: Crane, Ariston [KMA]
Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride EX / 5XYP34HC2LG[redacted] / Haddad Kia

Ariston,

Just following up to see if you received my question below. If you are able to give me a call during the day, please try my work number [redacted]

Thank you,
[redacted]

Sent from Mail for Windows 10

*** Email - External Email Sent commitment updated on 12/11/2019 16:37:28 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/23/2019 and updated by Ariston Crane ***
From: Crane, Ariston [KMA]
Sent: Wednesday, December 11, 2019 4:37 PM

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC2LG[redacted]	[redacted]	13,457

Bakersfield, CA 93313 03/04/2019 Dealer: CA081 Haddad KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Windshield/Rear Glass(Pollutio

To: [redacted]
Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride EX / 5XYP34HC2LG[redacted] / Haddad Kia

Good afternoon,

To answer your question, it would depend on who your lender is and whether or not you would be able to A) be able to execute option #1 in the offer letter and B) whether or not said lender would allow those contracts to transfer over to a new vehicle.

For example, if you finance through Kia Motors Finance I don't think you would have any issues having those contracts carry/transfer over to the new vehicle. I cannot say for other lenders as I'm not familiar with what their policies are and what they'll allow/not allow.

Thank you,

Ariston Crane
Sr. E-Case Administrator I Southern Region

Kia Motors America, Inc.
111 Peters Canyon Rd, Irvine, CA 92606
T 949.468.1889 F 949.299.3206 E ACrane@Kiausa.com

*** Phone - No Callback created on 12/17/2019 17:00:03 and created by Heather Mullins ***
Cust, [redacted] owner

Wrt
1 Asked essential questions

Cust
1 I have been given an offer letter, but have only been given until the 23rd to reply
2 Have called and left messages for CM multiple times
3 Need to see if my offer can be extended, and would appreciate a callback to answer my questions

Wrt
1 Gave case#
2 Looks like Ariston had emailed you on the 11th?

Cust
1 Yes, and I have emailed back since then
2 Need a return call

Wrt
1 Ok, will send CM a message to get back with you ASAP

Cust
1 Thank you

*** 12/17/2019 21:18:39 ***
Re_[redacted] _ Case#[redacted] _ 2020 Kia Telluride EX _ 5XYP34HC2LG[redacted] _ Haddad Kia.eml added

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC2LG[redacted]	[redacted]	13,457

Bakersfield, CA 93313 03/04/2019 Dealer: CA081 Haddad KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Windshield/Rear Glass(Pollutio

by [redacted] on 12/17/2019 21:18:38

*** 12/17/2019 21:18:40 ***
Web - Note created on 12/17/2019 21:18:40 and created by [redacted]
I would like an extension until Jan 15, 2020 to make my decision between the three (3) options offered on the offer letter. Due to the unanswered question, not returning my phone call or calling me as I have requested I believe that is fair.

*** Email - External Email Received commitment fulfilled on 12/19/2019 15:41:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/23/2019 closed by Ariston Crane ***
From: [redacted] [mailto[redacted]
Sent: Thursday, December 12, 2019 6:01 PM
To: Crane, Ariston [KMA]
Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride EX / 5XYP34HC2LG[redacted] / Haddad Kia

So then I am a bit confused on how (if I choose) option #1 in offer letter works. Would I need to find the financing before or would this be similar to sitting with the finance person at the dealership to get the financing switched over?

If Option #3 in the offer letter sf taken and the vehicle continues to have several issues would there still be a trade or buy back option?

[redacted]

Sent from Mail for Windows 10

*** Email - External Email Received commitment created on 12/19/2019 15:42:23 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/19/2019 and created by Ariston Crane ***
From: [redacted] [mailto[redacted]
Sent: Sunday, December 15, 2019 4:29 PM
To: Crane, Ariston [KMA]
Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride EX / 5XYP34HC2LG[redacted] / Haddad Kia

Ariston,

I am very confused now. If I choose option #1 of the offer letter, is KIA going to provide me with the same vehicle and options I purchased (will the new vehicle have the cila jet and skylink) for a straight trade or am I going to loose some of those options. I should not be losing any money on option #1 of the offer letter and I feel that is what is on the table. Please call me tomorrow at [redacted] to discuss this further.

[redacted]

Sent from Mail for Windows 10

*** Email - External Email Received commitment fulfilled on 12/19/2019 15:42:42 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/19/2019 closed by Ariston Crane ***
From: [redacted] [mailto[redacted]
Sent: Monday, December 16, 2019 4:18 PM
To: Crane, Ariston [KMA]
Subject: Re: [redacted] / Case# [redacted] / 2020 Kia Telluride EX / 5XYP34HC2LG[redacted] / Haddad Kia

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC2LG[redacted]	[redacted]	13,457

Bakersfield, CA 93313 | 03/04/2019 | Dealer: CA081 Haddad KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Windshield/Rear Glass(Pollutio

Ariston,

I have a lot of unanswered questions and am running out of time to make a decision by your set date on offer letter..
Is it possible to get the deadline extended until 1 -10-20 or to get a phone call to answer my questions.
During the day I am available at [redacted] or my cell, [redacted]

Thank you,
[redacted]

*** Phone - Call - Outbound commitment created on 12/19/2019 16:04:18 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/24/2019 and created by Ariston Crane ***
SECA called and spoke with customer 12/19/19 @ [redacted]
Wtr sts
1) Aware cust wanted to discuss offer letter, wtr explained options and what's involved
Cust sts
1) I have Kinecta credit union and not sure if they'll allow replacement option, don't understand it
Wtr sts
1) Adv that with replacement option, ideally would like to do SOC. If not then re-fi, if lender doesn't allow that either wtr can ask participating dlr (TBD) to perform buyout and issue new loan for new replacement veh
2) At that point dlr can try to work out best deal as possible, however wtr does not know any of this until we move further along in the process
Cust sts
1)

*** 12/21/2019 10:20:39 ***
Acceptance Kia Offer 12-21-19.pdf added by on 12/21/2019 10:20:39

*** Web - Note created on 12/27/2019 07:29:40 and created by Alexis Tate ***
**********DUPLICATE CASE**********
*** 12/26/2019 22:02:35 ***
Contact = [redacted] Priority = Standard, Sub Status = Dispatched

*** 12/26/2019 22:02:36 ***
Web - Note created on 12/26/2019 22:02:36 and created by [redacted]

I seem to have run out of available space to attach any more files on my main case# [redacted] so I am adding more here.
I tried to attach the acceptance on the 21st nut did not realize at the time it did not save the attachment. I would like confirmation that this offer is moving forward and see that Ariston will not be returning until after Jan 3 or ? and would like to know before that that my acceptance of the offer letter is valid. [redacted] or [redacted]
Thank you.. [redacted]

*** 12/26/2019 22:02:37 ***
Acceptance Kia Offer 12-21-19.pdf added by [redacted] on 12/26/2019 22:02:37

*** 12/26/2019 22:02:38 ***
FW_ [redacted] _ Case# [redacted] 2020 Kia Telluride EX _ 5XYP34HC2LG[redacted] email chain with Ariston Crane as of 12-21-2019.eml added by [redacted] on 12/26/2019 22:02:37

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC2LG[redacted]	[redacted]	13,457

Bakersfield, CA 93313 | 03/04/2019 | Dealer: CA081 Haddad KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Windshield/Rear Glass(Pollutio

*** 12/27/2019 07:30:14 ***
Closed by Alexis Tate with Resolution Code : Duplicate Case
[Resolution Summary]
**********END NOTES**********

*** Email - External Email Received commitment fulfilled on 01/06/2020 15:46:50 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/24/2019 closed by Ariston Crane ***
From: [redacted] [mailto[redacted]
Sent: Saturday, December 21, 2019 10:19 AM
To: Crane, Ariston [KMA]
Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride EX / 5XYP34HC2LG[redacted] / Haddad Kia

Ariston,

Per our discussion on 12-20-19, I have attached my signed acceptance of option 1.

[redacted]

Sent from Mail for Windows 10

*** Email - External Email Received commitment created on 01/06/2020 15:48:53 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/09/2020 and created by Ariston Crane ***
From: [redacted] [mailto[redacted]
Sent: Thursday, December 26, 2019 9:40 PM
To: Crane, Ariston [KMA]
Subject: FW: [redacted] / Case# [redacted] / 2020 Kia Telluride EX / 5XYP34HC2LG[redacted] / Haddad Kia

Ariston,

I am following up to confirm you received my signed offer letter. I also attached it directly to my claim on Kia support, but I do not see it there now.
I would appreciate you letting me know that it was received and we are moving forward and what the next steps are?

Kind Regards,
[redacted]

Sent from Mail for Windows 10

*** Email - External Email Sent commitment updated on 01/06/2020 15:53:53 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/09/2020 and updated by Ariston Crane ***
From: Crane, Ariston [KMA]
Sent: Monday, January 06, 2020 3:54 PM
To: [redacted]
Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride EX / 5XYP34HC2LG[redacted] / Haddad Kia

Good afternoon [redacted]

I did receive your signed offer letter regarding your selection to proceed with the replacement vehicle option. In

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC2LG[redacted]	[redacted]	13,457
Bakersfield, CA 93313		03/04/2019	Dealer: CA081 Haddad KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Windshield/Rear Glass(Pollutio

order for me to further facilitate this settlement I'll need the attached form to be filled out, signed and returned to me so that I may have authorization to contact your lender to determine whether or not they'll allow for a substitution of collateral (as outlined in the offer letter). Once received I'll follow up with you regarding next steps.

Thank you,

Ariston Crane
Sr. E-Case Administrator I Southern Region

Kia Motors America, Inc.
111 Peters Canyon Rd, Irvine, CA 92606
T 949.468.1889 F 949.299.3206 E ACrane@Kiausa.com

*** Email - External Email Received commitment fulfilled on 01/09/2020 15:23:52 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/09/2020 closed by Ariston Crane ***
From: [redacted] [mailto[redacted]
Sent: Monday, January 06, 2020 7:57 PM
To: Crane, Ariston [KMA]
Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride EX / 5XYP34HC2LG[redacted] / Haddad Kia

Good Evening Mr. Crane,

Please see attached signed "Authorization to Release Loan/Lease Information."

Thank you,

[redacted]

Sent from Mail for Windows 10

*** Phone - Call - Outbound commitment created on 01/09/2020 15:46:04 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/10/2020 and created by Ariston Crane ***
SECA called and spoke with Kinecta CU on 1/9/20
Wtr sts
1) provided cust name and related info, asked if lender would be able to assist and approve SOC (provided explanation)
Kinecta sts
1) Cannot proceed with SOC as you described, current loan on vehicle would have to be paid off first
Wtr thanked and ended call

*** Phone - Call - Outbound commitment updated on 01/09/2020 15:47:10 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/10/2020 and updated by Ariston Crane ***
SECA called customer 1/9/20 and wanted to explain situation and possible next steps regarding a Kia vehicle replacement type of settlement
Cust sts
1) I have to meet a deadline in the next 15 mins, can I call you back?
Wtr thanked and ended call

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC2LG[redacted]	[redacted]	13,457
Bakersfield, CA 93313		03/04/2019	Dealer: CA081 Haddad KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Windshield/Rear Glass(Pollutio

*** Phone - Call - Inbound commitment updated on 01/13/2020 10:19:50 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/10/2020 and updated by Ariston Crane ***
SECA rec'd VM from customer 1/10/20
Cust requesting call back to discuss case & next steps

*** Email - External Email Received commitment fulfilled on 01/13/2020 10:20:29 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/10/2020 closed by Ariston Crane ***
From: [redacted] [mailto[redacted]
Sent: Sunday, January 12, 2020 6:54 PM
To: Crane, Ariston [KMA]
Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride EX / 5XYP34HC2LG[redacted] / Haddad Kia

Ariston.

I did return your call last week and left a message for you. Please try to call me on my work number [redacted] first then my cell phone during the day.

Thank you,
[redacted]

Sent from Mail for Windows 10

*** Phone - Call - Outbound created on 01/13/2020 10:39:41 (GMT-08:00) Pacific Time (US & Canada) and created by Ariston Crane ***
SECA called and spoke with customer 1/13/20
Wtr sts
1) Called & explained that cust lender does not allow for SOC
2) Adv that current loan would need to be paid off first
3) Will see if an authorized Kia dlr would be willing to a vehicle trade and agree to pay off your current loan & issue a new loan against the replacement vehicle
4) Cannot make any guarantees as the participating dlr would need to be agreeable to this
Cust sts
1) Would like to pursue replacement option still and see how it goes
2) Would prefer to have same black interior, but different color exterior (no silver) - want dark gray or black preferably
3) I also wouldn't mind traveling outside of Bakersfield to as far as Fresno or LA
Thanked and ended call

*** Email - External Email Sent commitment created on 01/13/2020 11:32:42 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/20/2020 and created by Ariston Crane ***
From: Crane, Ariston [KMA]
Sent: Monday, January 13, 2020 11:28 AM
To: [redacted]
Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride EX / 5XYP34HC2LG[redacted] / Haddad Kia

Good morning,

It was a pleasure speaking with you earlier this morning. Per our conversation, I was able to do a search for some available 2020 Kia Telluride's in the area and found the follow below:

Please be advised that I was not able to locate any currently available 2020 Telluride EX's with the same packaging

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC2LG[redacted]	[redacted]	13,457
Bakersfield, CA 93313		03/04/2019	Dealer: CA081 Haddad KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Windshield/Rear Glass(Pollutio

your vehicle comes with. The listed vehicles above are 2020 Telluride EX's with premium packaging which would be considered an upgrade, as the applicable upgrade charges and associated sales tax amount vary depending on which vehicle is selected. From top to bottom, the exterior vehicle colors are: silver, white, white, dark moss (dark green), white, white, white, dark moss. Let me know if you wish to proceed with any of these vehicles.

Thank you,

Ariston Crane
Sr. E-Case Administrator I Southern Region

Kia Motors America, Inc.
111 Peters Canyon Rd, Irvine, CA 92606
T 949.468.1889 F 949.299.3206 E ACrane@Kiausa.com

*** Email - External Email Received commitment updated on 01/21/2020 10:38:17 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/20/2020 and updated by Ariston Crane ***
From: [redacted] [mailto[redacted]
Sent: Tuesday, January 14, 2020 8:20 PM
To: Crane, Ariston [KMA]
Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride EX / 5XYP34HC2LG[redacted] / Haddad Kia

Good Evening,

It was a pleasure speaking with you as well. Unfortunately, the list below does not work for me.
I did find these two at Kia Cerritos (562) 860-2424 , 5XYP54HC2LG[redacted]-SX and 5XYP54HCXLG[redacted]-EX.

Let me know,

[redacted]

Sent from Mail for Windows 10

*** Email - External Email Received commitment fulfilled on 01/21/2020 10:38:30 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/20/2020 closed by Ariston Crane ***
From: [redacted] [mailto[redacted]
Sent: Monday, January 20, 2020 6:48 PM
To: Crane, Ariston [KMA]
Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride EX / 5XYP34HC2LG[redacted] / Haddad Kia

Ariston,

I haven't heard anything back from you. Are you still trying to help locate a vehicle for me?

Sent from Mail for Windows 10

*** Email - External Email Sent commitment created on 01/21/2020 10:58:43 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/24/2020 and created by Ariston Crane ***
From: Crane, Ariston [KMA]

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC2LG[redacted]	[redacted]	13,457
Bakersfield, CA 93313		03/04/2019	Dealer: CA081 Haddad KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Windshield/Rear Glass(Pollutio

Sent: Tuesday, January 21, 2020 10:58 AM
To: [redacted]
Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride EX / 5XYP34HC2LG[redacted] / Haddad Kia

Good morning,

Yes of course I'm still assisting in the handling of your case and in trying to locate a comparable replacement vehicle. Please be advised that the two vehicles you proposed (located at Kia of Cerritos) are both SX's as these vehicles would be considered an upgrade and would include an upgrade charge & associated sales tax cost for each. I see that one of the Telluride's (5XYP54HC2LG[redacted]) was sold to a customer on Saturday 1/18/20, as the other one (5XYP54HCXLG[redacted]) is still available to my knowledge.

The upgrade charge & sales amount for the proposed vehicle (5XYP54HCXLG[redacted]) would be as follows:

MSRP difference: $42,795.00 - $38,510.00 - $4,285.00
Sales tax: $4,285.00 x (.095 = 9.5% sales tax rate for Cerritos, CA) = $407.07
Upgrade charge ($4,285.00) + sales tax ($407.07) = $4,692.07

Therefore, if we are to proceed with this vehicle at Kia of Cerritos and if the dealership is willing to buyout your loan and issue a new loan against this newly proposed vehicle, you would be asked to provide a cashier's check for $4,692.07 plus the $1,207.27 for the halved mileage deduction in order to proceed with this settlement option. That check would need to be made payable directly to Kia of Cerritos at the time of the vehicle transaction. Please advise if you still wish to move forward with this vehicle you proposed.

Thank you,

Ariston Crane
Sr. E-Case Administrator I Southern Region

Kia Motors America, Inc.
111 Peters Canyon Rd, Irvine, CA 92606
T 949.468.1889 F 949.299.3206 E ACrane@Kiausa.com

*** Email - External Email Received commitment fulfilled on 01/24/2020 14:03:01 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/24/2020 closed by Ariston Crane ***
From: [redacted] [mailto[redacted]
Sent: Tuesday, January 21, 2020 8:07 PM
To: Crane, Ariston [KMA]
Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride EX / 5XYP34HC2LG[redacted] / Haddad Kia

Ariston,
Thank you for the information. I would really prefer to stay with my EX package in black or graphite grey. I am also going to look into what my prorated return will be on a few of the options to see if a buy back would be a better fit unless you want to bump up option #3 to 10K and call it a day.

[redacted]

Sent from Mail for Windows 10

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC2LG[redacted]	[redacted]	13,457
Bakersfield, CA 93313		03/04/2019	Dealer: CA081 Haddad KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Windshield/Rear Glass(Pollutio

*** Email - External Email Sent commitment created on 01/24/2020 14:20:22 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/31/2020 and created by Ariston Crane ***
From: Crane, Ariston [KMA]
Sent: Friday, January 24, 2020 2:19 PM
To: [redacted]
Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride EX / 5XYP34HC2LG[redacted] / Haddad Kia

Good afternoon,

The offer letter that was originally proposed to you reflects a cash offer of $7,000.00 which I believe is certainly a fair amount to offer for this claim. Our written offers like the one you receive represent our best offers for each option portrayed. With that said and in the spirit of compromise, I'd be willing to split the difference with you at $8,500.00. Let me know if you wish to accept by signing and returning to me the attached settlement agreement, as this is the agreement I'll need signed & returned before I can begin processing your claim further to distribute according funds.

Thank you,

Ariston Crane
Sr. E-Case Administrator I Southern Region

Kia Motors America, Inc.
111 Peters Canyon Rd, Irvine, CA 92606
T 949.468.1889 F 949.299.3206 E ACrane@Kiausa.com

*** Email - External Email Received commitment fulfilled on 01/30/2020 13:42:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/31/2020 closed by Ariston Crane ***
From: [redacted] [mailto[redacted]
Sent: Sunday, January 26, 2020 9:16 AM
To: Crane, Ariston [KMA]
Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride EX / 5XYP34HC2LG[redacted] / Haddad Kia

Ariston,

As my vehicle is going back for additional repairs relating to the installation of new glass, I am going to hold off on this option at this time. Once my vehicle has been repaired and returned I will update you. In the meantime, please continue to search for an EX standard or maybe even premium model in colors previously discussed.

Thank you,

[redacted]

Sent from Mail for Windows 10

*** Email - External Email Sent commitment created on 01/30/2020 14:07:44 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/06/2020 and created by Ariston Crane ***
From: Crane, Ariston [KMA]
Sent: Thursday, January 30, 2020 2:07 PM
To: [redacted]

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC2LG[redacted]	[redacted]	13,457

Bakersfield, CA 93313 | 03/04/2019 | Dealer: CA081 Haddad KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Windshield/Rear Glass(Pollutio

Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride EX / 5XYP34HC2LG[redacted] / Haddad Kia

Good afternoon,

Just as a reminder, the premium package EX's would be considered an upgrade as the upgrade charge & associated sales tax would need to be paid upfront (on top of the halved mileage deduction that would be paid as well). I've performed a search for nearest possible 2020 Telluride EX's with the same standard packaging your vehicle is equipped with and found the following:

These EX's listed above are either black or gray, however none of them will arrive at their respective dealerships until late March or early April. I would also have to contact each dealer to determine whether or not a vehicle is reserved for someone else, if not I'd certainly see if they'd be willing to reserve one of these for you (ultimately the dealer's decision, not mine).

Thank you,

Ariston Crane
Sr. E-Case Administrator I Southern Region

Kia Motors America, Inc.
111 Peters Canyon Rd, Irvine, CA 92606
T 949.468.1889 F 949.299.3206 E ACrane@Kiausa.com

*** Email - External Email Received commitment updated on 02/05/2020 11:53:29 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/11/2020 and updated by Ariston Crane ***
From: [redacted] [mailto[redacted]
Sent: Thursday, January 30, 2020 9:20 PM
To: Crane, Ariston [KMA]
Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride EX / 5XYP34HC2LG[redacted] / Haddad Kia

Good evening,

I will take a look at these over the weekend and let you know if any of them will work.

Thank you,
[redacted]

Sent from Mail for Windows 10

*** Email - External Email Sent commitment updated on 02/11/2020 09:31:22 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/11/2020 and updated by Ariston Crane ***
From: Crane, Ariston [KMA]
Sent: Tuesday, February 11, 2020 9:29 AM
To: [redacted]
Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride EX / 5XYP34HC2LG[redacted] / Haddad Kia

Good morning [redacted]

I know when we last spoke we were trying to locate an available and comparable replacement Kia Telluride,

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC2LG[redacted]	[redacted]	13,457

Bakersfield, CA 93313 | 03/04/2019 | Dealer: CA081 Haddad KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Windshield/Rear Glass(Pollutio

however dealer inventory is very thin across most of our dealers and especially one's in the surrounding areas. Most vehicles that are in transit or will arrive at their respective dealers in March or April are pre-designated for others who've ordered these Tellurides and have put down payments towards securing these incoming vehicles due to high demand.

We had previously discussed coming to a possible cash settlement resolution wherein you countered at $10,000.00 instead of the $7,000.00 I had offered, for which I made a counter proposal myself of splitting the difference at $8,500.00. Since your vehicle has been repaired since early December, I'd be willing to increase my offer one last time to $10,000.00 (see attached) as I'm not sure when there'll be an available Telluride to execute the replacement vehicle option.

If you wish to accept this latest offer, please do so by signing & returning the settlement agreement (preferably via fax or email) and then I can begin processing your claim further. Let me know if you have any questions.

Thank you,

Ariston Crane
Sr. E-Case Administrator I Southern Region

Kia Motors America, Inc.
111 Peters Canyon Rd, Irvine, CA 92606
T 949.468.1889 F 949.299.3206 E ACrane@Kiausa.com

*** Email - External Email Sent commitment created on 01/30/2020 14:07:09 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/25/2020 and created by Ariston Crane ***
From: Crane, Ariston [KMA]
Sent: Tuesday, February 18, 2020 10:43 AM
To: [redacted]
Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride EX / 5XYP34HC2LG[redacted] / Haddad Kia
Importance: High

Good morning [redacted]

Just checking in to see which option you want to proceed with (see below & attached), as I have not heard from you since January. Please get back to me via email or phone.

Thank you,

*** Note - Others commitment fulfilled on 02/25/2020 08:27:31 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/25/2020 closed by Ariston Crane ***
No response from customer since 1/30/20
1) Wtr never received response from proposed VIN's
2) Also never received response from follow up contact/increased GW offer/etc.

*** Email - External Email Sent commitment created on 02/25/2020 09:15:41 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/03/2020 and created by Ariston Crane ***
From: Crane, Ariston [KMA]
Sent: Tuesday, February 25, 2020 9:15 AM
To: [redacted]

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP34HC2LG[redacted]	[redacted]	13,457
Bakersfield, CA 93313		03/04/2019	Dealer: CA081 Haddad KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Windshield/Rear Glass(Pollutio

Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride EX / 5XYP34HC2LG[redacted] / Haddad Kia
Importance: High

Good morning [redacted]

I would like to continue working with you towards reaching a settlement as we were previously searching for possible available inventory across authorized Kia dealerships in Los Angeles & Orange counties, as well as locally surrounding Haddad Kia.

When we last spoke, it was my understanding that you were reconsidering which option to proceed with (replacement, repurchase or cash settlement – as they're stated in the offer letter you previously signed). Please let me know how you would like to proceed, if you would like to change your selection please let me know so that I can draft a revised offer letter so we can proceed with your case accordingly.

Thank you,

Ariston Crane
Sr. E-Case Administrator I Southern Region

Kia Motors America, Inc.
111 Peters Canyon Rd, Irvine, CA 92606
T 949.468.1889 F 949.299.3206 E ACrane@Kiausa.com

*** Email - External Email Received commitment fulfilled on 03/02/2020 15:57:44 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/03/2020 closed by Ariston Crane ***
From: [redacted] [mailto[redacted]
Sent: Tuesday, February 25, 2020 9:45 PM
To: Crane, Ariston [KMA]
Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride EX / 5XYP34HC2LG[redacted] / Haddad Kia

Ariston,

I would still like the replacement as my 1st option although finding the vehicle with my package is proving to be a challenge.
I do have an idea I am working on for a lender who will do a "change of collateral" . I may be incorrect on the exact term.

I am also concerned on a cash settlement with the recent spontaneous fires some of the KIA models have had.

Please keep looking for possible vehicles and I will be in contact as soon as the financial institutions get back with me.

Thank you,

[redacted]

Sent from Mail for Windows 10

*** Email - External Email Sent commitment created on 03/02/2020 16:02:40 (GMT-08:00) Pacific Time (US &

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC2LG[redacted]	[redacted]	13,457
Bakersfield, CA 93313		03/04/2019	Dealer: CA081 Haddad KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Windshield/Rear Glass(Pollutio

Canada) with Commitment Date 03/09/2020 and created by Ariston Crane ***
From: Crane, Ariston [KMA]
Sent: Monday, March 02, 2020 4:02 PM
To: [redacted]
Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride EX / 5XYP34HC2LG[redacted] / Haddad Kia

[redacted]

Perhaps we should discuss this further over the phone so that we're clear on what's expected. It sounds like you're looking to maybe change lenders and I want to make sure we both understand what's involved with the replacement Kia vehicle option (as outlined within the offer letter). Please provide a date & time that works for you, as my normal office hours are Monday – Friday 8:00 a.m. – 5:00 p.m. PST.

Thank you,

Ariston Crane
Sr. E-Case Administrator I Southern Region

Kia Motors America, Inc.
111 Peters Canyon Rd, Irvine, CA 92606
T 949.468.1889 F 949.299.3206 E ACrane@Kiausa.com

*** Email - External Email Sent commitment updated on 03/02/2020 16:18:09 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/09/2020 and updated by Ariston Crane ***
From: Crane, Ariston [KMA]
Sent: Monday, March 02, 2020 4:18 PM
To: [redacted]
Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride EX / 5XYP34HC2LG[redacted] / Haddad Kia

Also, I was able to locate a 2020 Telluride EX: 5XYP34HC1LG[redacted] (white/gray) at Haddad Kia. Let me know if you would like to proceed with this vehicle, if yes I'll contact the dealer to determine if this vehicle is in fact available and not placed on hold for another customer already.

Ariston Crane
Sr. E-Case Administrator I Southern Region

Kia Motors America, Inc.
111 Peters Canyon Rd, Irvine, CA 92606
T 949.468.1889 F 949.299.3206 E ACrane@Kiausa.com

*** Note - Others commitment updated on 03/10/2020 08:16:01 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/17/2020 and updated by Ariston Crane ***
Pend further contact from customer as of 3/10/20

*** Email - External Email Sent commitment fulfilled on 03/17/2020 09:46:08 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/17/2020 closed by Ariston Crane ***
From: Crane, Ariston [KMA]
Sent: Tuesday, March 17, 2020 9:44 AM

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC2LG[redacted]	[redacted]	13,457
Bakersfield, CA 93313		03/04/2019	Dealer: CA081 Haddad KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Windshield/Rear Glass(Pollutio

To: [redacted] <[redacted]
Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride EX / 5XYP34HC2LG[redacted] / Haddad Kia
Importance: High

Good morning [redacted]

Please see the attached letter as it pertains to our pending settlement, as I've made every effort to locate possible VIN's, renegotiate cash settlement proposals, etc. since the agreement was entered into approximately 3 months ago (December 21st 2019). I understand and appreciate your patience with investigating all avenues within the replacement settlement option, however I still have not received a response to the proposed VIN (5XYP34HC1LG[redacted] - vehicle sold) I offered back on March 2nd 2020.

At one point you had stated you would be willing to accept a $10,000.00 cash settlement offer, as I know you had also recently stated your worry regarding other Kia models. However I'm currently unaware of any cases such as that related to the Telluride model. At any rate, we need to move this case along as we cannot proceed indefinitely.

In addition, I'm still having trouble locating available VIN's in dealer stock, let alone vehicles that are set to arrive at prospective dealerships in April or May (2020). As I continue searching I'm finding out more and more that almost everything I find is set aside for other customers when talking to these dealers. Please let me know how you wish to proceed within 14 days from the date of this letter so we can work towards resolving your case, as your lender Kinecta has already determined that we cannot perform a substitution of collateral (as outlined in the offer letter). Therefore, a refinance or dealership agreeing to trade you out of your vehicle are your other options, however that type of agreement and specifics would need to be worked out between you and the participating dealer. I look forward to hearing from you soon.

Thank you,

Ariston Crane
Sr. Escalated Case Administrator I Southern Region

Kia Motors America, Inc.
111 Peters Canyon Rd, Irvine, CA 92606
T 949.468.1889 F 949.299.3206 E ACrane@Kiausa.com

*** Note - Others commitment created on 03/17/2020 09:46:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/31/2020 and created by Ariston Crane ***
pend cust reply to wtr's email sent 3/17/20

*** Email - External Email Received commitment updated on 03/24/2020 15:01:27 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/24/2020 and updated by Ariston Crane ***
From: [redacted] [mailto[redacted]
Sent: Saturday, March 21, 2020 12:42 PM
To: Crane, Ariston [KMA] <ACrane@Kiausa.com>
Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride EX / 5XYP34HC2LG[redacted] / Haddad Kia

Ariston,

At this point, as you are unable to find a package match for trade, ;let us proceed with the $10,000.00 cash offer.

Thank you,

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC2LG[redacted]	[redacted]	13,457

Bakersfield, CA 93313 | 03/04/2019 | Dealer: CA081 Haddad KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Windshield/Rear Glass(Pollutio

[redacted]

Sent from Mail for Windows 10

*** Email - External Email Received commitment fulfilled on 03/24/2020 15:02:09 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/24/2020 closed by Ariston Crane ***
From: [redacted] [mailto[redacted]
Sent: Sunday, March 22, 2020 12:33 PM
To: Crane, Ariston [KMA] <ACrane@Kiausa.com>
Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride EX / 5XYP34HC2LG[redacted] / Haddad Kia

Ariston,

Just as I am ready to try and finalize this, I need to wait a couple days more. Today, my passenger side window will not roll up or down so I will need to try and get that fixed and see if there are any additional electrical issues going on.
I will call service tomorrow and let you know when I can get it in as I will need a loaner.

Thank you,

[redacted]

Sent from Mail for Windows 10

*** Email - External Email Sent commitment created on 03/24/2020 15:05:04 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/07/2020 and created by Ariston Crane ***
From: Crane, Ariston [KMA]
Sent: Tuesday, March 24, 2020 3:05 PM
To: [redacted] <[redacted]
Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride EX / 5XYP34HC2LG[redacted] / Haddad Kia

Good afternoon,

Understood, I've attached the settlement agreement above and will follow up with you in a week or two if I haven't heard back.

Thank you,

Ariston Crane
Sr. Escalated Case Administrator I Southern Region

Kia Motors America, Inc.
111 Peters Canyon Rd, Irvine, CA 92606
T 949.468.1889 F 949.299.3206 E ACrane@Kiausa.com

*** Email - External Email Received commitment fulfilled on 04/01/2020 16:33:51 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/07/2020 closed by Ariston Crane ***
From: [redacted] [mailto[redacted]

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC2LG[redacted]	[redacted]	13,457
Bakersfield, CA 93313		03/04/2019	Dealer: CA081 Haddad KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Windshield/Rear Glass(Pollutio

Sent: Saturday, March 28, 2020 9:58 AM
To: Crane, Ariston [KMA] <ACrane@Kiausa.com>
Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride EX / 5XYP34HC2LG[redacted] / Haddad Kia

Ariston,

Thank you.

I called Haddad and since the window had started working they basically said they can't find an issue if there isn't one so I did not take it in for that.
However, the engine is running at a high idle. I would like to have that checked before we move on with the settlement.

Let me know if you can get me a loaner approved for me, as Haddad will not give me one and I will have a hard time getting it in without one.
Once a loaner is secured I will make an appointment to drop off my vehicle and let you know if there are any engine issues.

Thank you,
[redacted]

Sent from Mail for Windows 10

*** Email - External Email Sent commitment created on 04/01/2020 16:44:03 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/08/2020 and created by Ariston Crane ***
From: Crane, Ariston [KMA]
Sent: Wednesday, April 1, 2020 4:43 PM
To: [redacted] <[redacted]
Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride EX / 5XYP34HC2LG[redacted] / Haddad Kia

Good afternoon,

I can pre-authorize a 2 day rental to allow Haddad Kia time to diagnose your vehicle, please follow up with me once you've coordinated an appointment with them and specify which date so that I can get in touch with Haddad Kia.

Thank you,

Ariston Crane
Sr. Escalated Case Administrator I Southern Region

Kia Motors America, Inc.
111 Peters Canyon Rd, Irvine, CA 92606
T 949.468.1889 F 949.299.3206 E ACrane@Kiausa.com

*** Email - External Email Received commitment updated on 04/03/2020 15:46:30 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/08/2020 and updated by Ariston Crane ***
From: [redacted] [mailto [redacted]
Sent: Wednesday, April 1, 2020 9:31 PM
To: Crane, Ariston [KMA] <ACrane@Kiausa.com>

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC2LG[redacted]	[redacted]	13,457
Bakersfield, CA 93313		03/04/2019	Dealer: CA081 Haddad KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Windshield/Rear Glass(Pollutio

Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride EX / 5XYP34HC2LG[redacted] / Haddad Kia

Thank you Ariston.
I will contact Haddad tomorrow and be back in touch with appointment date.

[redacted]

Sent from Mail for Windows 10

*** Email - External Email Received commitment fulfilled on 04/08/2020 14:18:01 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/08/2020 closed by Ariston Crane ***
From: [redacted] [mailto[redacted]
Sent: Tuesday, April 7, 2020 6:04 AM
To: Crane, Ariston [KMA] <ACrane@Kiausa.com>
Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride EX / 5XYP34HC2LG[redacted] / Haddad Kia

Good Morning,

Hope you are well and safe.

My appointment at Haddad is this Friday at 8:00 am. I will drop my vehicle off and return it when they have completed diagnostic, hopefully the same day.
If they diagnostic or repair is not complete am I covered on the loaner until said time?

Thank you,
[redacted]

Sent from Mail for Windows 10

*** Email - External Email Sent created on 04/08/2020 14:27:18 (GMT-08:00) Pacific Time (US & Canada) and created by Ariston Crane ***
From: Crane, Ariston [KMA]
Sent: Wednesday, April 8, 2020 2:27 PM
To: [redacted] <[redacted]
Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride EX / 5XYP34HC2LG[redacted] / Haddad Kia

Good afternoon,

Your appointment is for Friday 8:00 a.m. @ Haddad Kia as you stated, therefore I'll pre-authorize coverage for Friday & Saturday (4/10/20 & 4/11/20) for the dealership to diagnose your vehicle. Upon their diagnosis, if they determine that no warrantable repairs are required that rental coverage is only valid through Saturday 4/11. Any additio

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HCXLG[redacted]	[redacted]	1,93
Raleigh , NC 27 17		07/30/2019	Dealer: NC048 Fred Anderson KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Peripheral Devices Operation

Case History

Dealer : Fred Anderson KIA
Technician : Joseph Evans El
Service Manager : Benjamin Sampson
Dealer Phone :
DPSM : John Gatton
Vehicle Model : TELLURIDE EX V6 FWD AUTO
Model Year : 2020
Mileage : 1936
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
FORWARD COLLISION WARNING IS GOING OFF AT 70MPH WITHOUT A VEHICLE NEARBY CAUSING VEHICLE TO ACTIVATE AUTO BRAKING

[Diagnostics Performed]
Test drove vehicle and confirmed that AEB is activating when using **SCC** even though there is no vehicle close enough to cause a collision. With **SCC** in closest follow setting, vehicle will occasionally claim that a collision is about to happen and apply the brakes, even though the closest vehicle is at least 30 feet away and their speed remains constant. Variant coding has already been performed once. Unsure if pervious technican performed the driving calibration. Checked front radar and its is secured without any signs of damaged. Checked systems for codes not found.

*** Dispatched to Queue Service Alert / Techline on 09/21/2019 01:04:16 (PST)

*** Case note has been appended from duplicated auto-case on 09/21/2019 01:07:04 (PST)

Comments from Techline Escalation

Techline case ([redacted] created on 20-SEP-19 by NC048.
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--
TL Case created by (Dealer Technician) : Joseph Evans El
TL Case creator phone :
TL Case creator email : jevans-el@anderson-auto.com
Below are the notes from the TL case describing the concern:

[Problem Description]
FORWARD COLLISION WARNING IS GOING OFF AT 70MPH WITHOUT A VEHICLE NEARBY CAUSING VEHICLE TO ACTIVATE AUTO BRAKING

[Diagnostics Performed]
Test drove vehicle and confirmed that AEB is activating when using **SCC** even though there is no vehicle close enough to cause a collision. With **SCC** in closest follow setting, vehicle will occasionally claim that a collision is about to happen and apply the brakes, even though the closest vehicle is at least 30 feet away and their speed remains constant. Variant coding has already been performed once. Unsure if pervious technican performed the

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HCXLG[redacted]	[redacted]	1,93
Raleigh , NC 27 17		07/30/2019	Dealer: NC048 Fred Anderson KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Peripheral Devices Operation

driving calibration. Checked front radar and its is secured without any signs of damaged. Checked systems for codes not found.

*** Phone - Call - Outbound created on 09/23/2019 11:03:01 and created by Christina Steir ***
Writer called customer and states:
1. Introduced self
2. Calling in regards to your vehicle and recent visit at the dealer

Customer states:
1. They are waiting on response from TL
2. The guys at the Kia dealer are fantastic
3. I am concerned though that the safety device is malfunctioning with such a new vehicle
4. I feel like this concern is more threatening to the safety than a safety concern
5. My frustration is more with that and also that im making payments on a car I do not have
6. The dealer has been fantastic but that is where I am frustrated

Writer states:
1. Apologized
2. I do understand completely
3. We will be your point of contact from here
4. We can review car payments for you and just make sure to follow up with repair

Customer states:
1. Ok thank you can you email me the callback information

Writer states:
1. Yes I will
2. Confirmed email
3. Thank you for choosing Kia

*** Email - External Email Sent created on 09/23/2019 11:16:36 and created by Christina Steir ***
Writer sent email to customer and stated:

Hello Mr. [redacted] –
It was a pleasure speaking with you today. If you have any questions or concerns please contact us here at Kia Consumer Affairs 800.333.4542 and refer to case number in subject line. Thank you and have a great day.

*** Phone - Call - Outbound created on 09/23/2019 11:16:55 and created by Christina Steir ***
Writer called dealer and stated:
1. Introduced self
2. Calling in regard to customers vehicle
3. Provided last of VIN

Service states:
1. Ok let me get you back over to to service advisor//

Writer left VM with Mike service adviser for callback

*** 09/23/2019 17:24:38 ***

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HCXLG[redacted]	[redacted]	1,93
Raleigh , NC 27 17		07/30/2019	Dealer: NC048 Fred Anderson KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Peripheral Devices Operation

Dispatched from WIPBin Follow Up to Queue SA/TL Telluride Only by Christina Steir

*** 09/24/2019 09:29:10 ***
Accepted from Queue SA/TL Telluride Only to WIPBin Default by Alyssa Moyes

*** Phone - Call - Outbound created on 09/24/2019 14:11:22 and created by Alyssa Moyes ***
Called NC048
Left a VM for Mike
Wrt states:
1.Calling to FU on repairs
2. Please call us back
3. Provided CB and case#

<For Internal Use Only
**If make calls back, please capture the following information:

Customer Name: [redacted]
Customer phone#: [redacted]
RO#:
Open Date / Closed Date:
Most recent Repair Issue and Diagnosis:
Concern - FORWARD COLLISION WARNING IS GOING OFF AT 70MPH WITHOUT A VEHICLE NEARBY CAUSING VEHICLE TO ACTIVATE AUTO BRAKING
Cause -
Correction -
Vehicle repaired (Y/N) N
Customer has possession (Y/N): N
Service Adviser?: Mike

If N: capture part information from service or part dept.

Part#:
Order#:
ETA for completion of repairs:
Loaner provided? Y>

*** Phone - Call - Outbound created on 09/25/2019 13:35:47 and created by Alyssa Moyes ***
Called NC048
** Left a VM for Mike in service**

*** Note - Others created on 09/25/2019 13:39:17 and created by Alyssa Moyes ***
** If Mike in service calls back , please capture the following information:

Customer Name:
Customer phone#:
RO#:
Open Date / Closed Date:
Most recent Repair Issue and Diagnosis:
Concern -
Cause -

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP34HCXLG[redacted]	[redacted]	1,93
Raleigh , NC 27 17		07/30/2019	Dealer: NC048 Fred Anderson KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Peripheral Devices Operation

Correction -
Vehicle repaired (Y/N)
Customer has possession (Y/N):
Service Adviser?:

If N: capture part information from service or part dept.

Part#:
Order#:
ETA for completion of repairs:
Loaner provided?

*** Phone - Call - Inbound created on 09/25/2019 13:50:38 and created by Alyssa Moyes ***
Called [redacted]
spoke to [redacted]

Cust states:
1. Hello?

Wrt states:
1. Hello [redacted]
2. Introduced self
3. I will be keeping a close eye on your case
4. I see that you wanted to be considered for reimbursement on your car payment
5. I can provide you with the fastest and easiest way to submit the information needed for that process
6. I have not been able to reach the DLR yet but I have been reviewing the notes in the TL case and I can tell you that they are working very hard to come up with a diagnosis for your veh

Cust states:
1. I have Mikes direct number
2. 9195168464
3. Is there any notes in there since Monday??
4. The DLR said that they are waiting on you to provide them with an update
5. Why are you calling me if you don't have any updates or you cant tell me when ill be getting my car back
6. why cant you reach out to the engineers for an update?

Wrt states:
1. apologies
2. This is the Consumer Affairs department
3. I am not a Mechanic or a technician or an Engineer.
4. It is between the TL and the dealership to provide updates.

Cust states:
1. so you are the manufacturer and you are not able to reach out to the engineer?

Wrt states:
1. Apologies
2. No I can not
3. That is up to the dealership

Cust states:
1. You seem like a smart person.

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HCXLG[redacted]	[redacted]	1,93
Raleigh , NC 27 17		07/30/2019	Dealer: NC048 Fred Anderson KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Peripheral Devices Operation

2. Tell me how that makes sense??!!
3. That seems like a huge gap in communication

Wrt states:
1. The engineers are very busy
2. We rely on them for the information
3. They are actively working on a solution to this problem
4.I am really sorry this is happening to you but-

Cust states:
1. NOTHING IS HAPPENING TO ME!!
2. IT IS A CAR
3. I HAVE INVESTED A LOT OF MONEY
4. I WANT MORE INFORMATION

Wrt states:
1. One moment
2. I'm going to get someone who can better explain this to you
3. Please hold

Cust states:
THANKYOU!

SUP CALL - FCHANDLER
Writer states:
1. Intro self
2. How can I help you?

Customer states:
1. I been on the phone with her forever
2. She called me
3. My car is in the shop, I just want a time- line of the repair
4. the DLR told me that they are waiting for Kia
5. That lady tells me that they did not do that
6. She tells me that she cannot reach out to tech

Writer states:
1. Apologized for concerns
2. We contact the customer based on what the DLR created with a tech case
3. The status with the repair is with the DLR and the techs
4. We have to wait until they are provided an update

Customer states:
1. The DLR forget things
2. I am sure they know they know the answer

Writer states:
1. Understand, we are waiting for the DLR and TL
2. We Apologize for the delay, we cannot move forward unless we provide a resolution
3. I will check up on this for you

customer states:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HCXLG[redacted]	[redacted]	1,93
Raleigh , NC 27 17		07/30/2019	Dealer: NC048 Fred Anderson KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Peripheral Devices Operation

1. Thank you

*** Email - External Email Sent created on 09/25/2019 15:05:15 and created by Alyssa Moyes ***
Its Alyssa with KIA Consumer Affairs again. In order to consider reimbursing you for a vehicle payment, we will need a copy of your sales contract. The easiest way to submit this to us is online at www.KIA.com. Once on the main page, scroll all the way down to the bottom of the page and select the option that says "Contact us". Once on the next page select the box that says "Add Note or Attachment to Existing Case". You will need to provide your case number which is [redacted] Thank you for being a valued Telluride owner! I truly hope you have a great rest of your day.

Alyssa Moyes, Total Case Specialist

Kia Motors America, Inc.
111 Peters Canyon Rd Irvine CA 92606
T (800) 333-4542 ext. 27152 E amoyes@kiaconsumeraffairs.com

*** Case [redacted] is sent on 9/25/2019 15:11:7 by Alyssa Moyes
To: jgatton@kiausa.com
Cc: amoyes@kiaconsumeraffairs.com
Title: ACTION REQUIRED - No Dealer Contact:NC048, [redacted]

*** Email - External Email Received created on 09/26/2019 12:14:50 and created by Alyssa Moyes ***
Received Email with repair order

Customer Name [redacted]
Customer phone#: [redacted]
RO#: [redacted]
Open Date / Closed Date: 08/05/2019
Most recent Repair Issue and Diagnosis:
Concern - FORWARD COLLISION WARNING IS GOING OFF AT 70MPH WITHOUT A VEHICLE NEARBY CAUSING VEHICLE TO ACTIVATE AUTO BRAKING
Cause - N/A
Correction - N/A
Vehicle repaired (Y/N) N
Customer has possession (Y/N): N
Service Adviser?: BEN SAMPSON

If N: capture part information from service or part dept.

Part#: N/A
Order#: N/A
ETA for completion of repairs:N/A
Loaner provided? Y

*** Email - External Email Sent created on 09/26/2019 12:33:01 and created by Alyssa Moyes ***

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP34HCXLG[redacted]	[redacted]	1,93

Raleigh , NC 27 17 07/30/2019 Dealer: NC048 Fred Anderson KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Peripheral Devices Operation

Its Alyssa with KIA Consumer affairs again. I was finally able to get information from the dealership regarding your Telluride. Before today, I did not know that your vehicle had been down since 8/05/2019. Due to that length of time down, I will be forwarding your case off to our regional office. They will be contacting you within 2-3 business days. I hope for a speedy repair from here. Thank you for being a valued Telluride owner.

Alyssa Moyes, Total Case Specialist

Kia Motors America, Inc.
111 Peters Canyon Rd Irvine CA 92606
T (800) 333-4542 ext. 27152 E amoyes@kiaconsumeraffairs.com

*** Case [redacted] is sent on 9/26/2019 12:35:22 by Alyssa Moyes
To: jgatton@kiausa.com
Cc: amoyes@kiaconsumeraffairs.com
Title: NO ACTION REQUIRED - Case Escalation:NC048, [redacted]

*** Note - Others created on 09/26/2019 12:39:15 and created by Alyssa Moyes ***
Call to Action

1 [redacted]
2 NC048 not able to diagnose the vehicle
3 Dispatching for days down
4 DPSM has been advised
5 Please review and follow up accordingly

*** Email - External Email Received created on 09/26/2019 12:46:19 and created by Alyssa Moyes ***
WARNING: This is an EXTERNAL email. Use caution replying or clicking links / attachments.
Hi Alyssa,

Thank you for your note. I'm not sure where that information came from as I didn't purchase and take delivery of the vehicle until August 7, 2019, but it is accurate that the problem with the Forward Collision Warning system has existed since I took delivery of the vehicle, and it has already undergone one repair attempt. Obviously, that effort was unsuccessful, and I brought the vehicle back for further evaluation a week ago today.

Best regards,
Jeff

*** Note - Others created on 09/26/2019 12:50:38 and created by Alicia Anderson ***

<For Internal Use Only
Approved to escalate>

*** 09/26/2019 13:25:32 ***
Dispatched from WIPBin = Default to Queue Southern Region ECR by Alyssa Moyes
Reason:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP34HCXLG[redacted]	[redacted]	1,93

Raleigh , NC 27 17 07/30/2019 Dealer: NC048 Fred Anderson KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Peripheral Devices Operation

*** 09/27/2019 07:53:01 (GMT-07:00) Arizona ***
Accepted from Queue Southern Region ECR to WIPBin Transfer ECR 3 by Trevor Clay

*** 09/27/2019 08:07:00 (GMT-07:00) Arizona ***
Assigned to WIPBin daily assigned of Billy Wells by Trevor Clay
Reason:

*** Email - External Email Received created on 09/27/2019 10:21:29 and created by Alyssa Moyes ***
WARNING: This is an EXTERNAL email. Use caution replying or clicking links / attachments.
Alyssa,

I just spoke with Mike in the service department at Fred Anderson Kia, and was advised that he continues to wait for a response from Kia's engineering department. When I spoke with your supervisor yesterday, she advised that she was sending an e-mail to the engineering department to ask that they respond to Mike and provide direction. Did that happen? Was that e-mail sent as promised?

Regards,
[redacted]

*** Email - External Email Sent created on 09/27/2019 10:21:50 and created by Alyssa Moyes ***
Its Alyssa with KIA Consumer Affairs. I spoke to Felina about your email yesterday and she says that she did reach out to them but there is still no update. Sorry this process is taking so long. Our regional office will be reaching out to you next week.

Alyssa Moyes, Total Case Specialist

Kia Motors America, Inc.
111 Peters Canyon Rd Irvine CA 92606
T (800) 333-4542 ext. 27152 E amoyes@kiaconsumeraffairs.com

*** Email - External Email Received created on 09/27/2019 11:32:15 and created by Alyssa Moyes ***
WARNING: This is an EXTERNAL email. Use caution replying or clicking links / attachments.
Alyssa,

Thank you for your note.

Considering that Mike from Fred Anderson is waiting for Engineering to get back to him, and assuming Felina is being truthful when she says she also reached out to Engineering, then I think we have identified the problem here, which lies with Kia's Engineering Department. I would think it would be important for them, and for Kia as a company, to prioritize figuring out the issue with Kia's brand new, flagship SUV, and get it back to the customer quickly. I don't know whether the problem is that they can't figure out the issue (frightening), or Kia is playing a math game trying to minimize the amount of labor and cost output required to remedy the issue (selfish), but none of this does anything to inspire an ounce of confidence in your company's product. It's great that you offer a 10 year/100,000 mile powertrain warranty, and a 5 year/60,000 mile warranty on the electronics, but if no one knows how to fix the problems that arise and your customers are going to spend weeks in Enterprise rental vehicles, that

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HCXLG[redacted]	[redacted]	1,93
Raleigh , NC 27 17		07/30/2019	Dealer: NC048 Fred Anderson KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
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Kia Case Type Lvl4: Peripheral Devices Operation

is something that should be disclosed up front.

Escalating this case from one department to the next within Customer Service, while appreciated, isn't targeting the problem and is only going to result in taking up more of my time speaking to more people who have nothing to do with the actual work that needs to be performed to get my Telluride fixed and back in my driveway. I don't need more people to tell me "they're sorry" or to check in on me to see how I'm doing. I need people to make fixing my vehicle a priority, respond to the information provided by technician, and get the job done correctly.

Regards,
[redacted]

*** 10/01/2019 14:07:57 ***
Sales Contract.pdf added by [redacted] on 10/01/2019 14:07:57

*** 10/01/2019 14:07:58 ***
Web - Note created on 10/01/2019 14:07:58 and created by [redacted]
At the direction of Alyssa Moyes of your Consumer Affairs team, I am uploading my sales contract for consideration of vehicle payment reimbursement. The issue that the dealership is attempting to address (for the second time) has existed since the day I purchased this brand new vehicle, and the vehicle has been in the shop since Thursday, September 19th. Although I have received several e-mails and phone calls from Consumer Affairs, the dealership advises that they continue to await a response from Kia's engineering department, and it appears that no one has any idea (a) how to fix the problem I am experiencing, or (b) how long it will take to fix the problem.

All of this relates to a malfunctioning "safety device," specifically the Forward Collision Warning which was firing - repeatedly - without any threat of impact and at speeds well in excess of the purported threshold. The end result is that this "safety device" was more likely to get me killed from unanticipated automatic breaking at highway speeds than it would provide any protection. I have no idea why Kia's engineering department is not responding to the dealership technician, or why it is taking so long to figure out the solution, but I am beyond frustrated. This is a brand new vehicle and this should not be happening.

*** Phone - Call - Outbound created on 10/03/2019 16:00:26 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
called NC048 service
spoke with Mike
1. intro self
2. calling to get update on veh concern
3. provided cust/veh info
4. veh is having an issue with FWC

Mike states
1. veh has been down since 9/19
2. cust is an atty and mentioned lemon law
3. he doesn't qualify
4. we have not heard from t/l at all
5. we don't have a way to contact them to get any info

wrt states
1. he is getting close to qualifying,
2. I will send this up for review
3. I'm also going to contact Russ Guss to see if he can assist in getting some movement on this
4. thank you for the info

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP34HCXLG[redacted]	[redacted]	1,93

Raleigh , NC 27 17 | 07/30/2019 | Dealer: NC048 Fred Anderson KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Peripheral Devices Operation

*** Phone - Call - Inbound created on 10/03/2019 13:00:08 and created by Sarah Samples ***
[redacted] (owner)
1. Calling because my car has been at the dealership for 2 weeks and nothing has been done since September 23rd.
2. I want some answers, I have had horrible experiences with two consumer agents so far

wrt states:
1. apologized
2. advised that case was escalated and they are working with the ECR to hopefully fix the vehiclce

cust states:
1. I want to know who is over the engineers and why you are blaming the dealership

wrt states:
1. advised we are not blaming anyone but they have not reached back out to TL since the 23rd.

cust states:
1. i want this fixed , i dont want to claim lemon law which I know Im eligible for.

wrrt states:
1. One moment let me see who can better answer your questions

Took supervisor call Myra Davis
writer states
1 Introduced self, supervisor over the Regional Team
2 How can I assist?

Cust states
1 Trying to find out who can tell me about my car

writer states
1 I apologize for the delay
2 the tech is waiting on reply from engineers
3 I'll have Billy contact director of engineers as well as dealer
4 and ask for update on your case
5 ill have him follow up with you no later than Monday
6 gave customer Regional contact#

cust states
1 ok thank you
call ended*

*** Email - External Email Sent created on 10/03/2019 16:30:26 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
sent email to Russ Guss requesting follow up on open t/l case

*** Phone - No Callback created on 10/03/2019 16:52:55 and created by Alyssa Moyes ***
WARNING: This is an EXTERNAL email. Use caution replying or clicking links / attachments.
Alyssa,

It has been six days since I sent you the below note, and have not received the courtesy of a response. I have also

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP34HCXLG[redacted]	[redacted]	1,93

Raleigh , NC 27 17 07/30/2019 Dealer: NC048 Fred Anderson KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Peripheral Devices Operation

not received an update from anyone at Kia, and have not been contacted by the "regional office" despite your statement that someone would be reaching out to me this week.

My vehicle has now been in the shop for two weeks, and I have absolutely no information about where things stand, whether the problem has been diagnosed, and if it has, how long you anticipate the repair will take. This is unacceptable by any reasonable standard of customer service. As you suggested, I also uploaded my sales contract to the Kia website, but similarly have not received any response to the upload or the note I sent along with it.

What does it take to get a response and an update on what is happening with my vehicle? What does it take for Kia to address a problem with its brand new SUV? Do I need to become one of those people that resorts to publicly shaming a company on social media?

I want a written response to this e-mail within 24 hours and a detailed explanation of where things stand with my vehicle. I already qualify to have the vehicle replaced in its entirety under North Carolina's Lemon Law, and I will not hesitate to institute that process if Kia continues to ignore this issue. In addition to reimbursement of my vehicle and insurance payments, I also expect time and mileage credits to be applied to the 5-year/60,000 mile and 10-year/100,000 warranties for the duration of this issue.

*** Phone - Call - Inbound created on 10/08/2019 10:28:37 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***

[redacted] called in
1. following up on my case
2. my car is still at the dlr
3. it sat for 2 weeks waiting for a response from engineering
4. in the meantime I am paying $1000 a month for a car that I can't drive

wrt states
1. I do apologize for the frustration you are experiencing
2. I do see that 10/7 our engineers have instructed the dlr to check the mounting, pins, and apply stabilant to the connectors, reset and re calibrate

cust states
1. we know that wont work, because they have already re-calibrated it
2. why would they tell the dlr to do this again knowing it wont work

wrt states
1. I'm not able to answer that question
2. we are not technicians, we rely on our dlrs and engineers for repairs
3. we ensure the veh is being repaired to the t&c of the warranty
4. the veh is being repaired
5. I understand that you are frustrated it is taking so long
6. we don't want to make the dlr rush this through and it not be repaired properly

cust states
1. it sat for 2 weeks without any response from your engineers
2. that is not asking it to be rushed
3. nothing is being done to the veh
4. you would think with this being a new model they would want to put a rush on the repair, to make the customer happy with their purchase

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HCXLG[redacted]	[redacted]	1.93
Raleigh , NC 27 17		07/30/2019	Dealer: NC048 Fred Anderson KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Peripheral Devices Operation

wrt states
1. although it may appear that your veh sat there with no one working on it, our engineers have been working in the background with senior engineers, and designers
2. this is the path they want to take
3. if this does not resolve it, the next step would be to have an FTS come to the dlr
4. I'm not able to suggest repairs.
5. once the vehicle is repaired I can review the case for a gw gesture for the inconvenience you have had

cust states
1. it seems Kia doesn't care
2. this wasn't just a simple malfunction
3. I was driving on the interstate 75mph nothing in front of me when it engaged the brakes and I was almost hit by a semi
4. this safety device could potentially cost me my life
5. i don't have confidence that the veh will be safe
6. how long will it take for an FTS to come to the dlr

wrt states
1. FTS are not local, availability is based on their schedules
2. currently I am seeing they are about a month out

cust states
1. this is ridiculous I am done

cust disconnected

*** 10/08/2019 08:23:27 ***
Web - Note created on 10/08/2019 08:23:26 and created by [redacted]
On October 3, 2019, I spoke with a senior supervisor at Consumer Affairs in an effort to get a meaningful update on the status of my vehicle repair. I was advised that the case had been escalated to the Regional Manager, Billy Wells, and that Mr. Wells would contact me on October 4, or by October 7 at the latest. He did not contact me at all, and only responded today after several attempts to reach him.

Mr. Wells advised that yesterday, October 7, an update was provided by TechLine to the dealership instructing them to effectively perform the same repair that was previously attempted and failed to resolve the problem in August. Mr. Wells was unable to explain why it took 14 days for TechLine to respond, and advised that there were no notes in the system to explain the engineers' thinking, why the suggestion was to repeat an already failed repair method, or what steps would be next if this did not solve the issue. He further advised that an engineer could not be dispatched to perform an actual inspection until the current directions were executed and failed to resolve the problem, and that it would take at least a month to schedule that inspection.

My vehicle has already been down for 20 days, and no progress has been made. This is an insane way to do business, and shows that no one at Kia has the first clue how to diagnose or fix this incredibly dangerous condition in a brand new vehicle.

*** Phone - Call - Outbound created on 10/08/2019 10:48:41 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
called NC048 service
spoke with Ben
1. intro self
2. calling about cust veh
3. just got off the phone with him

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HCXLG[redacted]	[redacted]	1.93
Raleigh , NC 27 17		07/30/2019	Dealer: NC048	Fred Anderson KIA

Kia Case Type Lvl1: Complaint
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4. he is understandably upset
5. I see t/l provided guidance

Ben states
1. yes, they want us to do something that we have already done
2. we haven't got to it yet, probably later today
3. we have to wait for traffic to be lighter, this car is unsafe to drive
4. we can suggest an FTS visit to t/l if this doesn't help, but he is booked the rest of the year

wrt states
1. Could you send me an email with the results of this current fix

Ben states
1. yes, I will get that to you, it may be first thing in the morning that we are able to drive it
2. we don't want to risk getting rear ended and have to wait for traffic to be light

wrt states
1. thank you

*** 10/08/2019 14:13:26 (GMT-05:00) Eastern Time (US & Canada) ***
Email is sent on 10/08/2019 14:02:20 by Billy Wells
To: JEFFREYMATTY@GMA[redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]
Attachments:
Acknowledgement and Request for Info-[redacted]pdf

*** Email - External Email Sent created on 10/08/2019 14:02:20 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
Dear [redacted] Per our conversation, I will be escalating your case to my administrator for further follow up. I have attached a document to fill out and return to us, to expedite your case so they will be able to better assist you. You will be contacted within two business days.

Sincerely,Billy Wells
Kia Motors America - Regional Analyst
P: 520-274-1099 F: 866-852-6617

10/08/2019 11:29:04
Email is received on 10/08/19 11:29:02 from [redacted]

*** Phone - Call - Outbound created on 10/08/2019 14:13:44 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
called [redacted]
1. intro self
2. I reviewed your case with my manager, we will be escalating your case to my administrator for further follow up

cust states

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP34HCXLG[redacted]	[redacted]	1,93

Raleigh , NC 27 17 | 07/30/2019 | Dealer: NC048 Fred Anderson KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Peripheral Devices Operation

1. what good will that do
2. you have already told me you aren't able to get my veh repaired
3. your techliine is having the dlr perform a fix that they told them to perform previously
4. this is not repairing my vehicle
5. this is at best a guess as to what is wrong
6. it is highly neglectful to say a veh is fixed when you don't know that it has
7. you are putting my and my family's life in danger with a safety device that is obviously malfunctioning
8. there has been no work done on my car

wrt states
1. no manufacturer will say that a vehicle is 100% repaired
2. the FWCS is a driver assist feature, it is not a safety feature
3. you can turn that feature off
4. our engineers are advising the dlr to try this fix and proceed from there
5. if this does not work, the dlr has been instructed to request an FTS visit
6. the dlr has to perform this repair before an FTS can be requested

cust states
1. and that will take a month
2. it can't be that difficult to look at the schedules and see who has the availability to visit the dlr to fix this
3. this is a safety feature in that when it malfunctions it puts my life in jeopardy
4. don't resort to jargon

wrt states
1. that is what they do
2. they then advise the dlr when they will be able to visit the dlr
3. I understand how frustrating this is, but that is the process
4. this is why I am sending your case to my administrator

cust states
1 and what happens when I'm not contacted in 2 business days

wrt states
1. you can call me and I will have my manger reach out to their manager

cust states
1. you need to just admit that you screwed up and ignored my vehicle

wrt states
1. your veh was being worked on in the background
2. I'm sorry it is taking time to repair
3. what do you want from Kia

cust states
1. I want my veh repaired
2. I want to know it is not going to kill me
3. I want to be refunded the car payments I have made and will be making in 13 days
4. what are you going to do when my car isn't repaired in 13 days

wrt states
1. i have stated that when the vehicle is repaired, I will review for a gw gesture

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP34HCXLG[redacted]	[redacted]	1.93

Raleigh , NC 27 17 | 07/30/2019 | Dealer: NC048 Fred Anderson KIA

Kia Case Type Lvl1: Complaint
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2. we will not provide a goodwiill gesture while the veh is still down
3. we would not be able to provide more goodwill when the veh is repaired

cust states
1. do you think I'm going to sign a release when my vehicle is not repaired
2. you are wasting my time calling me and interrupting my work to not tell me anything
3. escalate my case
4. if there is no other canned response we are finished

wrt states
1. I will send you an email.

cust states
1. good bye

*** Email - External Email Received created on 10/08/2019 14:45:23 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
From: [redacted] <[redacted]
Sent: Tuesday, October 8, 2019 2:29 PM
To: Kia-Consumer-Assistance-Center@kiausa.com; Billy Wells <billywells@kiaconsumeraffairs.com>
Subject: Re: Kia Consumer Assistance Center Case#[redacted]

WARNING: This is an EXTERNAL email. Use caution replying or clicking links / attachments.
Billy,

We were on the phone together not 20 minutes ago when you said because you had my sales contract in the system, you didn't need anything else from me. Why are you now asking me to submit my sales contract and fill out this information? Why are you taking up more of my time to provide Kia with all of this information which Kia already has, or can more easily get from the dealership?

Aside from that, your document contains materially inaccurate information. Any explanation why it doesn't reflect that the vehicle was previously serviced at the Fred Anderson Kia dealership for the same issue on September 3 and 4, 2019? Any explanation why it doesn't reflect that the vehicle was brought back for repeat service on September 19, 2019 to address the same issue? Any explanation why it doesn't reflect that Kia's Consumer Affairs department reached out to me, knowing that the vehicle was back in the repair shop, but instead suggests that I reached out to you?

Finally, Kia didn't make a 2019 Telluride and I don't live in San Diego. I have no idea what template you copied this from or from what database you pulled information. Good to know you guys are on top of your game enough to correctly list basic information such as the first model year of a brand new vehicle that you produce, and my mailing address.

All of the service has been performed at Fred Anderson Kia. No one else has touched this vehicle, which was purchased two months ago yesterday. Get the records from them.

Regards,
[redacted]

*** Email - External Email Received created on 10/08/2019 14:29:02 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
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Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP34HCXLG[redacted]	[redacted]	1.93

Raleigh , NC 27 17 07/30/2019 Dealer: NC048 Fred Anderson KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Peripheral Devices Operation

*** Email - External Email Sent created on 10/08/2019 17:20:29 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
sent email to FTS Joe Mergl

*** 10/08/2019 17:27:08 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin = 1. Monday to Queue Southern Region Admin by Billy Wells
Reason:

*** 10/09/2019 11:06:48 ***
Accepted from Queue = Southern Region Admin to WIPBin Default

*** Phone - Call - Outbound created on 10/14/2019 11:12:18 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
[redacted] called in
1. haven't heard from your administrator
2. my car has been down a month with nothing done

wrt states
1. I do apologize
2. he is not in the office yet, I can send him an email requesting he contact you

cust states
1. what good is that going to do
2. I am paying for a f**** car that isn't safe to drive
3. your engineers are not working on my case
4. they have done nothing since they have had it

wrt states
1. I do see the dlr performed the tests requested
2. the test drove it and the issue is still present
3. we have requested a FTS visit
4. however that is a month out
5. you case is with my administrator

cust states
1. I'm going to have to explain all this again
2. this is ridiculous
3. no one knows what they are doing
4. I will wait for his call

*** 10/14/2019 09:44:53 ***
Web - Note created on 10/14/2019 09:44:53 and created by [redacted]
On October 8, 2019, I twice spoke with Regional Manager Billy Wells. He advised that my case was escalated to his Administrator who would contact me in two days. It is now October 14 and I have received no such contact. I spoke with Mr. Wells again this morning, and he had no explanation for why the Administrator had not called. He claims that he tried to reach the Administrator, who was unavailable, but that he left a message. It is three hours later and there has been no contact.

On October 9, 2019, the dealership tech attempted the "repair" suggestion received from TechLine. No surprise

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP34HCXLG[redacted]	[redacted]	1,93

Raleigh , NC 27 17 07/30/2019 Dealer: NC048 Fred Anderson KIA

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that the steps suggested did not resolve the problem, as the same procedure was already attempted a month earlier and failed. The dealership reported the failure to TechLine on 10/9, and yet six days later, there is no follow up from TechLine, no further notes in the system, and no plan of action for next steps. Mr. Wells advised it would take A MONTH to get an engineer out to look at the vehicle. That is unacceptable.

Kia's indifference to a serious safety concern is beyond troubling, and its inability to simply uphold its own promises is genuinely disrespectful. I have no confidence in Kia's ability to fix this problem, and have paid $40,000 for a vehicle that is barely worth its value in spare parts.

10/14/2019 12:09:48
Email is received on 10/14/19 12:09:47 from jeffreymatty@gma[redacted]

*** Email - External Email Received created on 10/14/2019 12:09:47 and created by Casey Humphry ***

<For Internal Use Only
email from previous case handler yanked and completed>

*** 10/16/2019 09:51:24 ***
Inspection requested by Casey
Request Code: ECA-NC048-[redacted]101619
Request Details: Date: 11/18
Time: Any
Reason for visit/Special Instructions:The FWCS is malfunctioning. It is applying brakes when there is nothing in front of the vehicle. This allegedly happened to the cust traveling at 75mph. Car down since 9/19/19

*** Phone - Call - Outbound created on 10/16/2019 09:29:03 and created by Casey Humphry ***
Note: Conversation with customer took place on 10/14

Wrt states:
1. introduced self
2. advised of case escalation
3. went over cust concerns that boil down to the forward collision assistance activating when no other cars around, which cause auto brake to engage
4. Wrt asked cust to confirm concerns

Cust states:
1. confirmed that is concern
2. vehicle down over a month
3. making payments and not happy at all

Wrt states:
1. apologized for experience with brand new vehicle
2. i see dlr is actively engaged with our tech team here at corporate and..

Cust states:
1. No
2. dont tell me that
3. nothing has been done
4. They are not actively engaging with anyone or anything

Wrt states:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP34HCXLG[redacted]	[redacted]	1,93

Raleigh , NC 27 17 07/30/2019 Dealer: NC048 Fred Anderson KIA

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1. Okay
2. Well i show otherwise
3. Anyway, the purpose of my call is to tell you how we can move forward

Cust states:
1. great, lets do that

Wrt states:
1. Can offer you a replacement vehicle
2. We would work with your lienholder, which i am showing as KMF, to perform a substitution of collateral
3. we would replace the vehicle on your loan with an identically priced vehicle and leave your loan as-is, the loan would not change
4. how does that sound

Cust states:
1. Would i get exact same vehicle? Colors, features, etc?

Wrt states:
1. Ideally yes

Cust states:
1. What do you mean ideally
2. I waited and waited for this specific car to come in
3. You WILL get me the exact same car

Wrt states:
1. that is not how this works, that is not how any of this works
2. We use MSRP value and work with what dealers have available
3. I can see what is in stock
4. I cannot guarantee i can get the same exact colors and features
5. But i will do my best
6. Its possible the closest telluride to yours is in another color
7. In essence what i am saying is we wont build a new vehicle for you or ship one across the continent
8. we work with what dlrs in your region have in stock, i will let you know what i have more information on that front

Cust states:
1. I want the same car or i want my car bought back

Wrt states:
1. I can look into both of those options
2. For now i am verbally offering you a replacement vehicle
3. Also, we have an FTS coming out in the next couple weeks
4. if we can fix your car and you are happy with it we can instead offer a goodwill that would be made up of some combination of reimbursement of payments/ service contract/ maintenance contract
5. Would that interest you?

Cust states:
1. Doubt you can fix my car
2. A month goes by and nothing has been done
3. Meanwhile i have to speak with seventeen different agents

Wrt states:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP34HCXLG[redacted]	[redacted]	1,93
Raleigh , NC 27 17		07/30/2019	Dealer: NC048	Fred Anderson KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Peripheral Devices Operation

1. It is a matter of when, not if
2. I am confident your car can and will be repaired
3. Also, your case is now in the highest form of escalation and will be with me from here on out

Cust states:
1. So what happens now, when do i hear from you again

Wrt states:
1. Will contact dlr to check on replacement feasability
2. Will contact you Wednesday with update
3. Can send you email with contact information if you would like

Cust states:
1. yes, do that
2. confirmed email

Wrt states:
1. thanked

*** Email - External Email Sent created on 10/16/2019 09:57:44 and created by Casey Humphry ***
From: Humphry, Casey [KMA]
Sent: Monday, October 14, 2019 2:18 PM
To: [redacted]
Subject: KIA Case [redacted]

Good afternoon,

Per our conversation a moment ago, the case on your 2020 Telluride has been escalated to my office. Your case is now in the highest form of escalation and I will be handling your case from here on out. As mentioned, I will follow up with you by Wednesday with an update. If you have any questions or concerns my direct contact information can be found in the signature line at the bottom of this email.

Thank you,

*** Phone - Call - Outbound created on 10/16/2019 10:04:16 and created by Casey Humphry ***
Wrt left NC048 sales manager Kevin Murray a voicemail requesting call back on direct line to discuss SOC details

*** Email - External Email Sent created on 10/16/2019 10:05:00 and created by Casey Humphry ***
From: Humphry, Casey [KMA]
Sent: Wednesday, October 16, 2019 10:04 AM
To: 'kvannmurray@gmail.com'
Subject: [redacted] 2020 Telluride 5XYP34HCXLG036434

Hello Kevin,

My name is Casey and I am contacting you from Kia Motors America in the department of consumer affairs. I just left you a voicemail regarding the customer in the subject line. KIA Motors America is offering to replace the customer's vehicle through the state's lemon law. The customer's vehicle is a 2020 telluride EX V6 FWD. Based on

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HCXLG[redacted]	[redacted]	1,93
Raleigh , NC 27 17		07/30/2019	Dealer: NC048 Fred Anderson KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Peripheral Devices Operation

WebDCS it appears your dealership has a couple Tellurides arriving in the next few weeks.

Would your dealership have interest in participating in our proposed replacement transaction? KMA would buy the Telluride from your dealership at invoice price plus document fees, license/registration fees, and for any accessories not included on the invoice. Please give me a call at 949-468-4550 or respond to this email.

Thank you,

*** Email - External Email Sent created on 10/16/2019 10:06:25 and created by Casey Humphry ***
From: Humphry, Casey [KMA]
Sent: Wednesday, October 16, 2019 10:06 AM
To: 'JEFFREYMATTY@GMA[redacted]
Subject: RE: KIA Case[redacted]

Good morning Mr.[redacted]

I put in a call to the sales manager at Fred Anderson KIA regarding our proposed replacement transaction. I will follow up when I have more information from them. Feel free to give me a call at any point with questions or concerns.

Thank you,

*** 10/16/2019 11:25:22 ***
An FTS is scheduled to inspect this VIN on 11/19/2019 at NC048.

*** Email - External Email Received created on 10/16/2019 14:12:13 and created by Casey Humphry ***
From: [redacted] [mailto:jeffreymatty@gma[redacted]
Sent: Wednesday, October 16, 2019 10:21 AM
To: Humphry, Casey [KMA]
Subject: Re: KIA Case[redacted]

Hi Casey,

Thank you for your note. Who is the sales manager? Did you speak with him or her, and if so, what proposal did you make? Given the run-around from Kia Consumer Affairs that I've endured for the past month, I would appreciate it if you would provide me with the details of your communications with the dealership, including what you have specifically proposed and what specific response you have received.

As I mentioned to you when we spoke, every person I have previously dealt with at Consumer Affairs has gone out of their way to paint the dealership as at fault for the delays and inability to repair my vehicle, as opposed to recognizing the truth which is that Kia's engineering department has consistently, and unreasonably, failed to timely respond to messages and inquiries from the dealership, and has failed to offer any meaningful suggestions toward diagnosing the cause of the FCW/A misfire and operation above the supposed 45-50 mph threshold. I want to avoid any potential for miscommunications between you, the dealership, and me, and want to make sure that everyone remains on the same page.

Please provide the specifics of what you intend to do here.

Regards,
[redacted]

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP34HCXLG[redacted]	[redacted]	1.93
Raleigh , NC 27 17		07/30/2019	Dealer: NC048 Fred Anderson KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Peripheral Devices Operation

*** Email - External Email Sent created on 10/16/2019 14:20:00 and created by Casey Humphry ***
From: Humphry, Casey [KMA]
Sent: Wednesday, October 16, 2019 2:20 PM
To: [redacted]
Subject: RE: KIA Case [redacted]

Good afternoon,

The sales manager for Fred Anderson Kia is listed as Kevin Murray. I left him a voicemail and sent an email this morning. I just tried to reach him again before sending this email but I only reached his voicemail. I also tried to get in contact with the general sales manager – not sure what his or her name is – but I was advised they were not in today. I left my contact information and reason for calling with the receptionist and will try to reach the general sales manager tomorrow.

To answer your question, our (KIA Motors America) intention is to work with Fred Anderson KIA to replace your vehicle through the state of North Carolina's lemon law. We propose to accomplish this via a substitution of collateral, where we would swap out the collateral on your existing loan with Kia Motors Finance with brand new collateral, leaving all terms and conditions of your loan the same. The only component that changes in this transaction is the vehicle itself.

Thank you,

*** Email - External Email Received created on 10/18/2019 12:12:40 and created by Casey Humphry ***
From: [redacted] [mailto:jeffreymatty@gma[redacted]
Sent: Wednesday, October 16, 2019 5:47 PM
To: Humphry, Casey [KMA]
Subject: Re: KIA Case [redacted]

The General Manager is Jeremy Day. I am advised that he is the one that will ultimately approve any transaction so please speak with him directly so we dont waste more time.

As I noted when we spoke, I will not accept any substitution of lesser value or specs than I originally purchased. This entire experience has been absurd, and Kia should be doing everything in its power to make this right.

Thank you.

*** Phone - Call - Outbound created on 10/18/2019 12:19:23 and created by Casey Humphry ***
Wrt spoke with Jeremy Day at NC048

Wrt advised of KMA intention to replace vehicle

Wrt advised per WebDCS they have a Telluride EX FWD in stock and another on the way. If NC048 is interested in participating KMA would pay dlr invoice price plus document fees, license fees, accessories not on invoice. Deducted would be holdback, KRS, and FPA

Sales Manager not very interested. Advised Tellurides are selling way above MSRP and they would lose a unit without getting another one. Sales Manager advised would look further into it and see if they would be willing to participate.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP34HCXLG[redacted]	[redacted]	1,93

Raleigh , NC 27 17 | 07/30/2019 | Dealer: NC048 Fred Anderson KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Peripheral Devices Operation

*** Email - External Email Received created on 10/18/2019 12:27:54 and created by Casey Humphry ***
From: Jeremy Day [mailto:jday@anderson-auto.net]
Sent: Friday, October 18, 2019 12:23 PM
To: Humphry, Casey [KMA]
Subject: [redacted] - case # [redacted]

Casey,

Please send me your request in writing as to what Kia is requesting from us. Please detail what monies will and won't be paid to us in this transaction.

From: Humphry, Casey [KMA]
Sent: Friday, October 18, 2019 12:28 PM
To: 'Jeremy Day'
Subject: RE: [redacted] - case # [redacted]

Good afternoon,

KMA is offering to replace [redacted] vehicle through the state's lemon law via a substitution of collateral with his lienholder, KMF. If your dealership is interested in participating we would purchase a comparably priced Telluride from your dealership at invoice price plus document fees, license/registration fees, and for any added accessories not included on the invoice. Deducted would be holdback, Kia Retail Support, and floor plan assistance as these items are paid to your dealership on the parts statement.

Please let me know if you have any questions.

Thank you,

*** Email - External Email Received created on 10/21/2019 13:00:16 and created by Casey Humphry ***
From: [redacted] [mailto:jeffreymatty@gma[redacted]
Sent: Friday, October 18, 2019 1:04 PM
To: Humphry, Casey [KMA]
Subject: Re: KIA Case [redacted]

Casey,

I'm getting frustrated with these nebulous responses. Please keep me updated on the details of what you are discussing, not just that you had a conversation. That doesn't help to reassure me that you are moving this forward, it doesn't tell me if you and the dealership are on the same page, and it doesn't give me any guidance as to whether you are approaching a resolution that I will agree with and consent to, or if we are heading down a path that is going to result in wasting more of my time and and more of my money while you figure out how to make sure you customer receives the benefit of his purchase.

I believe I was clear before, but let me reiterate this to avoid any potential for confusion: I will not accept anything of lesser value or lesser quality than what I purchased. I have been without the vehicle that I purchased for more than a month now, and am about to make my second payment for a car that I cannot drive, leaving me $2,000 out of pocket with nothing of value in exchange. I purchased a black exterior, grey interior 2020 Telluride EX and expect that my utterly defective vehicle will be replaced with an identical one - nothing different, and nothing less. Kia Motors and the dealership can figure out whatever needs to be done to accomplish that, and both should be going above and beyond to make sure that it gets done quickly.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP34HCXLG[redacted]	[redacted]	1,93
Raleigh , NC 27 17		07/30/2019	Dealer: NC048 Fred Anderson KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Peripheral Devices Operation

Regards,
[redacted]

From: [redacted] [mailto:jeffreymatty@gma[redacted]
Sent: Monday, October 21, 2019 9:25 AM
To: Humphry, Casey [KMA]
Subject: Fwd: FOLLOW UP

Hi Casey,

I hope you had a good weekend.

I received the below update a few moments ago from the Mike Malone at Fred Anderson Kia, and am a little confused. Last week, and as per your e-mail below, the vehicle replacement process was initiated. Is this latest update being coordinated through Consumer Affairs, or is this just the incredibly belated response from TechLine not knowing that you have begun the process for vehicle replacement? I would like a clear and specific answer today.

As we have previously discussed, I am not waiting indefinitely for Kia to figure out what is wrong with this vehicle, nor will I wait indefinitely for a part that is on backorder that merely reflects Techline's latest guess at what might be wrong with this car, offered in the absence of a technically proficient human being evaluating the car in the first place. Replacing the radar system might address the issue of why the FCW/A system was misfiring without a threat, but it is not likely to address why the FCW/A system was misfiring without a threat and significantly above the operational threshold, a separate and distinct issue that nearly caused a very serious accident on the highway.

Please let me know the answer as soon as possible. I will not allow Kia to continue to waste my time and my money while it tries to figure out why the brand new vehicle I purchased is defective, nor will I allow Kia to place my safety, that of my family, or that of the dealership technicians in danger by haphazardly replacing parts in a trial and error fashion, hoping that its next guess will be the magic cure for a problem Kia hasn't tried to diagnose. On this point, I can tell you that I have been specifically advised by the service techs at the dealership that they are terrified to test drive the vehicle because of the potential danger from the FCW/A again misfiring.

Regards,
[redacted]

*** Email - External Email Sent created on 10/21/2019 13:00:48 and created by Casey Humphry ***
From: Humphry, Casey [KMA]
Sent: Monday, October 21, 2019 1:00 PM
To: 'Jeremy Day'
Subject: RE: [redacted] - case # [redacted]

Good afternoon Jeremy,

Just following up on this. Please let me know if your dealership is interested in participating in our proposed replacement transaction.

Thank you,

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HCXLG[redacted]	[redacted]	1.93
Raleigh , NC 27 17		07/30/2019	Dealer: NC048 Fred Anderson KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Peripheral Devices Operation

*** Email - External Email Received created on 10/21/2019 17:48:19 and created by Casey Humphry ***
From: Jeremy Day [mailto:jday@anderson-auto.net]
Sent: Monday, October 21, 2019 2:20 PM
To: Humphry, Casey [KMA]
Subject: Re: [redacted] - case # [redacted]

Casey,

I certainly want to and am willing to help my customer. I do not currently have a vehicle in my inventory or pipeline that will work for [redacted] I have reached out to Leslie Moore, John Gatton and Phillip Bayliss to try to figure out the next step.

Jeremy Day
General Manager

*** Email - External Email Sent created on 10/21/2019 17:50:32 and created by Casey Humphry ***
From: Humphry, Casey [KMA]
Sent: Monday, October 21, 2019 5:51 PM
To: 'Jeremy Day'
Subject: RE: [redacted] - case # [redacted]

Good afternoon,

Thank you for the response. I know the Tellurides are extremely limited in availability. I will see if I can find anything in my system that meets the customer’s criteria and will follow up shortly thereafter tomorrow.

Best,

*** Email - External Email Sent created on 10/21/2019 18:00:21 and created by Casey Humphry ***
From: Humphry, Casey [KMA]
Sent: Monday, October 21, 2019 6:00 PM
To: [redacted]
Subject: RE: FOLLOW UP

Good afternoon,

I apologize for the delay. To answer your questions, the replacement transaction is something that goes through consumer affairs and that I am presently working on. Jeremy Day and I are working to find a Telluride that meets your criteria but unfortunately, as you know, they are limited in availability. The status update your received on your vehicle, through Techline/the dealership, is separate from the transaction I am working on. In other words, there are two concurrent things happening – the replacement of your vehicle and the repair of your vehicle. Both can and will happen simultaneously.

If we are unable to find a Telluride suitable for replacement we can move towards the repurchase of your vehicle. I ask that you allow us another couple of days to try to locate a Telluride to replace with your current Telluride. Again, I do apologize for the delay and inconvenience. I am prioritizing your case and both the dealership and I are doing everything possible to keep you as a Telluride customer. Please let me know if there is any additional information I can provide or questions you have.

Sincerely,

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HCXLG[redacted]	[redacted]	1.93
Raleigh , NC 27 17		07/30/2019	Dealer: NC048 Fred Anderson KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Peripheral Devices Operation

*** Email - External Email Received created on 10/22/2019 08:06:54 and created by Casey Humphry ***

From: [redacted] [mailto:jeffreymatty@gma[redacted]
Sent: Monday, October 21, 2019 8:01 PM
To: Humphry, Casey [KMA]
Subject: Re: FOLLOW UP

Casey,

Thank you for getting back to me.

I do not believe, for one solitary second, that Kia Motors America cannot locate a new Telluride identical to the one I purchased, and your insinuation that I have some high standard for replacement is as equally ludicrous as it is insulting.

I reserved and purchased a specific vehicle from Kia, and the one that Kia delivered happens to contain a life threatening defect. More than a month later, Kia doesn't have any answers, and hasn't even bothered to take the time to actually investigate the defect or identify the cause of it. Rather, after weeks of unanswered messages from the service tech, Kia has elected to guess at what might result in making one aspect of a two pronged problem disappear, and further couldn't be bothered to even send someone out to the dealership to actually evaluate the vehicle. It is astounding to me that Kia doesn't take this issue more seriously, because as I have told you before, and as everyone at the dealership has recognized (and thankfully documented), if god forbid this issue exists in a single other Telluride, then there are people at serious risk of physical injury. One would think Kia would want to figure out how to actually address this defect, and it is chilling to think of the risk that Kia is willing to tolerate by avoiding doing something as simple as having a qualified engineer actually inspect this car. The insane delay in addressing the replacement of my vehicle is nothing more than a mere inconvenience to me, and we don't need to make more of it than it is. However, the disregard that Kia has shown to identifying and remedying this documented and replicated defect is unconscionable, and I assure you, if something tragic occurs where anyone is actually hurt because this defect exists in another Telluride, I will be screaming from the rooftops. Doesn't it say something to you that the dealership's own service techs are afraid to test drive the vehicle? Are you really willing to put people's safety at risk like this?

With regard to the replacement of my Telluride, perhaps you should consider that were aren't talking about a cell phone. If I'm spending $42,000 on a vehicle, and the one provided is inherently unsafe to drive, the very least Kia could do is replace it with an identical one. Perhaps you are extremely wealthy and can't relate, or perhaps you haven't considered how hard I have to work to provide for my family and afford this vehicle, or perhaps you simply don't care, but the expense that I undertook to purchase this specific Telluride is not a small one, at least not to me. The suggestion that I should simply accommodate Kia by taking whatever version of an EX that happens to be most convenient for Kia to deliver and resolve Kia's problem - and we both know that means whatever is cheapest for Kia to deliver - is a position remarkably divorced from reality, and again, is incredibly insulting to your customer. You haven't offered me anything to warrant my consideration of something different than what I purchased, and that I quite comically remain contractually obligated to pay for. Explain to me again why I should be doing anything to accommodate Kia?

This isn't hard: find the vehicle, and get it to Raleigh. If you want me to consider taking something different because it will be more cost effective to Kia, then make me an offer. If you can't locate an EX that matches, then find an SX. I don't want more than I bargained for, and I'm not entitled to it either, but if that is the only way you can provide a vehicle within a reasonable amount of time, then Kia should do so as consideration for its abject indifference to this situation, making me sit around for over a month while my e-mails were ignored, while the service technician's requests to Techline were ignored, and while this serious safety concern with my Telluride was

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP34HCXLG[redacted]	[redacted]	1.93

Raleigh , NC 27 17 07/30/2019 Dealer: NC048 Fred Anderson KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Peripheral Devices Operation

ignored. As of this moment I'm out of pocket $1,900 in payments for a car that I can't drive, plus the insurance I'm paying as well, plus the time I have had to take out of my incredibly busy schedule to have pointless conversations with five Consumer Affairs reps other than you, and to now write these e-mails to you, asking for details that you should have provided in the first place, and expressing points that should have already been readily apparent to you. Based upon your projections, by the time this issue is actually resolved it'll be another month or more of car payments made, bringing my out of pocket on payments alone to $2,850 or $3,700, for literally nothing at all.

I'm not interested in more apologies for continued delays or an inconvenience that Kia doesn't seem interested in remedying. They're meaningless. I am only interested in three simple things: (1) getting this resolved so that I get the benefit of what I'm obligated to pay for; (2) achieving that resolution quickly; and, (3) Kia actually figuring out why the hell the FCW/A on my vehicle was both misfiring without threat and functioning more than 20 miles per hour over the supposed operational threshold, so that other Kia customers won't have to deal with the inconvenience I have endured, and so that if a recall is necessary, it can be addressed so that other Telluride drivers aren't exposed to the same unreasonable and serious risk of injury that my family and I were.

I have been remarkably patient, and so long as Kia works towards a resolution that is actually aimed at doing the right thing, I will continue to be patient. More of this garbage suggesting that I have unreasonable standards for a replacement vehicle, or suggesting that Kia Motors America can't locate one that matches the vehicle I purchased will exhaust my patience very quickly.

I look forward to your next update being more reasonable and offering some evidence of meaningful progress.

Regards,
[redacted]

*** Email - External Email Sent created on 10/22/2019 08:13:18 and created by Casey Humphry ***
From: Humphry, Casey [KMA]
Sent: Tuesday, October 22, 2019 8:13 AM
To: [redacted]
Subject: RE: FOLLOW UP

Good morning,

I will put together an offer to repurchase your vehicle and will have it out to you once approved.

Thank you,

*** Phone - Call - Inbound created on 10/22/2019 15:54:06 and created by Casey Humphry ***
Discussed case with Phillip Bayless

*** Email - External Email Received created on 10/22/2019 15:54:40 and created by Casey Humphry ***
From: [redacted] [mailto:jeffreymatty@gma[redacted]
Sent: Tuesday, October 22, 2019 8:17 AM
To: Humphry, Casey [KMA]
Subject: Re: FOLLOW UP

Casey,

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP34HCXLG[redacted]	[redacted]	1.93
Raleigh , NC 27 17		07/30/2019	Dealer: NC048 Fred Anderson KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Peripheral Devices Operation

What do you mean by repurchase? Is that different from replacing the defective vehicle with a new one?

Regards,
[redacted]

From: [redacted] [mailto:jeffreymatty@gma[redacted]
Sent: Tuesday, October 22, 2019 8:38 AM
To: Humphry, Casey [KMA]
Subject: Re: FOLLOW UP

I didn't ask anyone to buy the car back from me. I asked for a new Telluride to replace the one that I purchased which happens to be undrivable because of the defect in the FCW/A system.

Why are you, again, changing course? I already invested dozens of hours test driving different vehicles, including driving 90 miles round trip just to test drive a Telluride, and came to the decision that this is the one I wanted, but unfortunately the one provided by Kia has a serious defect.

Just replace the vehicle. Why is the target constantly moving?

From: [redacted] [mailto:jeffreymatty@gma[redacted]
Sent: Tuesday, October 22, 2019 2:01 PM
To: Humphry, Casey [KMA]
Subject: Re: FOLLOW UP

Casey,

I need a clear explanation of what is going on and why, and I need that explanation now.

This is unacceptable on every level.

Regards,
[redacted]

*** Phone - Call - Outbound created on 10/22/2019 15:59:14 and created by Casey Humphry ***
Wrt called cust

Wrt states:
1. advised received emails, apologized for time it took follow up today
2. advised cust we are trying to replace his vehicle. The issue we are having is finding a vehicle. Fred Anderson KIA is willing to work with us but they dont have a comparable vehicle in stock.

Cust:
1. Then kia should send them one

Wrt states:
1. In a replacement we work with dealerships have in stock
2. Since they dont have one, we would ask that they obtain one from another dealership via trade/purchase
3. That means another dealer must be willing to participate
4. Thus far, we have not found one
5. We are still looking

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP34HCXLG[redacted]	[redacted]	1.93
Raleigh , NC 27 17		07/30/2019	Dealer: NC048 Fred Anderson KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Peripheral Devices Operation

Cust states:
1. that is such BS
2. Kia needs to do the right [redacted] thing for their customers
3. You dont care, no one cares
4. I will slander kia everywhere and i wont think twice, I will file for arbitration and sue you

Wrt states:
1. Why dont you just let me buy your car back

Cust states:
1. I dont want that
2. I dont want to make this easy for KIA at all. that is the easy route
3. And what good does buying my car back do? Then i have to go and test drive vehicles again and do this all over
4. I spoke with the dealer, i know what is going on
5. Kia corporate is trying to screw the dealer and force them to sell you a car, to give to me, and they lose money
6. The dealer said you should allocate 1 unit to them specifically for me

Wrt states:
1. I disagree, no one is trying to screw anybody
2. Again, we work with what is in stock
3. But i can see what i can make happen

Cust states:
1. Kia needs to do the right thing or i will file for arbitration and slander you all over the media
2. Do you think i like wasting my time talking to you Casey?
3. you havent even tried to replace my car

Wrt states:
1. Okay
2. no i highly doubt you do
3. I have tried replacing your car, and am actively working to do that, and i have explained to you the roadblocks we are facing
4. so like i said, i will what i can make happen with the dealership and well go from there

Cust states:
1. You havent done anything

Wrt states:
1. I disagree
2. Ive maintained communication with you and the dlr
3. We are trying to make things happen but they take time, and sometimes we face challenges such as the ones with your case
4. Its unfortunate so i do apologize, but we are prioritizing your case

Cust states:
1. I think thats BS. Nothing has been done. Nothing on fixing my car, nothing on replacing it.
2. Its simple really, Kia, a billion dollar corporation, sends the dealership a car identical to mine and then were done

Wrt states:
1. theres more to it than that, but i will see what we can do
2. I will follow up with you when i have more information

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HCXLG[redacted]	[redacted]	1.93
Raleigh , NC 27 17		07/30/2019	Dealer: NC048 Fred Anderson KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Peripheral Devices Operation

3. Anything else?

Cust states:
1. no

Wrt states:
1. thanks for your time and have a great night

*** Note - Others created on 10/23/2019 13:10:40 and created by Casey Humphry ***
Left VM for southern region distribution analyst (S Park)

Sent email to southern region distribution analyst

*** Case note has been appended from duplicated auto-case on 10/25/2019 01:02:13 (PST)

Comments from UPER

Part ordered for customer vehicle has been placed into the UPER status on10/22/2019 00:00:00

Dealer Name : GLENWOOD VENTURES, LLC Fred Anderson Kia
Dealer Contact name : TOM TRAFELET PARTS MANAGE
Dealer Phone : 919 785 4500
Part No# : 99110 S9100 Fred Anderson Kia
Order No# : C102119
Order Qty# : 1

Dealer Comment : POSSIABLE BUY BACK

Please Update Customer with the status of the vehicle and part ordered

*** Email - External Email Received created on 10/29/2019 08:24:50 and created by Casey Humphry ***
From: Bayless, Phillip [KMA]
Sent: Monday, October 28, 2019 5:59 AM
To: [redacted] Jeremy Day
Cc: Benjamin Sampson; Humphry, Casey [KMA]; -- Michael Malone; Gatton, John [KMA]
Subject: RE: [redacted] Telluride

Jeremy,

The VIN for this vehicle has just been issued. I am providing to you for identification when it arrives at your store.

5XYP34HC9LG[redacted]

Thanks,

Phillip

*** Email - External Email Sent created on 10/29/2019 10:31:55 and created by Casey Humphry ***
From: Humphry, Casey [KMA]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP34HCXLG[redacted]	[redacted]	1,93

Raleigh , NC 27 17 07/30/2019 Dealer: NC048 Fred Anderson KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Peripheral Devices Operation

Sent: Tuesday, October 29, 2019 10:32 AM
To: [redacted]
Subject: KIA Case [redacted]

Good morning Mr. [redacted]

Please see the attached offer letter regarding your current 2020 Telluride. Please p

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2019 NIRO EV	Case Number	Mileage
[redacted]	[redacted]	KNDCE3LG1K5[redacted]	[redacted]	2,4 2

Baytown , TX ,77521 04/30/2019 Dealer: TX098 Community KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Steering
Kia Case Type Lvl4: Switch Op on Steering Wheel

Case History

Techline case ([redacted] created on 20-SEP-19 by TX098.
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--
TL Case created by (Dealer Technician) : David Pena
TL Case creator phone : 2819139751
TL Case creator email : bajista20@gmail.com
Below are the notes from the TL case describing the concern:

[Problem Description]
customer complaint all left buttons on steering wheel inoperable

[Diagnostics Performed]
confirmed, no operation from left steering wheel remote control buttons(voice command, volume up and down, mode selector) all other buttons work. cruise and paddle shifters normal.
scanned all systems for any DTCs none found. started case due to requirement before making any repairs.

*** Dispatched to Queue Service Alert / Techline on 09/21/2019 01:08:39 (PST)

*** 09/25/2019 10:53:28 ***
Dispatched from WIPBin = Default to Queue Callcenter by Elizabeth Morfin
Reason:

*** Note - Others created on 09/25/2019 10:53:37 and created by Elizabeth Morfin ***

<For Internal Use Only
Vehicle in EWR. Please follow up.>

*** 09/25/2019 11:14:32 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Callcenter to WIPBin Distro Bin by Travis Widener

*** 09/25/2019 11:28:30 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Distro Bin to Queue Callcenter by Travis Widener

*** 09/25/2019 11:30:38 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Callcenter to WIPBin INBOX by Travis Widener

*** 09/27/2019 09:54:41 (GMT-05:00) Eastern Time (US & Canada) ***
Email is sent on 09/27/2019 09:54:30 by Travis Widener
To: [redacted]
Cc:
Title: Kia Case

*** Email - External Email Sent created on 09/27/2019 09:54:30 (GMT-05:00) Eastern Time (US & Canada) and created by Travis Widener ***
N/A

*** Phone - Call - Inbound created on 10/02/2019 08:34:20 and created by Lisa Taylor ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2019 NIRO EV	Case Number	Mileage
[redacted]	[redacted]	KNDCE3LG1K5[redacted]	[redacted]	2,4 2
Baytown , TX ,77521		04/30/2019	Dealer: TX098 Community KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Steering
Kia Case Type Lvl4: Switch Op on Steering Wheel

[redacted] for husb - [redacted]
1. she's a nurse works all the time
2. we leased veh
3. buttons on left side of steering wheel has not worked
4. new parts ordered and in
5. but problem is can't tell us how long
6. dealer won't give rental
7. have to drive 20 miles 40 round trip to get EV work done
8. been less than convenience

Writer States
1. Apologized
2. I understand per rental not being a provision of warranty
3. do they not have rentals
4. who is your adviser

Customer States
1. but just not convenient
2. switches are defective
3. so just though could get some help

Writer States
1. I will reach out to TX098

Customer States
1. thank you

*** Phone - Call - Outbound created on 10/02/2019 08:46:32 and created by Lisa Taylor ***
*******called TX098 @ (281) 421-3737
1. spoke to Carla
2. transferred to service
3. spoke to Amy
4. attempting to secure a rental

Dlr States
1. will only take an hour
2. no reason a rental really needed
3. he ran us down and the customers in waiting room the day was in for diagnosis believe me

Writer States
1. will call her husband back then
2. thank you
3. will go ahead send Sammy SM email just in case
4. he was somewhat insistent

*****called [redacted] back (husband) [redacted]
1. LVM of information repair will only take an hour
2. Advised following up to let you know resources were involved to assist in repair completion.
3. Provided case # and writer's contact information.

Last name	First name	VIN of 2019 NIRO EV	Case Number	Mileage
[redacted]	[redacted]	KNDCE3LG1K5[redacted]	[redacted]	2,4 2
Baytown , TX ,77521		04/30/2019	Dealer: TX098 Community KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Steering
Kia Case Type Lvl4: Switch Op on Steering Wheel

4. Requested callback if additional assistance is needed

*** 10/02/2019 08:57:01 ***
Closed by Lisa Taylor with Resolution Code : Referred to Dlr
[Resolution Summary]

*** 10/14/2019 11:26:04 ***
Reopened by Matthew Stanford with Sub Status of Working

*** Phone - Call - Inbound created on 10/14/2019 11:26:14 and created by Matthew Stanford ***
customer states
1)we took in for repair work
2)now the horn and **CRUISE CONTROL** dont work
3)should we take to a different dealer
4)not sure if driveable

writer states
1)thats up to you
2)it sounds like they are seeking to get another set of eyes and ears
3)we can follow up tomorrow for update if you want to leave with them

customer states
1)Ok will you follow up with them

*** Phone - Call - Inbound created on 10/14/2019 14:17:40 and created by Matthew Stanford ***
outbound call to dealer
1)No answer

*** Phone - Call - Inbound commitment created on 10/14/2019 14:21:45 with Commitment Date 10/16/2019 and created by Matthew Stanford ***

*** Phone - Call - Inbound commitment fulfilled on 10/16/2019 06:36:42 with Commitment Date 10/16/2019 closed by Matthew Stanford ***

*** Phone - Call - Inbound created on 10/16/2019 06:35:08 and created by Matthew Stanford ***
outbound call to dealer __juLIE
1)CUSTOMER PICKED UP YESTERDAY

OUTBOUND CALL TO CUSTOMER
customer states
1)everything works
2)vehicle is repaired

*** 10/16/2019 06:37:04 ***
Closed by Matthew Stanford with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC7LG[redacted]	[redacted]	1

Ft. Collins , CO 80525 02/25/2019 Dealer: CO004 Tynan's KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: A/C Device Operation

Case History

*** 09/24/2019 14:30:01 (GMT-07:00) Arizona ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Others created on 09/24/2019 14:26:59 (GMT-07:00) Arizona and created by Debra Rustin ***
***WEB NOTE**
Subject: My Experience

We purchased a Kia Telluride on March 19th 2019 late in the afternoon. We took possession that same evening. It was raining and we were ready to leave the dealership it had been a long process.
From the first time I tried to use the **CRUISE CONTROL**, it would work for about 10 mins then a warning that it was disabled because the radar was blocked.
There are many features, I am not familiar with, so when my salesman texted me on the third day of my ownership, asking how the vehicle was working, I explained what was happening when I try to use the **CRUISE CONTROL**. AND that every time the car is parked for 2 or more hours the rear heater fan automatically comes on when you start the car.
My salesman invited me to come in and he would try to help me figure this out. Together, we took the car out on the highway, he was driving. He tried the **CRUISE CONTROL**, but it always did the same thing I had experienced. Disabled because the radar is blocked.
He was very helpful but could not correct this issue and referred me to the service department.
I made my appointment for when I was available to leave the car for the day 4/17/19
After the inspection of my vehicle, I was then told that the radar was not working because it was damaged.
Then they showed me a small 1 inch scratch on the front bumper, there was no dent just this scratch.
They are claiming this had caused the need to replace the radar bracket, bumper bottom trim and recalibrate the radar.
If this is true, Kia has big problems!!
The service department sent us to Tom Karros, the sales manager.
The cost was given to us by your sales manager at PEAK KIA NORTH,Tom Karros, after he left us sitting there in the showroom for over 30mins, waiting to talk to him. He offered to split the repair bill estimated at $1,118.60 before taxes and labor, saying, " I think this is very generous of us.!!" He basically told us we had done the damage and it wasn't their responsibility.
We asked him if he had seen the damage, he admitted he had not. We knew then there was no reason to carry on this conversation as he
was not even willing to follow us out and look at what was supposedly the cause of this bracket failing.
We left very upset that this new car which didn't work right from the beginning is now a $600.00 plus expense to fix.
I continue to drive my Telluride vehicle in this broken condition, the rear fan still coming on when I start the car after it sits longer than a couple of hours.
I will NEVER recommend this dealership, especially because of Mr. Karros.
The service people were so wonderful and my salesman Marc was also very helpful. I even enjoy my car just not the annoying radar problem.
I have saved my text messages that prove this radar problem existed from the beginning.
I thought it was something technical that I didn't understand how to operate.
Please contact [redacted] at [redacted] so we can get this settled. I will have another mechanic take a look too.
[redacted]

*** Phone - Others created on 09/24/2019 14:30:17 (GMT-07:00) Arizona and created by Debra Rustin ***
Subject: Fw: My Experience

I had a reply from you via voicemail with a case number, I am trying to resolve these issues with my 2020 TELURIDE
PLEASE SEND MY CASE NUMBER TO: TYNANS KIA FT. COLLINS COLO.
And PEAK KIA NORTH

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC7LG[redacted]	[redacted]	1

Ft. Collins , CO 80525 | 02/25/2019 | Dealer: CO004 Tynan's KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: A/C Device Operation

WINDSOR COLO.
Thank you
[redacted]

*** Phone - Call - Outbound created on 09/25/2019 11:14:12 (GMT-07:00) Arizona and created by Debra Rustin ***
writer calls customer, gets vm
1.we are calling to follow up on your correspondence
2.please contact us at your earliest convenience to discuss
3.800# case#

*** 09/25/2019 11:15:36 (GMT-07:00) Arizona ***
Closed by Debra Rustin with Resolution Code : No Cust Contact
[Resolution Summary]

*** 09/25/2019 13:33:58 (GMT-07:00) Mountain Time (US & Canada) ***
Reopened by Bethany Grombly with Sub Status of Working

*** Phone - Call - Inbound created on 09/25/2019 13:34:01 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
customer states
1 Calling Debra back
2. I'm just calling her back

Writer states
1 She isn't available at this time
2 My supervisor will have someone follow up with you directly

customer states
1 Ok thank you

*** 09/25/2019 15:48:38 ***
Dispatched from WIPBin = Default to Queue TELLURIDE by Cinthya Espinoza-Peregrina
Reason:

*** Phone - Call - Outbound created on 09/25/2019 16:31:04 and created by Samara Pena ***
Wrt called [redacted] LVM***

Wrt states
1. calling to f/u on web inquiry
2.provided case# and phone #

*** Phone - Call - Outbound created on 09/30/2019 14:55:33 and created by Samara Pena ***
Wrt called [redacted] LVM****

Wrt states

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC7LG[redacted]	[redacted]	1

Ft. Collins , CO 80525 02/25/2019 Dealer: CO004 Tynan's KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: A/C Device Operation

1. calling to f/u on web inquiry
2. Provided case# and phone#

*** Email - External Email Received created on 09/30/2019 15:01:38 and created by Samara Pena ***

[redacted]

Good afternoon I wanted to follow up on your issue regarding your Telluride. If you are still experiencing issues with the **CRUISE CONTROL** and or the rear fan please contact us or take it to your nearest KIA dealership to have the issue corrected and so we can take the proper procedure to get the vehicle up to your standards. Call us at 1(800)333-4542 thank you and have a great day.

Samara Pena, Total Case Specialist

Kia Motors America, Inc.
111 Peters Canyon Rd. Irvine, CA 92606
T (800) 333 4542 E spena@kiaconsumeraffairs.com

*** Phone - Call - Outbound created on 10/03/2019 08:22:43 and created by Samara Pena ***
Wrt called [redacted]

Wrt states
1.Calling to f/u with repairs

[redacted] states
1.We have taken the vehicle to two different dealerships
2.We bought it at KIA north
3 The heater fan they say isn't a problem but to me it is
4.If there is nothing in front of us and it turns off the **CRUISE CONTROL**
5. The dlr say its a new vehicle and they don't really know how its possible to turn off the radar on the bumper
6.They keep saying we damaged the bumper and its a tiny scratch
7.The sales manager was accusing my wife of wrecking the car
8. They keep telling me that they will not cover it under warranty
9. They want $1000.00 plus to fix the issues and they said they will go half with me but I don't feel like I should be having to pay at all
10. I want to get the vehicle fixed but we don't feel like its fair for us to pay for it, the car is brand new why wouldn't it be covered under warranty

Wrt states
1. Apologized
2. I will need to f/u with dlr and get more information
3.I will need to do some research and f/u with you to see what route we should take to get your vehicle working like it should
4. I will contact you when I get more information

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC7LG[redacted]	[redacted]	1

Ft. Collins , CO 80525 02/25/2019 Dealer: CO004 Tynan's KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: A/C Device Operation

[redacted] states
1. Thank you
2.If you can please email me its faster for us to respond

Wrt states
1. Will do
2. Have a great day
3.Talk to you soon

*** Phone - Call - Outbound created on 10/03/2019 08:41:08 and created by Samara Pena ***
Wrt called CO004

Wrt states
1. calling to f/u on repairs
2.. provided cust name

Austin states
1.Let me pull it up
2. Didn't mention the rear fan
3.We would need to remove the front bumper and re-calibrate the sensor to start and see if that fixes the issue
4. My technicians exact words were driving with cruise on 15 mins later the sensor light came on and there is physical damage on the bumper where the sensor would be
5. We believe it wouldn't be covered under warranty for that reason
6. It is a scratch and it could've knocked the radar loose we wouldn't know until we take apart the vehicle

Customer Name: [redacted]
Customer phone# [redacted]
RO# [redacted]
Open Date / Closed Date: 09/25-09/25
Most recent Repair Issue and Diagnosis:
Concern - parking sensor and **CRUISE CONTROL** issues
Correction -
Loaner (Y/N) N
Vehicle repaired (Y/N)N
Does customer have possession (Y/N):Y
Part on order? (Y/N) N
Part#: N/A
Order#: N/A
ETA for completion of repairs: N/A

*** Phone - Call - Outbound created on 10/03/2019 09:04:37 and created by Samara Pena ***
Wrt called CO004

Wrt states
1. calling to f/u on custs repair

Austin states
1. The repair would be 2 hours of labor at 272.00
2. That would be a start to the process I feel like the sensor was knocked off by the damage and if we just put it back and re-calibrated it by taking off the bumper hopefully it should work

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC7LG[redacted]	[redacted]	1

Ft. Collins , CO 80525 | 02/25/2019 | Dealer: CO004 Tynan's KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: A/C Device Operation

Wrt states
1. KCA can pay for that since the cust isn't wanting to pursue paying for the repairs
2.What information did you need from me

Austin states
1. Let me get you with the SM to see what we would need
****placed on hold****

Wrt states
1. I was wanting to see what information you needed from me since I was going to authorize the repair on the vehicle so the cust doesn't have to pay
2. I think I'm supposed to set up a GW and then pay your DLR for the repairs im not 100% sure
3.Did you want me to call the cust so he can set up the appt?

Dee SM states
1. I can take care of it on my end
2. Can you give me the last 8 of the VIN
3. I can call him for the appt thank you

Wrt states
1. provided VIN#
2. Thank you
3.Have a good day

*** Email - External Email Received created on 10/03/2019 09:22:44 and created by Samara Pena ***
[redacted] the dealership should be contacting you soon to set up and appointment for the repair. I am going to pay for them to remove the bumper and recalibrate the sensors to see if that works out for you. If you can follow up with me and let me know what day you are going in so that I can follow up after and see how the repair went. Thank you and have a great day

*** 10/04/2019 16:39:47 ***
Dispatched from WIPBin 1.Monday to Queue TELLURIDE by Samara Pena

*** 11/19/2019 09:02:45 ***
Accepted from Queue TELLURIDE to WIPBin Auto Assigned by Christina Steir

*** 11/19/2019 09:06:15 ***
Dispatched from WIPBin Auto Assigned to Queue ZZ Kevin Vu by Christina Steir

*** Phone - Call - Outbound created on 11/19/2019 09:33:26 and created by Kevin Vu ***
Wrt called CO004
Spoke with service advisor

wrt states
1. requesting RO update
2. provided RO #[redacted]

Service advisor states
1. was repaired on 10-17-2019. parking sensor.
2. reline parking sensor. rear fan issue couldn't be duplicated.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC7LG[redacted]	[redacted]	1

Ft. Collins , CO 80525 02/25/2019 Dealer: CO004 Tynan's KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: A/C Device Operation

*** Phone - Call - Outbound created on 11/21/2019 07:28:35 and created by Kevin Vu ***
Wrt called [redacted] LVM

wrt states
1. i was advised your vehicle was repaired by your dealer
2. let us know if you have any issues with your vehicle.
3. provided phone # and case #

*** 11/21/2019 08:07:34 ***
Email is sent on 11/21/2019 08:05:08 by Kevin Vu
To:[redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 11/21/2019 08:05:08 and created by Kevin Vu ***
Your Case Number:[redacted]
VIN: 5XYP6DHC7LG[redacted]

Dear [redacted]

We were made aware by your dealership that your vehicle was repaired.

If you have any questions or concerns, 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,
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].

*** 11/25/2019 12:53:47 ***
Closed by Kevin Vu with Resolution Code : Repaired at Dlr
[Resolution Summary]

INFORMATION REDACTED PURSUANT TOTHE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC9LG[redacted]	[redacted]	12,090
Athens , GA 30 0		04/1 /2019	Dealer: GA084 Bulldog KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Case History

Dealer : Bulldog KIA
Technician : Baoxian Sun
Service Manager : Beau Wegmann
Dealer Phone :
DPSM : Johna Hollis
Vehicle Model : TELLURIDE S V6 FWD AUTO
Model Year : 2020
Mileage : 7260
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
customer states **CRUISE CONTROL** wont work and FCC is blocked

[Diagnostics Performed]
customer driving on cruise driving, when the meter shows (**SMART CRUISE CONTROL** disabled radar blocked)Perform all system scans using scanner equipment without any fault codes

*** Dispatched to Queue Telluride Auto-Created Cases on 11/15/2019 01:06:23 (PST)

*** Phone - Call - Inbound created on 01/08/2020 15:02:56 (GMT-07:00) Mountain Time (US & Canada) and created by Helena Camacho ***
[redacted] husband of [redacted] states:
1. i have a Telluride, 2020
2. i have been having issues with the forward collision and cruse control
3. this is the 4th or 5th time its been in for this
4. dlr keeps saying they are waiting for the fix
5. need help with this

writer states:
1. apologized
2. adv will need to reach out to the dlr for more info with the history of the concerns
3. adv once an update is available we will call you back
-call ended

*** Note - Others created on 01/09/2020 12:50:25 (GMT-07:00) Mountain Time (US & Canada) and created by Helena Camacho ***

<For Internal Use Only
>>>

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC9LG[redacted]	[redacted]	12,090

Athens , GA 30 0 | 04/1 /2019 | Dealer: GA084 Bulldog KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

*** Phone - Call - Outbound created on 01/09/2020 12:52:16 (GMT-07:00) Mountain Time (US & Canada) and created by Helena Camacho ***
call to GA084
writer states:
1. req SVCA/SVCM
2. req confirmation of veh location/concerns

-connected to VM
-req call back to cust or KCAC/adv last 8/case#

*** Research - Administrative Task created on 01/09/2020 13:39:31 (GMT-07:00) Mountain Time (US & Canada) and created by Helena Camacho ***

<For Internal Use Only
>>>

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of		Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC9LG[redacted]		[redacted]	12,090
Athens , GA 30 0		04/1 /2019	Dealer: GA084 Bulldog KIA		

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Cause: TECH VERIFIED COCNERN, OPENED TECHLINE CASE. TECHLINE ADVISE TO REPLACED WINDSHIELD CAMERA 3
Correction: TECH R&R WINDWHIELD CAM, OPERATING AS DESINGED AT THIS TIME
Part# KI99211-S9100 UNIT ASSY-FR VIE

RO# [redacted]
Dlr Code: GA084
Invoice Date: 12/30/2019
Miles: 7,870
Concern: CUSTOMER STATES FCC COLLISON STSTEM SAYS IT IS BLOCKED SOMTIMES
Cause:
Correction: OPENED TECHLINE CASE
Part#
>>>

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC9LG[redacted]	[redacted]	12,090

Athens , GA 30 0 | 04/1 /2019 | Dealer: GA084 Bulldog KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

4 Thank you for the follow up

Wrt states
1 Advised to call back if cust has additional questions
2 Thank you

*** 01/23/2020 12:38:09 (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		Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC9LG	[redacted]	[redacted]	13,041

Ballwin , MO , 3011 | 03/01/2019 | Dealer: MO031 Hw KIA of West County

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

Case History

Dealer : Hw KIA of West County
Technician : Robert Biggs
Service Manager : james delaloye
Dealer Phone :
DPSM : Joe Casillas
Vehicle Model : TELLURIDE S V6 FWD AUTO
Model Year : 2020
Mileage : 13041
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
this vehicle has 4 concerns. 3 i would guess are related.
first. customer states radio display will not turn on when vehicle is started, it just stays black. at random times during the car ride it will come on and work fine.
second. customer states speedometer showed 0mph and was traveling around 70mph down the highway.
third. customer states set **SMART CRUISE CONTROL** to 20mph while speedo was reading 0mph and vehicle kept rapidly accelerating like you had throttle to the floor
fourth. customer states **LANE KEEP** assist would not work while all of these issues were occurring

[Diagnostics Performed]
i did full system scan and there is no current, pending or history codes in any system.
the customer said the drive ability concerns happened one time but the radio concerns happens pretty often.
none of these concerns are present at this time.

*** Dispatched to Queue Telluride Auto-Created Cases on 11/19/2019 01:06:51 (PST)

*** Note - Others created on 01/10/2020 14:53:12 and created by David Craychee ***
writer states:

1. dealership was unable to duplicate the concern, so no repairs were done

*** 01/10/2020 14:53:56 ***
Closed by David Craychee with Resolution Code : Referred to Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP24HC2LG[redacted]	[redacted]	3,712

Savannah , GA 31405 10/15/2019 Dealer: GA055 KIA Country of Savannah

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Steering
Kia Case Type Lvl4: Switch Op on Steering Wheel

Case History

Dealer : KIA Country of Savannah
Technician : Anthony Jones
Service Manager :
Dealer Phone :
DPSM : Jamal Bruton
Vehicle Model : TELLURIDE LX V6 FWD AUTO
Model Year : 2020
Mileage : 3712
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
customer states when **CRUISE CONTROL** is on going down the highway the car does not slow down when a approching a slower car

[Diagnostics Performed]
checked for codes no codes in the system. also performed variant codeing on both the front radar and multi function camera.

*** Dispatched to Queue Telluride Auto-Created Cases on 01/17/2020 01:03:42 (PST)

*** Case note has been appended from duplicated auto-case on 01/17/2020 01:04:10 (PST)

Comments from Techline Escalation

Techline case ([redacted] created on 16-JAN-20 by GA055.
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--
TL Case created by (Dealer Technician) : Anthony Jones
TL Case creator phone :
TL Case creator email : anthonyjones@kiaofsavannah.com
Below are the notes from the TL case describing the concern:

[Problem Description]
customer states when **CRUISE CONTROL** is on going down the highway the car does not slow down when a approching a slower car

[Diagnostics Performed]
checked for codes no codes in the system. also performed variant codeing on both the front radar and multi function camera.

*** 01/17/2020 05:25:34 ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Telluride by Alicia Anderson

*** 01/17/2020 05:26:29 ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP24HC2LG[redacted]	[redacted]	3,712

Savannah , GA 31405 | 10/15/2019 | Dealer: GA055 KIA Country of Savannah

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Steering
Kia Case Type Lvl4: Switch Op on Steering Wheel

Dispatched from WIPBin Telluride to Queue ZZ Melissa Atanacio by Alicia Anderson

*** 01/17/2020 08:32:24 ***
Accepted from Queue ZZ Melissa Atanacio to WIPBin Default by Melissa Atanacio

*** 01/21/2020 13:28:40 ***
Case moved into WIPBin Default and Sub Status of Working

*** 01/27/2020 05:53:01 ***
Dispatched from WIPBin Working Bin to Queue ZZ Alicia Anderson by Melissa Atanacio

*** 02/07/2020 09:28:07 ***
Accepted from Queue ZZ Alicia Anderson to WIPBin Telluride by Alicia Anderson

*** 02/07/2020 09:29:45 ***
Dispatched from WIPBin Telluride to Queue ZZ Ashley Lewis by Alicia Anderson

*** 02/07/2020 10:17:10 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue ZZ Ashley Lewis to WIPBin 3. Wednesday by Ashley Lewis

*** 02/07/2020 10:23:16 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin 3. Wednesday to Queue ZZ Erica Killen by Ashley Lewis

*** 02/07/2020 12:11:14 ***
Accepted from Queue ZZ Erica Killen to WIPBin Inbox by Erica Killen

*** Phone - Call - Inbound created on 02/07/2020 14:57:37 and created by Erica Killen ***
Wrt called DLR-NY118
spoke to carrol
carrol trans to lilly

wrt states
1.introduced
2.requested ro info

lilly states
1.provided ro info

wrt states
1.thanks

lilly states
1.bye have a great weekend

**********repair order info**********
Customer Name:
[redacted]
Customer Phone #:
[redacted]
Customer Address: [redacted] Metter,GA [redacted]
VIN:
5XYP24HC2LG[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP24HC2LG[redacted]	[redacted]	3,712

Savannah , GA 31405 10/15/2019 Dealer: GA055 KIA Country of Savannah

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Steering
Kia Case Type Lvl4: Switch Op on Steering Wheel

M&Y and Mileage:2020 telluride 3712
RO# [redacted]
Open:
1/17
Closed:1/17
Days Down at initial Service Alert report:
1 day
Most recent Repair Issue and Diagnosis:

>>>>>> Concern:windhield molding need replacement and **CRUISE CONTROL** not working properly when coming up to a slower moving vehicle
>>>>>> Cause:

>>>>>> Correction:replace windshield and recaliberated the **CRUISE CONTROL**
Repeat Repair:
n
ETA for completion of repairs:
n/a
Estimated cost of repairs:N
Parts on order (Y/N), if so obtain part#, order#:
N
Techline Case:
N
Rental / Loaner Provided?:
N
Dealer contacted DPSM:N
Vehicle repaired?:
Y
Customer has possession?:
Y
Dealer Code/Selling Dealer:
NY118
Original Owner:Y

*** Phone - Call - Outbound created on 02/07/2020 15:00:23 and created by Erica Killen ***
correction not called DLR-NY118
correct dealer code is GA055

*** Phone - Call - Outbound created on 02/07/2020 15:02:29 and created by Erica Killen ***
wrt called cust @ [redacted]
[redacted]

Wrt Left Cust Vm
1.) Introduced Self, Calling from KIA Consumer Affairs
2.) Following up with you on your case and concerns.
3.) Provided phone number & Case number
4.) Thank you.

*** Phone - Call - Outbound created on 02/11/2020 12:00:34 and created by Erica Killen ***
wrt called cust @ [redacted]
[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP24HC2LG[redacted]	[redacted]	3,712

Savannah , GA 31405 10/15/2019 Dealer: GA055 KIA Country of Savannah

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Steering
Kia Case Type Lvl4: Switch Op on Steering Wheel

wrt states
1.introduced
2.f/u on concern to see if everything is operating as designed

cust states
1.yes its operating fine now
2.I have a question about the facebook group stating a letter about the head lamps.

wrt states
1.at this time dont see any service campaigns or product improvements on that particular vin number.

cust states
1.oh okay
2.would I have gotten the letter if it had?

wrt states
1.thats correct
2.is there anything else I can help you with today.

cust states
1.no
2.thanks have a great day

*** 02/11/2020 12:00:58 ***
Closed by Erica Killen with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	7,458
Ypsilanti , MI ,48197		10/21/2019	Dealer: MI044 Lafontaine KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Case History

Dealer : Lafontaine KIA of Ann Arbor
Technician : LAWRENCE ROSEBUSH
Service Manager : Prashanta Nagappa
Dealer Phone :
DPSM : Jeffrey Bairnsfather
Vehicle Model : TELLURIDE SX V6 AWD AUTO
Model Year : 2020
Mileage : 7458
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
Customer states the frontal collision warning message keeps coming on and off. Says system is disabled and radar is blocked. When using the **ADAPTIVE CRUISE CONTROL**, even when a warning message wasn't on the vehicle would want to run into the vehicle ahead if it.

[Diagnostics Performed]
Scanned all systems: No codes stored.
Searched for bulletins: None found
Checked for any software updates: None available

*** Dispatched to Queue Telluride Auto-Created Cases on 01/22/2020 01:06:43 (PST)

*** Case note has been appended from duplicated auto-case on 01/22/2020 01:07:49 (PST)

Comments from Techline Escalation

Techline case ([redacted] created on 21-JAN-20 by MI044.
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--
TL Case created by (Dealer Technician) : LAWRENCE ROSEBUSH
TL Case creator phone : 7343686305
TL Case creator email : LARRYROSEBUSH@HOTMAIL.COM
Below are the notes from the TL case describing the concern:

[Problem Description]
Customer states the frontal collision warning message keeps coming on and off. Says system is disabled and radar is blocked. When using the **ADAPTIVE CRUISE CONTROL**, even when a warning message wasn't on the vehicle would want to run into the vehicle ahead if it.

[Diagnostics Performed]
Scanned all systems: No codes stored.
Searched for bulletins: None found
Checked for any software updates: None available

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC0LG[redacted]	[redacted]	7,458

Ypsilanti , MI ,48197 | 10/21/2019 | Dealer: MI044 Lafontaine KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

*** 01/22/2020 11:54:36 ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Default by Alicia Anderson

*** 01/22/2020 11:54:54 ***
Dispatched from WIPBin Default to Queue ZZ Melissa Atanacio by Alicia Anderson

*** 01/23/2020 04:48:31 ***
Accepted from Queue ZZ Melissa Atanacio to WIPBin Working Bin by Melissa Atanacio

*** 01/27/2020 05:53:02 ***
Dispatched from WIPBin Working Bin to Queue ZZ Alicia Anderson by Melissa Atanacio

*** 02/07/2020 09:28:11 ***
Accepted from Queue ZZ Alicia Anderson to WIPBin Telluride by Alicia Anderson

*** 02/07/2020 09:29:48 ***
Dispatched from WIPBin Telluride to Queue ZZ Ashley Lewis by Alicia Anderson

*** 02/07/2020 10:17:13 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue ZZ Ashley Lewis to WIPBin 3. Wednesday by Ashley Lewis

*** 02/07/2020 10:22:19 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin 3. Wednesday to Queue ZZ Steve Howard by Ashley Lewis

*** Note - Others created on 02/10/2020 11:55:41 and created by Steve Howard ***

<For Internal Use Only
*** 01/28/2020 07:46:52 ***
Case Closed with Resolution Code: Information Given
Resolution Summary: replaced radar unit>

*** 02/10/2020 11:57:47 ***
Accepted from Queue = ZZ Steve Howard to WIPBin Default

*** Phone - Call - Outbound created on 02/10/2020 12:00:28 and created by Steve Howard ***
Called customer @[redacted]

Writer states
1. Introduced self
2. apologized
3 asked if repair completed
4 asked if satisfied

Customer states
1. was repaired
2 was satisfied
3. hit a deer
4 is at a chevy dealer for repair
5 should the FCAS have warned me about the deer?

Writer states
1. Apologized

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	7,458

Ypsilanti , MI ,48197 10/21/2019 Dealer: MI044 Lafontaine KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

2. I'll ask the dealer if you should have been warned.
3. I'll ask if the repair could have any impact on the FCAS.
4. I'll follow up with you on Tuesday if that's ok.

Customer States
1. Thank you

*** Phone - Call - Outbound created on 02/10/2020 12:26:10 and created by Steve Howard ***
Calling Dlr @ (734) 249-7700
Spoke to Andrew

Writer states
1. Introduced self
2. Gave YMM, customer name, last 8 VIN
3. Customer states hit a dear
4. adv customer asking if the FCAS should have warned her about the deer.

Dlr Stated
1. not likely for a deer.
2. wouldn't warn about something coming in rapidly from the side like that.
3 would warn if a vehicle was in front or a body

Writer states.
1 customer having repaired at a different facility
2. Would that cause an issue with the FCAS?

Dlr states
1 not necessarily
2 May have to have the radar re-calibrated at a Kia dealer.

Writer States
Thank you.

*** Phone - Call - Outbound created on 02/11/2020 08:12:27 and created by Steve Howard ***
calling customer [redacted]

Writer states
1. Introduced self
2. calling back to follow up on yesterday's conversation
3.apologized
4. FCAS would not likely warn for a deer.
5. wouldn't warn about something coming in rapidly from the side like that.
6. would warn if a vehicle was in front or a body

Customer states:
1 Well that's good to know

Writer states:
1 so far as having the damage repaired somewhere other than a Kia dealership, that shouldn't present a problem
2. you may need to have the radar recaibrated at a Kia dealership once the repair is completed

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC0LG[redacted]	[redacted]	7,458

Ypsilanti , MI ,48197 10/21/2019 Dealer: MI044 Lafontaine KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Customer states:
1 How will I know if that needs to be done
2. Will it not work correctly?

Writer states:
1 Yes, I would think so
2. If you need any other assistance we are here to help

Customer states:
Thank you

*** 02/11/2020 08:21:35 ***
Closed by Steve Howard with Resolution Code : Repaired at Dlr
[Resolution Summary]
Follow up with customer

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC LG[redacted]	[redacted]	,289
,	,	08/01/2019	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Peripheral Devices Operation

Case History

*** 01/24/2020 10:01:52 ***
Contact = [redacted] Priority = Standard, Sub Status = Dispatched

*** 01/24/2020 10:01:52 ***
Web - Note created on 01/24/2020 10:01:52 and created by [redacted]
I have been driving my vehicle, Telluride for 5 months and just discovered that the collision detection system is not working when it is snowing.
The radar which is located in the front always seen covered with snow even at the low severity weather conditions.
For that reason;
- Collision detection system does not works.
- **SMART CRUISE CONTROL** does not works
This situation makes me uncomfortable when I drive especially on the highway.

Best regards,
[redacted]

*** 01/24/2020 10:01:53 ***
InkedIMG_7196_LI.jpg added by [redacted] on 01/24/2020 10:01:52

*** 01/24/2020 10:01:58 ***
IMG_7194.MOV added by [redacted] on 01/24/2020 10:01:53

*** 01/24/2020 10:01:58 ***
IMG_7195.jpg added by [redacted] on 01/24/2020 10:01:58

*** 01/27/2020 05:23:37 ***
Accepted from Queue eWebSupport to WIPBin Telluride by Alicia Anderson

*** 01/27/2020 05:27:00 ***
Dispatched from WIPBin Telluride to Queue ZZ Octavia Murray by Alicia Anderson

*** 01/27/2020 08:23:50 (GMT-07:00) Mountain Time (US & Canada) ***
Accepted from Queue ZZ Octavia Murray to WIPBin Default by Octavia Murray

*** Phone - Call - Outbound created on 01/27/2020 09:45:24 (GMT-07:00) Mountain Time (US & Canada) and created by Octavia Murray ***
Writer states:
1. Left VM and provided case# and 800#
2. F/u on customer beb request.

*** Note - Others created on 01/27/2020 09:45:47 (GMT-07:00) Mountain Time (US & Canada) and created by Octavia Murray ***
Writer states:
1. Left VM and provided case# and 800#
2. F/u on customer web request.

*** 01/27/2020 09:54:26 (GMT-07:00) Mountain Time (US & Canada) ***
Email is sent on 01/27/2020 09:54:22 by Octavia Murray
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP DHC LG[redacted]	[redacted]	,289
,	,	08/01/2019	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Peripheral Devices Operation

*** Email - External Email Sent created on 01/27/2020 09:54:22 (GMT-07:00) Mountain Time (US & Canada) and created by Octavia Murray ***
Your Case Number: [redacted]
VIN: 5XYP6DHC6LG[redacted]

Dear [redacted]

Thank you for contacting Kia Motors America. We appreciate your feedback. This email is to let you know we have received your concerns and look forward to the opportunity in getting this resolved for you. We will respond to you with updated status as soon as it is available.

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 your patience.

Sincerely,
Kia Motors America

*** Phone - Call - Inbound created on 01/28/2020 06:44:22 and created by Heather Hinman ***
cust states
1. I am calling to return a call that i missed
2. i am having trouble with my collision detection system when its snowing i have to clean off the sensor every 5 minutes

wrt states
1. give me a moment to look into it for you
2. unfortunately there isnt a fix to this issue at this time the OM does state that snow and rain can block the radar

cust states
1. I know there is no fix i just wanted to let you guys know that this is a manufacturing thing, there are other veh brands that don't do this so i am just letting you guys know it is unsafe

wtr states
1. i apologize i do understand and i will notate this information in your account
2. thank you for bringing this up

*** 01/28/2020 06:57:52 ***
Closed by Heather Hinman with Resolution Code : Concerns Recorded
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC3LG[redacted]	[redacted]	2,9 7
Amherst , NY ,1422		05/15/2019	Dealer: NY022 Northtown KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Result
Kia Case Type Lvl4: Not Applicable

Case History

Dealer : Northtown KIA
Technician : Adrien Smith Jr.
Service Manager : RUSSELL ARMAO
Dealer Phone :
DPSM : Malcolm Hoff
Vehicle Model : TELLURIDE SX V6 AWD AUTO
Model Year : 2020
Mileage : 2967
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
Customer states drive mode changes when starting up. Started when got cold outsdide.

[Diagnostics Performed]
Confirmed defaults to comfort mode when restarting car. Found in owners manual where it says this is a normal condition
Is this correct?

*** Dispatched to Queue Telluride Auto-Created Cases on 02/18/2020 01:07:46 (PST)

*** 02/18/2020 06:14:39 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Case Distribution by Ashley Lewis

*** 02/18/2020 06:15:15 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Case Distribution to Queue ZZ Steve Howard by Ashley Lewis

*** 02/18/2020 06:21:08 ***
Accepted from Queue ZZ Steve Howard to WIPBin Default by Steve Howard

*** Phone - Call - Outbound created on 02/18/2020 06:49:31 and created by Steve Howard ***
Calling customer @ [redacted]
No answer

Writer states
1. Introduced self
2. calling about your 2020 Telluride
3. you had a question about the transmission mode changing to Comfort Mode upon startup.
4. yes the OM is correct.

Customer states
1. the vehicle sometimes starts in Comfort mode and sometimes in Smart mode
2 was like described in the OM for some months.
3. now is not consistent
4. i have videos with it starting in Comfort mode and alternately starting in Smart mode

writer states
1. how many miles do you have on the vehicle now

customer states
1. just under 3,000

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC3LG[redacted]	[redacted]	2,9 7

Amherst , NY ,1422 05/15/2019 Dealer: NY022 Northtown KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Result
Kia Case Type Lvl4: Not Applicable

writer states
1. I would suggest that even though you haven't reached the 7500 miles for the first service that you go ahead and have the first oil change performed because it's been on the road for more than 6 months
2. have the dealer look into this at that time

Customer states
1 The dealer has the vehicle now
2. they had it earlier
3. closed that ticket because didn't get it diagnosed
4 they had it about a week
5. i had trouble with:
 a. the Wipers being stuck
 b. The Nav system showing I was in Detroit
 c. the Nav system showing i was at home and not following
 d. The weather system reporting weather for MI.
 e. lane change assist not working
 f. Blind Spot Warning not working, the Camera was working but not the sensors.
6. the problems went away and only the blind spot issue came back but for a week and then corrected on it's own

Writer states
1. I will express your concerns with the dealer
2. there is an open service advisory on your vehicle for a software update.

Customer states
1 was aware of the SA
2. Mentioned it to the dealer on the last visit
3. they didn't have the jump drive at that time

writer states
1. I'll mention that to the dealer
2. I'll call the dealer when we get off the phone
3. I'll follow up next week

*** Phone - Call - Outbound created on 02/18/2020 07:34:09 and created by Steve Howard ***
Calling dealer NY022 @ (716) 217-2391

Justin answered
Writer states
1. Introduced self
2. Gave customer Name, YMM
3. issue with the drive mode

dealer stated
1. let me see if the Serv. Advisory is available

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC3LG[redacted]	[redacted]	2,9 7

Amherst , NY ,1422 05/15/2019 Dealer: NY022 Northtown KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Result
Kia Case Type Lvl4: Not Applicable

Alegra answered
Dealer states
1 we are an adviser down now
2 Can i have them give you a call back

Writer states
1. Introduced self
2. wanted to express the concerns that this customer is having
3. I'll follow up later

Dealer states
Thank you.

*** Phone - Call - Outbound created on 02/19/2020 05:25:33 and created by Steve Howard ***

Calling dealer NY022 @ (716) 217-2391

Delane answered
Writer states
1. Introduced self
2. Gave customer Name, YMM
3. issue with the drive mode

Dealer states
1. Let me get the service advisor

Justin answered
Writer states
1. Introduced self
2. Gave customer Name, YMM
3. issue with the drive mode
4. customer also has had multiple intermittent issues
5. calling to check the status
6. customer also wanted me to tell you about the prior issues

Dealer states
1.had opened a Tech Line case on the drive mode issue
2. mentioned the other issues to Tech Line and they wanted us to open a case on all of them
3. also wanted us to check another Telluride
4. it performed as stated in the OM

Writer states
1. the customer stated that his was fine for the first 6 months as well
2. in my experience in electronics in the 70's and 80's when we had several issues like this we would check the grounds
3. just putting that out there

Dealer states

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC3LG[redacted]	[redacted]	2,9 7

Amherst , NY ,1422 05/15/2019 Dealer: NY022 Northtown KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Result
Kia Case Type Lvl4: Not Applicable

1. we're still waiting on the engieers.
2. customer is in a loaner
3. we'll give the engineers a few more days
4. if we don't hear anything we may have to return the vehicle to the customer while we wait

Writer states
1 at least he has a vehicle to drive
2. not the vehicle he is paying for
3 let me know if there is anything we can do

dealer states
1. ok
2. Thank you

*** Phone - Call - Outbound created on 02/19/2020 05:51:49 and created by Steve Howard ***
Addendum to previous note : Dealer advised that the software update per the SA was performed last night

*** Phone - Call - Outbound created on 02/25/2020 08:12:54 and created by Steve Howard ***
Calling DLR NY022 @ (716) 217-2391

Asked For Justin in Service

Writer states
1. Introduced self
2. Gave customer Name, YMM
3. calling to follow up on the issued with the Drive Modes

Dealer states
1. verified customer info
2. let me get the service advisor

Writer states
1. Introduced self
2. Gave customer Name, YMM
3. calling to follow up on the issued with the Drive Modes
4. requested status

Dealer states
1. let me pull up the TL case
2. continued the TL case
3. performed Passeger discharge
4. tested, stayed in Smart Mode
released to the customer
5. customer called back in
6. switched back from Smart mode
7. TL reached out to engineers
8. Waiting for response

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC3LG[redacted]	[redacted]	2,9 7

Amherst , NY ,1422 05/15/2019 Dealer: NY022 Northtown KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Result
Kia Case Type Lvl4: Not Applicable

9. customer has the vehicle

Writer stats
1. so we're waiting for a response from TL
2. will you be contacting the customer
3. do we have an eta?

Dealer states.
1. yes still waiting
2. will notify the customer when we get a response
3. I have a TL case open on another vehicle and it's been weeks .

Writer States
1. Thank you

*** Phone - Call - Outbound created on 02/25/2020 08:42:18 and created by Steve Howard ***
Calling DLR NY022 @ (716) 217-2391
Asked For Service

Writer states
1. Introduced self
2. Gave customer Name, YMM
3. calling to follow up on

****
Calling Customer @ [redacted]

Writer states
1. Introduced self
2. Calling re your YMM
3. Apolgized
4. Just spoke with Justin at Northtown Kia
5. Dlr continues to work with the Kia Engineers for a solution.
6. Dlr will be in touch with you when they have more information
7. as of now they don't know when they will have a resolution
8. I'll continue to follow up with you
9. I'll follow up with you no later than 3/09/2020

Customer states
1. I mentioned this to the Tech don't know if he noted it.
2. on the way home yesterday
3. I had the **SMART CRUISE CONTROL** on
4. pressed on brake
5. pedal felt hard
6. got a lot of warning lights, ABS, TCS, ISG, Auto Hold, orange triangle,
7. tried to engage the **CRUISE CONTROL**
8. Light came on for chk smt **CRUISE CONTROL** system,
9. it would not engage **CRUISE CONTROL**.
10. couldn't engage smart mode until it sat for a while.
11. then Smart mode changed when restarted

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC3LG[redacted]	[redacted]	2,9 7

Amherst , NY ,1422 05/15/2019 Dealer: NY022 Northtown KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Result
Kia Case Type Lvl4: Not Applicable

12. now seems more like an electrical system issue
13. i'm not feeling safe to drive the vehicle
14. don't have a choice right now.
15. it seems now that i keep having safety related vehicles
16. I have pictures and videos of it acting up
17. I like the vehicle

writer states
1. understand
2. apologized
3. we want you to be satisfied with the vehicle
4. We want you to feel safe even more so
5. i'll reach back out to the dealer
6. this may give the engineers more to work on
7. thank you

Customer states
1. Thank you

*** Phone - Call - Outbound created on 02/25/2020 09:12:28 and created by Steve Howard ***
Calling DLR NY022 @ (716) 217-2391
Asked For Service Tech Justin

Writer states
1. Introduced self
2. Gave customer Name, YMM
3. just spoke with the customer
4. customer had more happen than just that switch
5. multiple lights following a hard brake pedal
6. customer now feels like it't an electrical issue
7. customer doesn't feel completely safe in the vehicle now
8. customer considers this a safety issue now

Dealer states
1. do you know if the lights are on now.
2. i'll reach out to the customer and see if he wants t bring it back in

Writer states
1. will a loaner be available

Dealer states.
1. yes, we'll provide a loaner
2. problem is that if we can't duplicate the issue Kia won't let us keep him in the loaner

Writer states
1. thank you.

*** 02/27/2020 13:04:15 ***
Dispatched from WIPBin = Default to Queue Callcenter by Myra Davis

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC3LG[redacted]	[redacted]	2,9 7

Amherst , NY ,1422 05/15/2019 Dealer: NY022 Northtown KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Result
Kia Case Type Lvl4: Not Applicable

Reason:

*** 02/28/2020 09:51:15 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Callcenter to WIPBin Inbox by Jada Jones

*** 02/28/2020 10:18:52 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue ZZ Jason Murray by Jada Jones

*** 02/28/2020 13:53:24 ***
Accepted from Queue ZZ Jason Murray to WIPBin 0. Default by Jason Murray

*** Phone - Call - Outbound created on 03/05/2020 10:47:48 and created by Jason Murray ***
Wrt called Dlr
1 Just calling to follow up on this
2 I understand that there was an issue with a dash lights?
3 Is there an appointment set for this

Dlr states
1 They have no appointment at this time
2 Also, I do not have anything about dash lights

Wrt states
1 Thank you

*** Phone - Call - Outbound created on 03/05/2020 10:52:58 and created by Jason Murray ***
Wrt called Cust
1 I am just calling to get an update
2 I spoke with the dlr and they said you did not have an appointment

Cust states
1 Around 1300 miles I notice that drive mode was changing
2 It would change when I turn it on
3 The Dlr told me to bring it in
4 Also issues with the right side windows
5 They looked at it and it was fine for a few days
6 It changed again then and it was every time I turned it on
7 The notification that there were cars near me
8 I don't know the name for the function
9 It stopped working
10 They checked it and could not duplicate
11 It started doing again and the drive mode as well
12 When I engaged the brake I got warning lights
13 I took it back to the dlr, but the lights went away
14 It happened again last week
15 That is where we are now
16 The veh is at the dlr now and has been for a week or so
17 Its been about half the time I've owned it
18 They are examining wiring now
19 I am not feeling the safest at this time to be honest
20 I did some research on the web
21 The code came up as a ABS issue
22 I did not search for ABS, just the code and that is what came up

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC3LG[redacted]	[redacted]	2,9 7
Amherst , NY ,1422		05/15/2019	Dealer: NY022 Northtown KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Result
Kia Case Type Lvl4: Not Applicable

23 I love the car but it seems like it has gremlins that are probably not going to solve
24 I don't really even want the car at this point

Wrt states
1 Apologize
2 I will get this information from the dlr and this will be sent up to for review
3 They will reach out to you in 2-3 business days
4 These types of things are dependent on the state-law based guidelines
5 The agent that calls you will be able to assist you further with that concern

Cust states
1 Thank you so much
2 It really upsets me I've already spent $1000 to fix a dig in the door and now I'm looking to get rid of it
3 Anyway, I will await that call
4 Thank you

*** Phone - Call - Outbound created on 03/05/2020 11:45:19 and created by Jason Murray ***
Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] GETZVILLE NY
VIN: 5XYP5DHC3LG[redacted]
Mileage: 3075
Most recent RO #: [redacted]
Open Date – 2/28
Close Date – Open
Most recent Repair Issue and Diagnosis:
Concern – Issues with various electronics
Cause –
Correction – Could not duplicate
Repeat Repair (Y/N): Y
If so, how many times?: 6
Repair History of current concern with dates (Open and Closed) and mileage:

Dates 1/15/20
RO # [redacted]
Customer states drive mode will not stay lit
Dealer states could not duplicate

Dates 1/24/20
RO # [redacted]
Customer states electronics issue
Dealer states could not duplicate

Dates 2/21/20
RO # [redacted]
Customer states electronics issue
Dealer states could not duplicate

Dates 12/21/19
RO # [redacted]
Customer drive mode will not stay
Dealer states could not duplicate

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC3LG[redacted]	[redacted]	2,9 7
Amherst , NY ,1422		05/15/2019	Dealer: NY022 Northtown KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Result
Kia Case Type Lvl4: Not Applicable

ETA for completion of repairs (if applicable): NA
Parts on order (Y/N) N
Rental / Loaner Provided? Y Loaner
Techline: [redacted]
Dealer contacted DPSM (if needed): N
Vehicle repaired?: N
Customer has possession?: N

*** Note - Others created on 03/06/2020 08:12:33 (GMT-05:00) Eastern Time (US & Canada) and created by Jada Jones ***
Dispatch to ECR
1 Cust states having many issues with electronics, especially drive mode
2 DLR states working with TL
3 Dispatching because customer states veh down 3+ times with the same issue, down 10+ days, wants buyback
4 Customer referred to WCIM
5 Please review and follow up accordingly

*** 03/06/2020 09:13:19 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin = Inbox to Queue Eastern Region ECR by Jada Jones
Reason:

*** 03/06/2020 06:27:24 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Eastern Region ECR to WIPBin f.) Case Assignments by Kayla Erwin

*** 03/06/2020 09:27:44 (GMT-05:00) Eastern Time (US & Canada) ***
Assigned to WIPBin ECR cases of Michael Jablonowski by Kayla Erwin
Reason:

*** Phone - Call - Outbound created on 03/06/2020 08:27:31 and created by Michael Jablonowski ***
Wtr contacted cust @ [redacted]

Wtr states
1. Following up with concerns with vehicle

Cust states
1. This has been going on for a while
2. Feel that something is wrong with electrical system
3. There is always something different
4. Don't want to get rid of vehicle
5. Just want one that works
6. Understand Gen 1 vehicle and there will be issues
7. Feel that some of the issues are safety things

Wtr states
1. Apologized
2. Informed csut will reach out to Dlr for any updates
3. Will follow up in a few days to give TL a little more time

Cust states
1. Sounds good
2. Thank you for calling

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC3LG[redacted]	[redacted]	2,9 7

Amherst , NY ,1422 05/15/2019 Dealer: NY022 Northtown KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Result
Kia Case Type Lvl4: Not Applicable

*** Phone - Call - Outbound created on 03/10/2020 09:41:02 and created by Michael Jablonowski ***
Wtr contacted cust @ [redacted]

Wtr states
1. Left VM with cust
2. Informed cust vehicle is being driven to make sure eveerything is running correctly
3. Will follow up with any updates
4. Gave ECR information

*** Phone - Call - Inbound created on 03/10/2020 09:58:08 and created by Michael Jablonowski ***
Cust states
1. Returning call from ECR

Wtr states
1. Informed cust Dlr is driving vehicle and vehicle is operating as designed
2. Dlr will reach out to cust once vehicle is ready to be picked up

Cust states
1. I want to know what they did before I pick up vehicle
2. If they just did the same thing again I will not pick vehicle up
3. There are safety concerns

Wtr states
1. Informed cust that would be up to them if they didn't want to pick up vehicle
2. If vehicle is being released Dlr would be stating it is safe to drive

Cust states
1.Let's wait and see what they did to fix vehicle
2. This has happened before
3. Thank you

*** Phone - Call - Outbound created on 03/10/2020 10:04:12 and created by Michael Jablonowski ***
Wrt contacted NY022

Wtr states
1. Spoke to Dave in Svc
2. Following up on cust concerns

Dave states
1. Cleared the codes
2. Checked all the connections
3. Waiting for TL to let us know what they want us to do next

Wtr states
1. Informed Dave cust very frustrated
2. Cust stated does not want to pick up vehicle
3. Informed Dave cust is going to want to know exactly what was done to vehicle this time

Dave states
1. Understand the frustration
2. We will see what TL says

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC3LG[redacted]	[redacted]	2,9 7

Amherst , NY ,1422 05/15/2019 Dealer: NY022 Northtown KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Result
Kia Case Type Lvl4: Not Applicable

3. Thanks for the update

*** Phone - Call - Outbound created on 03/12/2020 11:38:45 and created by Michael Jablonowski ***
Wrt contacted NY022

Wtr states
1. Left VM with Russ (SVCM)
2. Informed Russ following up on status of repairs
3. Gave ECR information

*** Phone - Call - Outbound created on 03/17/2020 10:57:05 and created by Michael Jablonowski ***
Wtr contacted cust [redacted]

Wtr states
1. Left VM with cust
2. Informed cust spoke to Russ (SVCM)
3. Vehicle is ready to be picked up at Dlr
4. Will follow up with cust after vehicle is picked up
5. Gave ECR information and case#

*** Phone - Call - Outbound created on 03/24/2020 10:01:10 and created by Michael Jablonowski ***
Wtr contacted cust @ [redacted]

Wtr states
1. Following up on concerns with getting vehicle back

Cust states
1. Both my wife and daughter are considered vulnerable to virus
2. Even if we had had vehicle dropped off to us we wouldn't be able to use it for a week
3. Dlr was supposed to get back to us but haven't heard anything

Wtr states
1. Will reach out to Dlr and let them know we spoke
2. Will inform Dlr to give you a call

Cust states
1. Sounds good
2. Thank you

*** Phone - Call - Outbound created on 03/24/2020 10:13:22 and created by Michael Jablonowski ***
Wtr contacted NY022

Wtr states
1. Spoke to Russ (SVCM)
2. Informed Russ spoke to cust and they are not comfortable picking up or getting vehicle dropped off

Russ states
1. Spoke to my supervisor
2. We can give him one more week in the car
3. We need our vehicle back

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC3LG[redacted]	[redacted]	2,9 7

Amherst , NY ,1422 05/15/2019 Dealer: NY022 Northtown KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Result
Kia Case Type Lvl4: Not Applicable

Wtr states
1. Thanks for the update

*** Phone - Call - Outbound created on 03/26/2020 11:57:20 (GMT-07:00) Arizona and created by Jeremy Carrifee ***
Writer states:
1. Called DLR spoke to SVM Russ
2. Talked about the rental
3. Did you close the RO?

Russ states:
1. Yes I closed the RO as soon as the car was repaired
2. I opened another RO just for the rental
3. We extended the customers loaner for 1 week

Writer states:
1. Great
2. If you have a problem getting paid out for the loaner let ECR Mike know and we can help you out
3. Thank you for your help

*** Phone - Call - Outbound created on 03/31/2020 09:45:59 and created by Michael Jablonowski ***
Wtr contacted NY022

Wtr states
1. Left VM for Russ (SVCM)
2. Informed Russ following up on status of cust vehicle and loaner
3. Gave ECR information

*** Phone - Call - Outbound created on 04/03/2020 08:52:29 and created by Michael Jablonowski ***
Wtr contacted NY022

Wtr states
1. Spoke to Russ (SVCM)
2. Following up on status of vehicle

Russ states
1. Cust is still in Rental
2. Upper management is ok with that
3. Cust will have to come in to renew rental
4. Will give vehicle back then

Wtr states
1. Thank you for the updated information
2. Will follow up with cust

*** Phone - Call - Outbound created on 04/03/2020 09:06:51 and created by Michael Jablonowski ***
Wtr contacted cust @ [redacted]

Wtr states

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC3LG[redacted]	[redacted]	2,9 7
Amherst , NY ,1422		05/15/2019	Dealer: NY022 Northtown KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Result
Kia Case Type Lvl4: Not Applicable

1. Informed cust ECR spoke to SVCM
2. Everyone is Ok with csut being in rental right now

Cust states
1. Thank you for calling

*** Phone - Call - Outbound created on 04/09/2020 14:09:20 and created by Michael Jablonowski ***
Wtr contacted cust @[redacted]

Wtr states
1. Following up on status of vehicle

Cust states
1. Have the vehicle back
2. Really haven't driven it that far
3. Busy right now but some things I would like to discuss

Wtr states
1. Will follow up next Wednesday on repair

Cust states
1. Sounds good
2. Thank you

*** Phone - Call - Outbound created on 04/15/2020 12:16:44 and created by Michael Jablonowski ***
Wtr contacted cust[redacted]

Wtr states
1. Left VM with cust
2. Informed cust following up on vehicle after repair and GW
3. Gave ECR information

*** Phone - Call - Inbound created on 04/23/2020 13:44:43 and created by Michael Jablonowski ***
Cust states
1. Wanted to make sure you received my email

Wtr states
1. Email has been received and have reviewed them

Cust states
1. Wanted to make sure you had them
2. Thank you

*** Phone - Call - Inbound created on 04/23/2020 13:50:20 and created by Michael Jablonowski ***
WARNING: This is an EXTERNAL email. Use caution replying or clicking links / attachments.
Here are the main things that are an issue for me from the vehicle itself to the process of getting it as well as trying to get my problems fixed. Keep in mind I live in an area with lots of snow and ice and have a baby that is medically fragile that requires strict timelines to maintain her health, so having a vehicle that is reliable and can be ready to go

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC3LG[redacted]	[redacted]	2,9 7
Amherst , NY ,1422		05/15/2019	Dealer: NY022 Northtown KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Result
Kia Case Type Lvl4: Not Applicable

is very important to me. Also for basically a $50,000 vehicle I would have expected a bit more in a few areas I listed below.

If you want clarification or for me to explain anything please let me know. I tried to group things together to show how it all builds up to a lot of bigger things then just a few things.

Remote Starter:
•
• No Remote start on key fob
•
o
o At time of purchase little
o information was available and website indicated remote start was included but not that it was through the UVO app only
o
•
• UVO app is overpriced and
• slow
•
o
o Often times I will use the
o app to start my car, and it would still not start by the time I leave office (third floor)
o
•
• Contacted Kia consumer affairs
• over lack of physical remote start and was actually promised a remote starter to be installed, but then told there was none available and they would cover a third party starter
•
•
• Canada gets longer UVO access
• and free map updates
•
•
• New cars released after
• Telluride have physical remote start
•
•
• Other markets have physical
• remote start on Telluride
•
•
• Would have been willing
• to pay extra for physical remote starter even though its ridiculous a $50k vehicle just doesn't have it
•

Seat Quality:
•
• Third row is not nappa leather
•
o
o Information did not indicate

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC3LG[redacted]	[redacted]	2,9 7

Amherst , NY ,1422 05/15/2019 Dealer: NY022 Northtown KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Result
Kia Case Type Lvl4: Not Applicable

o only the first two rows would be nappa leather when paying extra for prestige package
o
•
• Sides of seats in front
• row are not leather but cloth
•
o
o Lowers overall feel of the
o vehicle
o
•
• Poor stitching on seats
•
o
o Two seats had stitching
o coming up and fraying
o
•
• Leather already creased
• at 1k miles and wrinkled
•
o
o Other vehicle I own from
o 2009 doesn’t have this problem
o

Technology:
•
• Entire informant screen
• not used for android auto
•
o
o This is a limitation of
o the unit not android as android supports full screen use
o
•
• HUD doesn't show information
• from Android Auto (Direction or audio)
•
o
o Other Kias I drove while
o waiting for my Telluride to be given back actually showed music playing from android auto on the dashboard, which shows information for audio and probably navigation can be pulled from android auto.
o
•
• Rear view wiper not water
• sensing unless in reverse
•
o
o This is pretty annoying
o while driving, makes me feel like the car was never play tested prior to being sold
o

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC3LG[redacted]	[redacted]	2,9 7

Amherst , NY ,1422 05/15/2019 Dealer: NY022 Northtown KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Result
Kia Case Type Lvl4: Not Applicable

•
• Steering wheel warmer
•
o
o Gets very hot after a short
o period of time which sometimes makes it difficult / uncomfortable to hold wheel where heating elements are
o
o
o Multiple heat levels would
o have been nice
o

Other Complaints:
•
• Large amounts of snow and
• ice build up in the wiper channel
•
o
o More than any other car
o I've ever had
o
o
o Makes it seem like the car
o was never driven in a snow environment before being sold
o
•
• Large amounts of ice build
• up around cameras
•
o
o Makes it seem like the car
o was never driven in a snow environment before being sold
o
•
• Wiper blades are not "heated"
• (heating defrost element under wiper home location)
•
o
o My fault for not verifying
o this one but I assumed if the mirrors and steering wheel are heated the wipers would be as well
o
o
o Adds onto the fact there
o is large amounts of snow and ice build up in wiper channel
o
•
• Towing package doesn't include
• a brake controller. Even though it's required to tow anything over 1k lbs in almost all states.
•
o
o Information indicated the
o Telluride could tow up to 5,000 LBS with additional equipment followed by offering the additional equipment

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC3LG[redacted]	[redacted]	2,9 7
Amherst , NY ,1422		05/15/2019	Dealer: NY022 Northtown KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Result
Kia Case Type Lvl4: Not Applicable

package for towing
o

Suggestions / thoughts:
•
• Cargo area and third row
• cover being one full piece is annoying. Would have been nice to have it go up the back of the third row and split. No information was available at time of ordering so I was uncertain about if it did or not. My Subaru Crosstrek has this and it is a nice added
• feature.
•
•
• Bad launch experience
•
o
o No notification cars were
o order-able, even though I was signed up for founders club
o
o
o Lack of information available
o or miss-information caused issues with expectations of vehicle
o
o
o Long wait times with little
o information on when vehicle would actually arrive
o

Technical issue rundown:
Issues started at 1300 miles after 3 months of ownership, and continued for several months or more then half of total ownership of the vehicle. Issues got progressively worse with multiple safety systems failing or malfunctioning. Issues included BCA-R not functioning or sporadically functioning, FCA malfunctioning, PDW-F not functioning, and PDW-R not functioning. Vehicle was brought into shop several times with no real resolution outside of the issues going away on their own or doing a head unit upgrade (which does not affect any of the driving systems). Hours were spent bringing the vehicle in and picking it up, along with countless miles put on the vehicle to try to troubleshoot, replicate, or resolve the issues. At one point, TechLine indicated that the drive mode was supposed to change every time from smart to comfort even though that didn’t not happen for the first several months of ownership and the manual indicated otherwise.

After several months of sporadic issues of drive mode changing, lane warning systems failing, other sensors sporadically working multiple systems failed including **CRUISE CONTROL**. Because it went away nothing was done and the vehicle was not taken in. Issue happened again and this time I brought in the vehicle so codes could be pulled immediately. During months of multiple systems that control the vehicle failing and malfunctioning there was very little concern or visible effort to identify or resolve issues for systems that could have put myself and my family’s safety in jeopardy.

I understand that its a gen1 vehicle so there are going to be some issues and resolution will take longer because its so new, but overall the experience and timing was well past what I would expect.

Because of the continued issues and lackluster troubleshooting and resolution I feel I now have to purchase a third party extended warranty for my vehicle which will be a gamble if it's actually honored or not. I am also not sure if I can really trust or rely on the vehicle with the continued issues seen with multiple safety and driving systems.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC3LG[redacted]	[redacted]	2,9 7

Amherst , NY ,1422 05/15/2019 Dealer: NY022 Northtown KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Result
Kia Case Type Lvl4: Not Applicable

Thank You,

[redacted]

*** 04/23/2020 13:50:50 ***
Closed by Michael Jablonowski with Resolution Code : Concerns Recorded
[Resolution Summary]
follow up after repairs

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2019 NIRO EV KNDCE3LG0K5[redacted]	[redacted]	11,111
,	,	0 /21/2019	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Fail Changing Speed

Case History

*** 03/10/2020 12:51:41 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 03/10/2020 12:47:57 and created by Matthew Stanford ***
customer states
1)my **CRUISE CONTROL** is saying that its malfunctioning
2)

writer states
1)apologized
2)we can make appointment if you would like

customer states
1)ill call them / we'll take to GLENDALE

*** 03/10/2020 13:01:13 ***
Closed by Matthew Stanford with Resolution Code : Information Given
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP54HC9LG[redacted]	[redacted]	19，90

Coral Springs FL 33071 05/08/2019 Dealer: FL018 Coral Springs KIA

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

Case History

Dealer : Coral Springs KIA
Technician : Penstios Atisma
Service Manager : Ramon Sanchez
Dealer Phone :
DPSM : Nick Verna
Vehicle Model : TELLURIDE SX V6 FWD AUTO
Model Year : 2020
Mileage : 19690
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
LANE ASSIST, **LANE DEPARTURE** malfunction light on.

[Diagnostics Performed]
tech perform a code search. code c180581, c160649

*** Dispatched to Queue Telluride Auto-Created Cases on 04/07/2020 01:07:16 (PST)

*** 04/07/2020 06:41:17 ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Default by Savannah Pollock

*** Note - Others created on 04/07/2020 11:03:36 and created by Savannah Pollock ***
Per techline case #[redacted] vehicle repaired 4/7/20

*** Phone - Call - Outbound created on 04/08/2020 08:40:57 and created by Savannah Pollock ***
Wrt called cust, sounded like a deadline no audio.

*** Phone - Call - Outbound created on 04/09/2020 12:23:42 and created by Savannah Pollock ***
Writer calls and gets vm
1. calling to follow up on your recent vehicle repairs
2. if you have any questions or concerns please contact us
3.800# case#

*** 04/09/2020 12:25:25 ***
Email is sent on 04/09/2020 12:25:15 by Savannah Pollock
To: ANDREAYSON@GMAIL.COM
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 04/09/2020 12:25:15 and created by Savannah Pollock ***
Your Case Number: [redacted] VIN: 5XYP54HC9LG0205[redacted] James,Thank you for contacting Kia Motors America. We appreciate your feedback and the opportunity to address your concerns. Kia Motors America has been informed by the dealer that your vehicle has now been repaired. We wanted to follow up with you to make sure all of your concerns have been resolved.If you have any further questions or concerns, 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 being the best part of Kia!Sincerely,Kia Motors America----------REPLY

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP54HC9LG[redacted]	[redacted]	19、90

Coral Springs FL 33071 05/08/2019 Dealer: FL018 Coral Springs KIA

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

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].----------

*** 04/09/2020 12:26:54 ***
Closed by Savannah Pollock with Resolution Code : Repaired at Dlr

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC0LG[redacted]	[redacted]	13,241
Joliet , IL , 0435		04/23/2019	Dealer: IL074	World KIA Joliet

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Lamp Operation

Case History

Dealer : World KIA Joliet
Technician : Kevin Casey
Service Manager :
Dealer Phone :
DPSM : Jim Szarek
Vehicle Model : TELLURIDE EX V6 AWD AUTO
Model Year : 2020
Mileage : 13241
Initial comments by Technician found in TL Case #13621876 :

[Problem Description]
CUSTOMER STATES HAS WARNING LIGHTS ON DASH. STATING CHECK FRONT COLLISION SENSOR AND **LANE DEPARTURE**.
VEHICLE CAME IN NO WARNING LIGHTS ON DASH AT THIS TIME.
KDS HOOKUP SCAN SYSTEM,**SCC** C180581 HISTORY CODE
C160549 IN MFC HISTORY. ERASED CODES AND RELEASED TO CUSTOMER.
NEXT DAY CAME BACK WITH **SCC** C180581, HISTORY CODE. CHECKED TSB'S ETC. N/A.

CUSTOMER STATED ONLY HAPPENED SINCE SA405 & SA366 WERE PERFORMED A WEEK AGO.
I DO NOT THINK THOSE 2 AVN 5 WIDE SOFTWARE UPDATES HAVE ANYTHING TO DO WITH PRESENT CONCERN.

[Diagnostics Performed]
SCAN SYSTEM
VISIBLE LOOK AT FRONT RADAR SENSOR = NO DAMAGE OR OBSTRUCTIONS.

*** Dispatched to Queue Telluride Auto-Created Cases on 04/22/2020 01:07:44 (PST)

*** Phone - Call - Outbound created on 04/23/2020 10:43:34 and created by Treyvon Cook ***
Wtr Called Customer Left VM
1. Intro Self
2. Calling to F/U on Repair
3. Any questions or concerns, feel free to give us a call back
4. Provided Case#, 800#

*** 04/23/2020 10:44:58 ***
Email is sent on 04/23/2020 10:44:37 by Treyvon Cook
To: 401KPRO@COMCAST.NET
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 04/23/2020 10:44:37 and created by Treyvon Cook ***
Your Case Number: [redacted]
VIN: 5XYP3DHC0LG[redacted]

Dear Mark,

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 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC0LG[redacted]	[redacted]	13,241
Joliet , IL , 0435		04/23/2019	Dealer: IL074	World KIA Joliet

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Lamp Operation

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 (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 contacting Kia.

Sincerely,
Kia Motors America

*** Note - Others created on 04/28/2020 08:10:29 and created by Treyvon Cook ***
comments by Technician found in TL Case #13621876 :

** 04/28/2020 06:07:15 ***
Case Closed with Resolution Code: Information Given
Resolution Summary: CLEAN GLASS AND CHECKED CAMERA MOUNTING AND CONNECTION = OK AT THIS TIME.

*** 04/28/2020 08:11:17 ***
Email is sent on 04/28/2020 08:11:10 by Treyvon Cook
To: 401KPRO@COMCAST.NET
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 04/28/2020 08:11:10 and created by Treyvon Cook ***
Your Case Number: [redacted] 5XYP3DHC0LG0172[redacted] Mark,Thank you for contacting Kia Motors America. We appreciate your feedback and the opportunity to address your concerns. Kia Motors America has been informed by the dealer that your vehicle has now been repaired. We wanted to follow up with you to make sure all of your concerns have been resolved.If you have any further questions or concerns, 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 being the best part of Kia!Sincerely,Kia Motors America-

*** Note - Others created on 04/29/2020 07:26:07 and created by Treyvon Cook ***
comments by Technician found in TL Case #13621876 :

*** 04/28/2020 06:07:15 ***
Case Closed with Resolution Code: Information Given
Resolution Summary: CLEAN GLASS AND CHECKED CAMERA MOUNTING AND CONNECTION = OK AT THIS TIME.

*** Phone - Call - Outbound created on 04/29/2020 07:37:49 and created by Treyvon Cook ***
Wtr called IL074 spoke to Beatrice (SA)
1.Intro self
2. Calling to get RO information on mutual customer
3. Can you assist?

SA States

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC0LG[redacted]	[redacted]	13,241
Joliet , IL , 0435		04/23/2019	Dealer: IL074	World KIA Joliet

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Lamp Operation

1. sure
2. RO# [redacted] 4/22/20-4/23/20
3. no loaner was provided.
4. vehicle repaired.

Service Template

Customer Name: [redacted]
Customer phone [redacted]
Customer address: [redacted] JOLIET, IL [redacted]
VIN: 5XYP3DHC0LG[redacted]
MY and Mileage: 2020 Telluride 13,241 miles
Most recent RO# Open Date and Close date (if applicable): RO# [redacted] 4/22/20-4/23/20

*** 04/29/2020 07:43:11 ***
Closed by Treyvon Cook with Resolution Code : No Cust Contact
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA2XM7[redacted]	[redacted]	1,4 4
Oklahoma , OK ,73139		02/04/2020	Dealer: OK031 Boomer KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Case History

Techline case ([redacted] created on 06-MAY-20 by OK031.
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--
TL Case created by (Dealer Technician) : John Waldron
TL Case creator phone : 4057771345
TL Case creator email : JWALDRONKIA@outlook.com
Below are the notes from the TL case describing the concern:

[Problem Description]
customer states forward crash light would stay on and cruise would not work.

[Diagnostics Performed]
Verified concern. look through the bumper grill and found the front radar was unplugged. plugged in the radar and calibrated. I'm sorry I completely forgot to open a case due to the
EWP before hand.

*** Dispatched to Queue Service Alert / Techline on 05/07/2020 01:11:42 (PST)

*** Phone - Call - Outbound created on 05/07/2020 10:23:48 and created by Haley Shaffer ***
Outbound call to [redacted] @ [redacted] (owner)
writer states
1. Introduced self
2 Advised calling to follow up on most recent vehicle concern
3. Asked essential questions

Cust states
1. It was repaired
2. The **CRUISE CONTROL** was not working

Writer states
1. How is the vehicle doing?
2. Is the vehicle working correctly now?

Cust states
1 Yes maam

Writer states
1. Excellent
2. Advised can give case # for any additional concerns

Cust states
1. No thats okay
2. the dealership should it all

Writer states
1. Thank you

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA2XM7[redacted]	[redacted]	1,4 4
Oklahoma , OK ,73139		02/04/2020	Dealer: OK031 Boomer KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

*** 05/07/2020 10:24:52 ***
Closed by Haley Shaffer with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC3LG[redacted]	[redacted]	2,759
,	,	10/11/2019	Dealer:	

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

Case History

*** 05/15/2020 17:43:40 ***
Contact = [redacted] Priority = Standard, Sub Status = Dispatched

*** 05/15/2020 17:43:40 ***
Web - Note created on 05/15/2020 17:43:40 and created by [redacted]
With no reason the **CRUISE CONTROL** system fails to respond. It happens anytime and I am left with no option but to pull to shoulder and restart the car. This has been there ever since I purchased, I reached to my dealer as well , they did inspected and asked me to shift the location of my ezpass. Even then the problem is still there, dealer also resetted the system

*** 05/15/2020 17:43:47 ***
Web - Note created on 05/15/2020 17:43:47 and created by [redacted]
With no reason the **CRUISE CONTROL** system fails to respond. It happens anytime and I am left with no option but to pull to shoulder and restart the car. This has been there ever since I purchased, I reached to my dealer as well , they did inspected and asked me to shift the location of my ezpass. Even then the problem is still there, dealer also resetted the system

*** 05/18/2020 06:17:42 ***
Accepted from Queue eWebSupport to WIPBin Auto-Assigned by Heather Jessee

*** 05/18/2020 07:20:59 ***
Email is sent on 05/18/2020 07:19:39 by Heather Jessee
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 05/18/2020 07:19:39 and created by Heather Jessee ***
Dear [redacted]
Good morning. We have received your recent online contact and we appreciate the opportunity to assist. We are terribly sorry to hear about the concerns in reference to your Kia Telluride. When was the last time your vehicle was diagnosed by the Kia dealer for the **CRUISE CONTROL** concern? Please reply directly to this email. We will be happy to assist.
Thank you!
Sincerely,
Kia Motors America

05/18/2020 07:27:49
Email is received on 05/18/20 07:27:46 from [redacted]

*** Email - External Email Received created on 05/18/2020 07:27:46 and created by Heather Jessee ***
Hi,

I took the vehicle on 9th March to the nearest dealer - scott Harvey Kia .
However, the problem is right from the day I purchased, because the problem was not that severe and intermittent in nature, it took me quite a long to reach to my dealer and now finally to Kia.

Thanks,
Dinesh

*** 05/18/2020 07:31:06 ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC3LG[redacted]	[redacted]	2,759
,	,	10/11/2019	Dealer:	

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

Email is sent on 05/18/2020 07:28:38 by Heather Jessee
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 05/18/2020 07:28:38 and created by Heather Jessee ***
Dear [redacted]
Thank you for your response. We recommend to take the vehicle back to the dealer for diagnosis. Regrettably, here in Consumer Affairs, we are not technically trained so we rely on the dealers for diagnostic information and repair options. Please let us know if you have any additional questions. Thank you!
Sincerely,
Kia Motors America

*** 05/18/2020 07:31:18 ***
Closed by Heather Jessee with Resolution Code : Referred to Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP54HC7LG[redacted]	[redacted]	3,221
Victoria , TX ,77904		02/2 /2020	Dealer: TX118 Victory KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Driver View of Outside Mirror

Case History

Techline case ([redacted] created on 26-MAY-20 by TX118.
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--
TL Case created by (Dealer Technician) : Esteban Mendez
TL Case creator phone : 3615714559
TL Case creator email : mendez.steve@gmail.com
Below are the notes from the TL case describing the concern:

[Problem Description]
Customer just bought car and it started having messages on cluster for High beam assist, and forward collision system.

[Diagnostics Performed]
I scanned vehicle and found the following,C180581 and C160649. Cleared codes and the 160649 keeps coming back on for ECU software error.

*** Dispatched to Queue Telluride Auto-Created Cases on 05/27/2020 01:11:41 (PST)

*** 05/27/2020 08:01:42 ***
Accepted from Queue = Telluride Auto-Created Cases to WIPBin Default

*** Phone - Call - Outbound created on 05/28/2020 07:29:31 and created by Michele Jansepar ***
Called customer Amy
wrt states:
1. Introduction
2. Calling re Repair concerns with 2020 Telluride.
3. A consumer affairs case has been opened for this concern.
4. Provide case# KCAC# and select option 2 and 5.

*** Phone - Call - Inbound created on 05/28/2020 11:57:18 and created by BETHANY MERRITT ***
wtr spoke with [redacted] owner

cust states
1 high beam lights not working
2. **LANE ASSIST** not working
3. the module on the rear veiw mirror is bad
4. the dlr wants me to bring the veh in tomorrow
5. my wife [redacted] is on the title as well

wtr states
1. apologized
2. verified dlr
3. who did cust talk to at dlr

cust states
1 i just made a U Turn

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP54HC7LG[redacted]	[redacted]	3,221
Victoria , TX ,77904		02/2 /2020	Dealer: TX118 Victory KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Driver View of Outside Mirror

2. Garrett

wtr states
1. what is dlr recommending

cust states
1 the top camera is bad
2. when Garrett called me back the other day, he said KIA wanting him to ck wiring

wtr states
1 what is cust requesting from KIA

cust states
1 the dlr called you
2. you called me
3. i just want the veh fixed

wtr states
1. ok
2. is there anything TCS can assist with

cust states
1 there is crease in the leather on the door panel
2. my wife noticed it the same day we bought it
3. it is the driver side door

wtr states
1. has the dlr in TX seen the door

cust states
1 Garrett asked how did he know we did not do that
2. thank you

*** Phone - Call - Outbound created on 05/29/2020 11:35:21 and created by Michele Jansepar ***
Called svc dept(361) 575-6375
Rang 10 times and disconnected

*** Phone - Call - Outbound created on 06/01/2020 11:29:14 and created by Michele Jansepar ***
Called Svc Dept TX118
Rang 10+ times and disconnected.

*** Phone - Call - Outbound created on 06/01/2020 11:37:26 and created by Michele Jansepar ***
**Called cust [redacted]
Wrt states:
1. Introduction

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP54HC7LG[redacted]	[redacted]	3,221
Victoria , TX ,77904		02/2 /2020	Dealer: TX118 Victory KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Driver View of Outside Mirror

2. Calling re repair concerns
3. Have attempted to reach the service dept. for a status update will try again tomorrow.
4. Provide case#, KCAC# and select option 2 and 5.

*** Phone - Call - Outbound created on 06/02/2020 12:32:05 and created by Michele Jansepar ***
Called Svc Dept TX118
Rang 10 or more times and disconnected

*** Phone - Call - Outbound created on 06/02/2020 12:41:27 and created by Michele Jansepar ***
Called Svc Dept TX118
Wrt states:
1. request RO information
2. Provide last 8 of vin

Svc Dept Garrett states:
1.RO TEMPLATE

Customer Name: [redacted]
Customer Phone #: [redacted]
VIN: 5XYP54HC7 LG[redacted]
MY and Mileage: 2020 Telluride, 3221
Most recent RO# [redacted]
Open Date and Close date:5/26
Most recent Repair Issue and Diagnosis:
*Concern: Messages on cluster for high beam assis and forward collision system.
*Cause: Need vehicle to come back in and drop it off. Cause need to look at wiring schematics. And go over things with tech line engineers.

Repeat Repair (Y/N), N
Repair History of current concern with RO#,
Open and Closed dates with mileage:
ETA for completion of repairs:
Parts on order (Y/N): N
P/N#
Order#:
ETA:

Techline Case: [redacted]
Rental / Loaner Provided? N
Dealer contacted DPSM: N
Vehicle repaired? N - customer needs to bring vehicle back in.
Customer has possession? Y
Dealer Code/Selling Dealer (Y or N): TX118/N
Original Owner (Y or N): Y

*** 06/02/2020 12:54:27 ***
Email is sent on 06/02/2020 12:51:41 by Michele Jansepar
To: EMT_DAT379@YAHOO.COM
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP54HC7LG[redacted]	[redacted]	3,221
Victoria , TX ,77904		02/2 /2020	Dealer: TX118 Victory KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Driver View of Outside Mirror

*** Email - External Email Sent created on 06/02/2020 12:51:41 and created by Michele Jansepar ***
Your Case Number: [redacted]
VIN: 5XYP54HC7LG[redacted]

Dear [redacted]

This email is a status update to your case. We wanted to let you know we have been informed by the dealer that the vehicle needs to be brought into the dealership for additional diagnostics. Please schedule an appointment to return to the dealership at your earliest convenience.

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,Michele Jansepar Total Case Specialist
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]

*** Phone - Call - Inbound created on 06/02/2020 12:55:34 and created by Michele Jansepar ***

<For Internal Use Only
Phone number for dealership in case information is incorrect.
Phone number is 361 333-4542. (googled dealership)>

*** Phone - Call - Outbound created on 06/04/2020 13:53:53 and created by Michele Jansepar ***
Called svc Dept TX118
Wrt states:
1. Request RO [redacted] update.
2. has customer made an appt to bring vehicle back in?
3. Have you been able to contact the customer?
4 May I verify the phone number that I have for the customer with you

Svc Dept Walter states:
1. customer was here yesterday for more diagnostics.
2. Techline had us order forward view camera.

Wrt states:
1. Where is the vehicle?

Svc Dept walter states:
1. Customer has it. Will bring it back when the parts come in.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP54HC7LG[redacted]	[redacted]	3,221
Victoria , TX ,77904		02/2 /2020	Dealer: TX118 Victory KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Driver View of Outside Mirror

Wrt states:
1. Eta for Parts?

Svc dept walter states:
1. expected to be Tuesday of next week.

*** Phone - Call - Outbound created on 06/10/2020 08:55:33 and created by Michele Jansepar ***
Called svc Dept TX118
Called 3 times. Rang 10 times and disconnected each time

*** Case note has been appended from duplicated auto-case on 06/11/2020 01:04:48 (PST)

Comments from Service Alert - TL

Dealer : Victory KIA
Technician : Esteban Mendez
Service Manager : Walter Dixon
Dealer Phone :
DPSM : Michael Mulligan
Vehicle Model : TELLURIDE SX V6 FWD AUTO
Model Year : 2020
Mileage : 3221
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
Customer just bought car and it started having messages on cluster for High beam assist, and forward collision system.

[Diagnostics Performed]
I scanned vehicle and found the following,C180581 and C160649. Cleared codes and the 160649 keeps coming back on for ECU software error.

*** Phone - Call - Outbound created on 06/11/2020 10:20:21 and created by Michele Jansepar ***
Called svc Dept TX118
rang 10 times. wrt disconnected.

*** Phone - Call - Outbound created on 06/11/2020 10:24:28 and created by Michele Jansepar ***
Called svc Dept TX118
Wrt states:
1. Request RO [redacted] update

Svc dept Garrett states:
1. We have replaced the unit assembly (camera) but we have to calibrate it. Target and laser are on loan to another shop Requested them back yesterday.

Wrt states:
1. where is the vehicle?

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP54HC7LG[redacted]	[redacted]	3,221
Victoria , TX ,77904		02/2 /2020	Dealer: TX118 Victory KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Driver View of Outside Mirror

Svc dept states:
1. we have it.

Wrt states:
1. Was customer provided with a rental or loaner.
2. When was vehicle brought in?

Svc. dept states:
1. We have it.
2. No. They haven't needed one.

*** Phone - Call - Outbound created on 06/15/2020 08:16:16 and created by Michele Jansepar ***
Called svc Dept TX118
Wrt states:
1. Request RO [redacted] update

Svc Dept Garrett states ::
1. Waiting for laser and target. Ordered.
2. It should be in Tuesday or Wednesday.
3. Takes about an hour to perform.

*** Phone - Call - Outbound created on 06/18/2020 15:14:31 and created by Michele Jansepar ***
Called svc Dept TX118
Wrt states:
1. Request RO [redacted] update

Svc Dept Garrett States:
1. RO closed 6/18/2020.
2. Repairs are completed.
3. Customer has Vehicle

*** 06/18/2020 15:23:40 ***
Closed by Michele Jansepar with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA2XM7[redacted]	[redacted]	2,18
Lancaster , OH ,43130		02/14/2020	Dealer: OH075 Matt Taylor KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Case History

Techline case ([redacted] created on 03-JUN-20 by OH075.
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--
TL Case created by (Dealer Technician) : Jonathon Schneider
TL Case creator phone : 7404157710
TL Case creator email : jondeere1987@yahoo.com
Below are the notes from the TL case describing the concern:

[Problem Description]
customer states that after about an hour of driving the **CRUISE CONTROL** will cancel and within another 15 min or so the forward collision warning lamp will illuminate and will say blind spot detection error

[Diagnostics Performed]
found ECU update 492.sp2 updated ecu rom ID currently is sp19_1.03_sp19_1.03, performed variant coding right after ECU update also checked FR_Radar rom ID currently in vehicle 99110-Q5100_1.04 IBU-BCM rom ID currently in vehicle 95400Q5DG0_10700
checked for codes with none found in current or history did notice small rock chips on paint near radar on bumper but no damage to wiring, connector, or radar

*** Dispatched to Queue Service Alert / Techline on 06/04/2020 01:12:29 (PST)

*** 06/05/2020 14:42:51 ***
Dispatched from WIPBin Default to Queue ZZ Treyvon Cook by Cinthya Espinoza-Peregrina

*** 06/08/2020 05:14:18 ***
Accepted from Queue = ZZ Treyvon Cook to WIPBin Default

*** Note - Others created on 06/12/2020 13:46:08 and created by Treyvon Cook ***
Below are the notes from the TL case [redacted] describing the repair:
---

* 06/05/2020 07:36:36 ***
Case Closed with Resolution Code: Improper Adjustment
Resolution Summary: found bracket for FCA to be bent backwards, bent bracket forward and verified alignment

*** Phone - Call - Outbound created on 06/15/2020 11:08:59 and created by Treyvon Cook ***
Wtr Called Customer Left VM
1. Intro Self
2. Calling to F/U on survey
3. Any questions or concerns, feel free to give us a call back
4. Provided Case#, 800#

*** 06/15/2020 11:10:24 ***
Email is sent on 06/15/2020 11:10:19 by Treyvon Cook
To: [redacted]
Cc:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA2XM7[redacted]	[redacted]	2,18
Lancaster , OH ,43130		02/14/2020	Dealer: OH075 Matt Taylor KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 06/15/2020 11:10:19 and created by Treyvon Cook ***
Your Case Number: [redacted] VIN: KNDETCA2XM7[redacted] Dear [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 by the dealer that your vehicle has now been repaired. We wanted to follow up with you to make sure all of your concerns have been resolved.If you have any further questions or concerns, 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 being the best part of Kia!Sincerely,Kia Motors America-

*** 06/19/2020 14:06:42 ***
Email is sent on 06/19/2020 14:06:36 by Treyvon Cook
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 06/19/2020 14:06:36 and created by Treyvon Cook ***
Your Case Number: [redacted] VIN: KNDETCA2XM7[redacted] Dear [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 by the dealer that your vehicle has now been repaired. We wanted to follow up with you to make sure all of your concerns have been resolved.If you have any further questions or concerns, 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 being the best part of Kia!Sincerely,Kia Motors America----------

*** 06/19/2020 14:07:09 ***
Closed by Treyvon Cook with Resolution Code : No Cust Contact
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP3DHC2LG[redacted]	[redacted]	4,050
Huntington, NY ,11743		10/01/2019	Dealer: NY129 KIA of Huntington	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Case History

Dealer : KIA of Huntington
Technician : Joseph Garone
Service Manager : Michael Denfeld
Dealer Phone :
DPSM : Crystal Pent
Vehicle Model : TELLURIDE EX V6 AWD AUTO
Model Year : 2020
Mileage : 4050
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
i have a customer that is c/o **LANE ASSIST** light and **CRUISE CONTROL** lights on dash intermittently come on , this is our second time repairing this this for similiar problems we had the car prior on 5/15/20 at 3310 miles with a code of c180581 , upon following the dtc chart we determined that the MFC was bad . SEE ATTACHED DTC'S

[Diagnostics Performed]
PERFORMED dtc flow chart on c163881 , Did a basic inspection all fuses , re, all appear good lays , battery terminals, charging , checked all connectors all appear good . Performed a circuit inspection steps showed GOOD . upon Plugging the **SCC**/ FCA back in and reapplying the negitive terminal on battery all codes were no longer in computer . Drove the car 13 miles and no dtc appeared . Since this is my second attempt at this car im just trying to verify if the module is defective or the wiring and i moved things

*** Dispatched to Queue Telluride Auto-Created Cases on 06/06/2020 01:06:35 (PST)

*** 06/08/2020 08:14:16 ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Default by Savannah Pollock

*** Phone - Call - Outbound created on 06/09/2020 08:23:16 and created by Savannah Pollock ***
Wrt called dlr
Dlr tech
1.Still diagnosing with techline

*** Phone - Call - Outbound created on 06/12/2020 12:31:27 and created by Savannah Pollock ***
Wrt called dlr no answer in service

*** Phone - Call - Outbound created on 06/12/2020 12:33:26 and created by Savannah Pollock ***
Writer calls and gets vm
1. calling to follow up on your recent vehicle repairs
2. if you have any questions or concerns please contact us
3.800# case#

*** Phone - Call - Outbound created on 06/22/2020 11:52:50 and created by Savannah Pollock ***
Writer calls and gets vm
1. calling to follow up on your recent vehicle repairs
2. if you have any questions or concerns please contact us
3.800# case#

*** 06/22/2020 11:53:51 ***
Email is sent on 06/22/2020 11:53:42 by Savannah Pollock

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC2LG[redacted]	[redacted]	4,050
Huntington, NY ,11743		10/01/2019	Dealer: NY129 KIA of Huntington	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 06/22/2020 11:53:42 and created by Savannah Pollock ***
Your Case Number: [redacted] VIN: 5XYP3DHC2LG[redacted] Dear [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 by the dealer that your vehicle has now been repaired. We wanted to follow up with you to make sure all of your concerns have been resolved.If you have any further questions or concerns, 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 being the best part of 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] .----------
-

*** 06/22/2020 11:55:26 ***
Closed by Savannah Pollock with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP 4HC LG[redacted]	[redacted]	9,750
Durham , NC 27707		10/1 /2019	Dealer: NC057 University KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Case History

Dealer : University KIA
Technician : Zhanzhao Chen
Service Manager : Ken Rebholz
Dealer Phone :
DPSM : John Gatton
Vehicle Model : TELLURIDE S V6 FWD AUTO
Model Year : 2020
Mileage : 9750
Initial comments by Technician found in TL Case #13672899 :

[Problem Description]
Customer states that the **LANE ASSIST** and collision avoidance light both come on .

[Diagnostics Performed]
KDS check for DTC : **SCC** C180581 AND MFC C160649 are setting.
The windshield was crack.
After replace the windshield, try to perform the camera calibration , there is no response.
Check camera connector power and ground are good.
Test driving, the warning light will on with c180581 and c160649.
After key off then back on the code change to history code.
What wrong is it? Need a new camera? or other?
Thanks.

*** Dispatched to Queue Telluride Auto-Created Cases on 06/10/2020 01:05:03 (PST)

*** 06/10/2020 07:03:23 ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Default by Michele Jansepar

*** Phone - Call - Outbound created on 06/11/2020 09:20:58 and created by Michele Jansepar ***
Called svc dept NC057
Wrt states;
1. request RO information
2. provides last 8 of vin.

Svc dept Russell states:
1.RO TEMPLATE

Customer Name: Anthony Soto
Customer Phone #: 732 221-4081
VIN: 5XYP64HC6 LG[redacted]
MY and Mileage: 2020 Telluride, mi 9751
Most recent RO# 908375
Open Date and Close date: 5/18/2020
Most recent Repair Issue and Diagnosis:
*Concern: . The **LANE ASSIST** and collision avoidance lights on.
*Cause: Windshield below camera had a chip. Good willed a wind shield to cust.. Didn't correct issue need to replace camera. Working on approval.

Repeat Repair (Y/N), N.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC LG[redacted]	[redacted]	9,750

Durham , NC 27707 10/1 /2019 Dealer: NC057 University KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Repair History of current concern with RO#,
Open and Closed dates with mileage:
ETA for completion of repairs:
Parts on order (Y/N): Waiting for warranty prior approval
P/N#
Order#:
ETA:

Techline Case: 13672899 :
Rental / Loaner Provided? Loaner
Dealer contacted DPSM: Y
Vehicle repaired? N
Customer has possession? N
Dealer Code/Selling Dealer (Y or N):NC057/Y
Original Owner (Y or N): Y.

Wrt states:
1. Has vehicle been at the dealership since 5/18/2020?

Svc dept states:
1. Yes.

*** Phone - Call - Outbound created on 06/11/2020 09:38:01 and created by Michele Jansepar ***
Called customer Jennifer
wrt states:
1. Introduction
2. Calling re: repair concerns.
3. Provides case#, KCAC# and Select Option 2 and 5.

*** Phone - Call - Inbound created on 06/12/2020 08:48:35 and created by Edward Hunter ***
Customer called back and states:
1. I had problems with the warnings
2. I took the car in and it took a few days to diagnose it
3. then the windshiled cam in broken, more time
4. I finally picked the car up and got almost a mile before the lights came back on
5. I took the car back to the dealer and have not gotten any information since.
6. I was getting ready to head to the dealer when I say the VM from Michele
7. What can you tell me?

WRiter states:
1. I am sorry that this has taken this long
2. I do see where they have ordered a new camera, that appears to be the problem now

Customer states that he will let the dealer call when the car is ready.

*** Note - Others created on 06/11/2020 09:40:22 and created by Christina Steir ***
CALL TO ACTION
Dispatching Case to ECR
1. Cust states: **LANE ASSIST** and collision avoidance lights come on
2. Dealer NC057 states need to order and replace camera.
3. Dispatching because vehicle has been down 24 days; RO# 908375 and 5/18/2020

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC LG[redacted]	[redacted]	9,750

Durham , NC 27707 10/1 /2019 Dealer: NC057 University KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

4. Forwarding to the ECR for further Case Handling and Review

*** 06/12/2020 09:56:34 ***
Dispatched from WIPBin = Auto Assigned to Queue Southern Region ECR by Christina Steir
Reason:

*** 06/15/2020 06:04:20 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Southern Region ECR to WIPBin 4. Southern by Kayla Erwin

*** 06/15/2020 10:50:43 (GMT-05:00) Eastern Time (US & Canada) ***
Assigned to WIPBin Inbox of Billy Wells by Kayla Erwin
Reason:

*** Phone - Call - Outbound created on 06/17/2020 12:16:35 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
called NC057 parts
LVM with Mike
1. intro self
2. MFC has been ordered and I see a cam is on b/o, is that camera for this veh
3. provided cust info, part/order #
4. please call me to confirm
5. provided contact info

*** Phone - Call - Inbound created on 06/17/2020 12:24:59 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
Mike called
1. returning your call
2. I'm with the body shop
3. I can tell you that the camera is correct for a telluride, it is on b/o

wrt states
1. thank you for the info

*** Phone - Call - Outbound created on 06/17/2020 12:30:22 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
called [redacted]
1. intro self
2. calling in regards to your veh repair at NC057
3. they are replacing the MFC, unfortunately it is on b/o until Jun 30.
4. that date can change for better/worse depending on shipping
5. please contact me if you would like to discuss this further
6. provided call back info

*** 06/17/2020 12:36:19 (GMT-05:00) Eastern Time (US & Canada) ***
Email is sent on 06/17/2020 12:33:19 by Billy Wells
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 06/17/2020 12:33:19 (GMT-05:00) Eastern Time (US & Canada) and

Last name	First name	VIN of		Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC LG[redacted]		[redacted]	9,750
Durham , NC 27707		10/1 /2019	Dealer: NC057 University KIA		

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

created by Billy Wells ***
Dear [redacted] I attempted to reach you by phone today regarding your case which has been escalated to me for review. I contacted you to introduce myself and to further discuss your case. University KIA is replacing the multi-function camera, however, it is on back order until June 30. This date can change for better or worse and I will be monitoring that on my end. I will provide you with any necessary updates. If you have any questions or concerns, please let me know your preferred method of communication and your availability, I will be happy to follow up with you. I am available Monday – Friday 9:30a – 5:00p EST

*** Phone - Call - Inbound created on 06/17/2020 15:42:32 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
[redacted] called in
1. returning your call
2. the dlr put me in a loaner, I'm good for now
3. would I be contacting you or should I be contacting the dlr

wrt states
1. if it is a specific repair question you would contact the dlr
2. if you have questions about the warranty or concerns with the dlr, you would contact me
3. the pare ETA is June 30 but can change for better or worse depending on logistics
4. if there is a drastic change I will let you know

cust states
1. ok, I'm good
2. thank you for calling me

*** Note - Others created on 06/23/2020 17:03:35 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
99211 S9100 order 71106 ETA 7/6/20

*** Note - Others created on 06/30/2020 17:55:52 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
part status 99211 S9100 order 71106 7/3

*** Phone - Call - Outbound created on 07/07/2020 15:51:30 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
called NC057 service 919-572-1700
spoke with Dara
1. intro self
2. calling for repair update
3. provided cust info

Dara states
1. cust picked up veh Friday

wrt states
1. thank you

*** Phone - Call - Outbound created on 07/07/2020 16:00:06 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
called [redacted] [redacted] LVM
1. intro self
2. checking on repairs

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC LG[redacted]	[redacted]	9,750

Durham , NC 27707 10/1 /2019 Dealer: NC057 University KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

3. please call if you have questions or concerns
4. provided call back info

*** 07/07/2020 16:01:51 (GMT-05:00) Eastern Time (US & Canada) ***
Email is sent on 07/07/2020 16:01:35 by Billy Wells
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 07/07/2020 16:01:35 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
Dear [redacted] I attempted to reach you by phone today to follow up on your recent vehicle repairs. If you have any further questions or concerns, please feel free to provide me with your availability and I will be happy to follow up with you. I am available Monday – Friday 9:30a – 5:00p EST.

*** Phone - Call - Inbound created on 07/13/2020 17:41:12 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
called [redacted]
1. intro self
2. calling in regards

*** Phone - Call - Outbound created on 07/13/2020 17:42:06 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
called [redacted]
1. intro self
2. calling to check on vehicle repairs

cust states
1. everything is great
2. thank you

wrt states
1. do you have any questions or concerns for me

cust states
1. no, we are fine
2. thank you for checking up

*** 07/13/2020 17:44:22 (GMT-05:00) Eastern Time (US & Canada) ***
Closed by Billy Wells with Resolution Code : Information Given
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP24HC0LG[redacted]	[redacted]	19,339

Tallahassee, FL 32304 0 /08/2019 Dealer: FL149 Werner KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

Case History

Dealer : Werner KIA
Technician : Michael Lamb
Service Manager :
Dealer Phone :
DPSM : Mia Whigham
Vehicle Model : TELLURIDE LX V6 FWD AUTO
Model Year : 2020
Mileage : 19339
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
Customer states **SMART CRUISE CONTROL** and accident avoidance systems shut off while driving sometimes. Must be going at high way speeds. Displays radar blocked

[Diagnostics Performed]
Repeat repair. There is nothing blocking the radar unit other than the actual bumper cover.

*** Dispatched to Queue Telluride Auto-Created Cases on 06/12/2020 01:04:58 (PST)

*** 06/12/2020 08:20:22 ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Default by Savannah Pollock

*** Phone - Call - Outbound created on 06/17/2020 17:51:49 and created by Savannah Pollock ***
Wrt called dlr, no answer in service

*** 07/01/2020 13:36:44 ***
Dispatched from WIPBin 1.Monday to Queue Telluride Auto-Created Cases by Savannah Pollock

*** 07/02/2020 08:41:06 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Case Distribution by Ashley Lewis

*** 07/02/2020 08:41:19 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Case Distribution to Queue ZZ Haley Shaffer by Ashley Lewis

*** 07/06/2020 14:08:09 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue ZZ Haley Shaffer to WIPBin Case Distribution by Ashley Lewis

*** 07/06/2020 14:10:00 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Case Distribution to Queue ZZ Mike Meadows by Ashley Lewis

*** Phone - Call - Outbound created on 07/07/2020 10:46:42 and created by Mike Meadows ***

called dealer SA .Brian. . FL149 @ (850) 632-4032
writer states
1 introduced self needing ro info

Customer Name:[redacted]
Customer phone #:[redacted]
Customer address [redacted] Quincey FL[redacted]

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP24HC0LG[redacted]	[redacted]	19,339

Tallahassee, FL 32304 0 /08/2019 Dealer: FL149 Werner KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

Mileage:19339
Most recent RO # [redacted]
Open date ? 06/11/2020
Closed or still open? closed
Most recent Repair Issue and Diagnosis:
Customer states, smart cruise and accident avoidance shut off sometimes while driving highway speeds
Dealer states.
Repeat Repair (n). If so, how many times?:
ETA for completion of repairs (n):
Parts on order (Y/N) n. . If so obtain part#, order#:
Rental / Loaner Provided?n
Vehicle repaired?: n
Customer has possession?: Y

*** Phone - Call - Outbound created on 07/07/2020 10:47:39 and created by Mike Meadows ***
Writer called customer [redacted] @ ([redacted] Owner)

Writer states:
1. introduced self, following up regarding your recent vehicle concern.

Customer states:
1. ok. has not heard back from the dealer.

Writer states:
1.Aplogized for your vehicle concerns.
2.do you have your vehichle or is it still down at FL149?

Customer states:
1.still has vehicle has not heard from dealer. spoke to James and he knows all about issue .

writer states:
1 what was going on with your vehichle?

cust states:
1. cust states driving and states front detection radar blocked.
2. **SMART CRUISE CONTROL** shuts off avoidance protection not working.

Writer states:
1.did they provide you with alternate tranportation.

customer states:
1. n still has vehicle.

writer states:
Will call Dealer and work with them ... called dealer back SA Brian states will call customer and setup an appointment for her to drop off the vehicle.

customer states:
Okay, Thank you.

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP24HC0LG[redacted]	[redacted]	19,339

Tallahassee, FL 32304 0 /08/2019 Dealer: FL149 Werner KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

Writer states:
1.gave case# [redacted] and contact info ,

customer states:
1. ok thank you.

*** Phone - Call - Outbound created on 07/15/2020 05:07:34 and created by Mike Meadows ***

Called customer [redacted] @ [redacted]
Customer Call - Standard Resolution:
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. Provided case # [redacted] and writer's contact information 8003334542 ext 27178
4. Requested callback if additional assistance is needed.

*** Phone - Call - Outbound created on 07/16/2020 05:24:39 and created by Mike Meadows ***
Writer called customer [redacted] [redacted] Owner)

Writer states:
1. introduced self, following up regarding your recent vehicle concern.

Customer states:
1.she is not doing too good.

Writer states:
1.Aplogized for your vehicle concerns.
2.do you have your vehichle or is it still down at fl058?

Customer states:
1.Has vehicle. didnt get appt till monday. couldnt figured out. 3:00 had to call and they sent driver at 3:25 still nobody coming. was there till after 5:00 and then found out they didnt even look at it monday. Tuesday still her calling the dealer nobody called. Was corrosion on connection cleaned and believed was going to fix problem
2. 5:00 called her back and thought it was finished. When got there they said hopefully it would fix problem and she picked up vehicle when got back to work it was fine and yesterday when got off from work 15 miles down road the light came back on . States not going to take vehicle back till they can say yes they are going to fix the vehicle.
3. When got back the vehicle smelled like a cigarette but dont know if tech was a smoker and was on his clothes or someone was smoking near the vehicle. States drove home from church last night with windows down trying to blow the smell out. She is a non smoker and upset.
4. was told they need to get her to drive to see if fixed. and no it still isnt fixed.

writer states:
1 what was going on with your vehichle?

cust states:
1.Same issue with warning comes up and dash lights up smart cruise and accident avoidance shut off sometimes says radar blocked.

Writer states:
1.did they provide you with alternate tranportation.

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP24HC0LG[redacted]	[redacted]	19,339

Tallahassee, FL 32304 0 /08/2019 Dealer: FL149 Werner KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

customer states:
1. had one for monday, tuesday and part of wednesday. picked up vehicle yesterday and still same issue.

Writer states:
1.gave case# and contact info , cust says already has., will followup no later than Monday.

customer states:
1. ok thank you.

*** Phone - Call - Outbound created on 07/16/2020 06:22:36 and created by Mike Meadows ***
Dealer Call - FL149 at (850) 632-4032 Voicemail left
No answer, left voicemail.
Writer states:
1. KCAC calling in regards to customer concern.
2. Provided customer's information and last 8 of VIN.
3. Provided case # [redacted] and writer's contact information. 8003334542 ext 27178
4. Requested callback for assistance.

*** Phone - Call - Inbound created on 07/20/2020 10:35:04 and created by Mike Meadows ***
Called customer [redacted] at [redacted]
Customer Call - Standard Resolution:
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. Provided case # [redacted] and writer's contact information 8003334542 ext 27178
4. Requested callback if additional assistance is needed.

*** Phone - Call - Outbound created on 07/23/2020 05:59:37 and created by Mike Meadows ***
Writer called customer [redacted] @ [redacted] Owner)

Writer states:
1. introduced self, following up regarding your recent vehicle concern.

Customer states:
1. still no contact back from dealer.

Writer states:
1.Aplogized for your vehicle concerns.
2.do you have your vehichle or is it still down at FL149?

Customer states:
1.Has vehicle , has same issue that it is happening
2. Dealer states was told cleaned corrosion off and hopefully would resolve issue but has not.
3. Does not want to take back to dealer if not going to be fixed.

Writer states:
1. Sorry to hear that still not resolved.
2. Will reach out to dealer and ask that they followup with you and schedule another appointment to resolve issue.

Customer states:
1. Ok. Thank you.

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP24HC0LG[redacted]	[redacted]	19,339

Tallahassee, FL 32304 0 /08/2019 Dealer: FL149 Werner KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

*** Phone - Call - Outbound created on 07/23/2020 06:13:48 and created by Mike Meadows ***
Writer call to dealer SA Mike FL149 @ (850) 632-4032
Writer states:
1. Called to get update on Most recent RO # [redacted] for [redacted]
2. Advised still having same issue smart cruise and accident avoidance shut off sometimes. The corrosion cleaning did not resolve.

Dealer states:
1. Will reach back out to customer and schedule a new appointment for customer to bring back in to be resolved.

Writer states:
1. Ok, Thank you.

*** Phone - Call - Inbound created on 07/29/2020 06:34:44 and created by Mike Meadows ***
Writer called customer [redacted] @ [redacted] Owner)

Writer states:
1. introduced self, following up regarding your recent vehicle concern.

Customer states:
1. ongoing vehicle concern.

Writer states:
1.Apologized for your vehicle concerns.
2.do you have your vehicle or is it still down at FL149?

Customer states:
1.Yes has vehicle
2. Still has not heard from the dealership.
3. Same issue is still going on it has not been resolved.

Writer states:
1. offered to setup appointment for customer.

Customer states:
1. Mother in law in hospital can not do appointment this week.

Writer states:
1. Advised will call dealer and ask them to call her for appointment.
2. Will follow up with her on Monday to see if dealer has contacted her and if not will call them and setup appointment for her.

Customer states:
1. Ok, Thank you.

*** Phone - Call - Outbound created on 07/29/2020 06:48:40 and created by Mike Meadows ***
called dealer SA .James . FL149 @ (850) 632-4032
writer states
1 introduced self needing help with customer assist.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP24HC0LG[redacted]	[redacted]	19,339

Tallahassee, FL 32304 0 /08/2019 Dealer: FL149 Werner KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address [redacted] Quincey FL [redacted]

Dealer states:
1. Ok, req last 8 of vin# ,

Writer states:
1. Customer still having same issue with vehicle.
2. smart cruise and accident avoidance shut off sometimes while driving highway speeds
3. need someone to reach back out to customer to setup appointment for her to bring the vehicle back in next week.

Dealer states:
1. Will give this info to the SA who was working on it previously and have them reach out to customer.

Writer states:
1. Okay, Thank you. I will followup with customer Monday.

*** Phone - Call - Outbound created on 08/03/2020 06:17:47 and created by Mike Meadows ***
Writer called customer [redacted] @ [redacted] Owner)

Writer states:
1. introduced self, following up regarding your recent vehicle concern.

Customer states:
1. good morning.

Writer states:
1.Apologized for your vehicle concerns.
2.Has the dealer contacted you to schedule new appointment.

Customer states:
1.Has vehicle.. dealer called her and told her need to bring in and try to duplicate the problem again. can not be able to leave her vehicle for a week and not be able to have her vehicle for a week again.
2. still getting error says radar blocked sometimes and sometimes works great. not a constant thing.
3. says sometimes it may not let her set **CRUISE CONTROL** at all. others it works fine.
4. not going to take vehicle back and they can not tell her it will be fixed.
5. wants it fixed but not going to take up there and let it just sit there and no body start working on it same day.
6. wants to know if can find out why they wont replace the radar.
7. states deactivates the forward collision system. Thinks it may be a danger to her because not working properly. thinks it could think something in font of her and put brakes on while going down the highway and cause a wreck.

Writer states:
1. Sorry for the inconvenience.
2. I will escalate the issue for her.
3. Will contact dealer and get latest RO info.
4. Will be contacted within 3 business days.

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP24HC0LG[redacted]	[redacted]	19,339

Tallahassee, FL 32304 0 /08/2019 Dealer: FL149 Werner KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

Customer states.
1. Ok, Thank you.

*** Phone - Call - Outbound created on 08/03/2020 06:29:04 and created by Mike Meadows ***
called dealer SA .Mike. . FL149 @ (850) 632-4032
writer states
1 introduced self needing ro info

Customer Name:[redacted]
Customer phone #[redacted]
Customer address [redacted] Quincey FL[redacted]
Mileage:21518
Most recent RO #[redacted]
Open date ? 07/15/2020
Closed or still open? closed
Most recent Repair Issue and Diagnosis:
Customer states, smart cruise and accident avoidance shut off sometimes while driving highway speeds.
Dealer states.ro#s 114849 open 5/20/2020. [redacted] open 06/11/20, [redacted] open 07/15/2020, corrosion on connection got cleaned up but could not duplicate.
Repeat Repair (y). If so, how many times?:3
ETA for completion of repairs (n):
Parts on order (Y/N) N. . If so obtain part#, order#:
Rental / Loaner Provided?y
Vehicle repaired?: n
Customer has possession?: Y

*** Note - Others created on 08/03/2020 06:31:29 and created by Christina Steir ***
"Call to Action"
1. Customer states smart cruise and accident avoidance shut off sometimes while driving highway speeds.
2. FL149 states corrosion on connection got cleaned up but could not duplicate.
3. DPSM has been advised.
4. Dispatching because vehicle has been into dealer 3x for smart cruise and accident avoidance shut off sometimes while driving highway speeds.
5. Please review and follow up accordingly.

*** 08/03/2020 09:46:39 ***
Dispatched from WIPBin = Auto Assigned to Queue Southern Region ECR by Christina Steir
Reason:

*** 08/04/2020 05:57:05 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Southern Region ECR to WIPBin Southern ECR by Tracey Icenhour

*** 08/04/2020 07:10:20 (GMT-05:00) Eastern Time (US & Canada) ***
Case moved into WIPBin Southern ECR and Sub Status of Working

*** 08/04/2020 10:12:52 (GMT-05:00) Eastern Time (US & Canada) ***
Assigned to WIPBin Inbox of Jason Henry by Tracey Icenhour
Reason:

*** Phone - Call - Inbound created on 08/06/2020 10:47:40 (GMT-05:00) Eastern Time (US & Canada) and created by Jason Henry ***
ECR Called Cust to review:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP24HC0LG[redacted]	[redacted]	19,339

Tallahassee, FL 32304 0 /08/2019 Dealer: FL149 Werner KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

1. Intro self, Region, Apologized for concerns
2. Wanted to get more info on concerns, Wrt sees dlr CND on multiple visits?

Cust states:
1. They duplicated it the 2nd time, they said they were going to leave the RO open, contact TL, not getting any codes or errors
2. They said they were going to get with engineering and get back to me, said that it was good, and the day I left, it happened to me right out of the parking lot
3. I called and told them, but I can't bring it to them and leave it there, I have to take care of my elderly mother in law and have work and etc
4. They were going to get me a loaner before, but it was a hassle and mess to get it set up.

Wrt states:
1. Apologized, Wrt would be glad to set something up with FL149 and req they offer a rental or loaner up front
2. Wrt will call them and handle that and call cust back shortly.

ECR called FL149, spoke with Russell:
1. Set appt for 8/10 7:30am
2. Emailed SVCM / Shop Foreman for rental.

Wrt relayed to Cust:
1. WIll f/u on the 12th for status/updates

*** Phone - Call - Inbound created on 08/11/2020 14:27:03 (GMT-05:00) Eastern Time (US & Canada) and created by Jason Henry ***
Cust states:
1. Calling back on case
2. I took it in yesterday at 7:30, and called this morning at 10, and again this afternoon, and left two messages, andI can't get through, can you try?

Wrt states:
1. Absolutely
2. Apologized
3. Wt may have the same trouble, as Wrt only has the main dealer numbers to reach them
4. Wrt called FL149, held 15 mins for Service, no answer
5. Wrt advised would email and update Cust when a response is received

Cust states:
1. Ok, thank you

*** Email - External Email Received created on 08/11/2020 14:34:47 (GMT-05:00) Eastern Time (US & Canada) and created by Jason Henry ***
Good afternoon, Gentlemen.

I called today to follow up on this case, but was on hold for 15 mins before dropping. I understand that you're likely very busy, however, [redacted] advised she's left 2 messages as well. I understand she's just brought the veh in yesterday morning, and that you may be reaching out to TL for troubleshooting assistance. Please let me know so that I may give [redacted] an update.

Thank you,

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP24HC0LG[redacted]	[redacted]	19,339

Tallahassee, FL 32304 0 /08/2019 Dealer: FL149 Werner KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

Jason

*** Email - External Email Received created on 08/12/2020 16:29:11 (GMT-05:00) Eastern Time (US & Canada) and created by Jason Henry ***
Good afternoon, Jason

In regard to case # [redacted] We have not been able to duplicate her concern .
We have no DTC code's We will test drive it again tomorrow if we can't duplicate her concern we may need her to Drive the car with a tech and show us exactly how and when it happens to her.

Thank you,

*** Email - External Email Sent created on 08/12/2020 16:30:39 (GMT-05:00) Eastern Time (US & Canada) and created by Jason Henry ***
Thank you, Dewayne.

If you could, would you reach out to her and follow up with [redacted] as well? She stated she's left 2 messages today. If she agrees to go on a teste drive with you, please let me know when this is scheduled, so that I can follow up with you after.

Thank you,

Jason

*** 08/14/2020 05:44:39 ***
TL case# [redacted] was escalated to an FTS. Update will be provided after this request is reviewed.

*** Phone - Call - Inbound created on 08/18/2020 14:04:34 (GMT-05:00) Eastern Time (US & Canada) and created by Jason Henry ***
Cust states:
1. Picked my veh up over the weekend, but took it back Monday
2. The FTS won't come out, they're working over the phone
3. They're checking the wires, I asked them to change the oil, but when I picked up Friday, they hadn't
4. It's one thing to have it a week, you can't tell me that it takes 5 full days to change some wires
5. At first they CND, but they finally got it to.
6. They don't call me, I have to call them for updates, to find out what's going on
7. I called them a while ago, he put me on hold for 20 mins, I hung up, called him back 20 mins later, he said he was looking up my number
8. One of the other guys said they recognized my number, so that makes me think they're avoiding my calls
9. I never get a call from them, and I have to pray that they'll call me back
10. I love my vehicle, aside from this FCW issue.

Wrt states:
1. Apologized throughout
2. Confirmed TL/FTS case notes
3. Wrt can vouch for what they've told cust about checking wiring and connections, but they've not replied back to the TL/FTS case today
4. May Wrt contact FL149 to check on a larger rental/loaner?

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP24HC0LG[redacted]	[redacted]	19,339

Tallahassee, FL 32304 0 /08/2019 Dealer: FL149 Werner KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

ECR called FL149, spoke with Mike:
1. We deal with Enterprise, I can definitely fwd that to my mgr.
2. Manager's email is bgorniak@wernerkia.com, Brian

Wrt relayed to Cust:
1 Wrt will email SVCM as well to ensure the request gets to him, and f/u Thu for status updates.

Cust states:
1. Ok, thank you

*** Email - External Email Sent created on 08/18/2020 14:09:08 (GMT-05:00) Eastern Time (US & Canada) and created by Jason Henry ***
Good afternoon, Brian.

Wanted to follow up on this case, as I can see you're working actively with TL/FTS. Cust has requested a more comparable vehicle, as she drives a Telluride and is currently in a Forte, with two 6ft children. I spoke with Mike, who advised your dealership works with Enterprise. Please work with them to see that we move [redacted] to a more comparable vehicle to her Telluride for the remainder of her downtime, if at all possible. I'll follow up Thursday for updates.

Kind regards,

Jason Henry
Southern Region Analyst
Kia Motors America, Inc.
111 Peters Canyon Rd. Irvine, CA 92606
T 520.274.1661
F 866.852.6617
E JasonHenry@kiaconsumeraffairs.com

*** Email - External Email Received created on 08/19/2020 10:10:53 (GMT-05:00) Eastern Time (US & Canada) and created by Jason Henry ***
Spoke with enterprise they have a mini van so i will set her up with that just want to be sure that if for some reason this turns out to be a non warranty concern that you are authorizing this rental so i am not stuck with a bill.

*** Email - External Email Sent created on 08/19/2020 10:11:29 (GMT-05:00) Eastern Time (US & Canada) and created by Jason Henry ***
As this is a multiple repeat visit concern for her FCW involving TL and now an FTS, it's unlikely to return a non-warranty concern, but in that unlikely event, I can review to reimburse the dealer once the issue is resolved and her Telluride has been repaired and returned to her. Thank you for your help.

Jason

*** Phone - Call - Outbound created on 08/27/2020 14:07:40 (GMT-05:00) Eastern Time (US & Canada) and created by Jason Henry ***
ECR Called FL149, S/W Lindsey:

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP24HC0LG[redacted]	[redacted]	19,339

Tallahassee, FL 32304 0 /08/2019 Dealer: FL149 Werner KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

1. The radar sensor was 5 degrees off of alignment, recalibrated, fixed, waiting on the tech to replace the bumper cover and will go from there
2. Not sure on ETA, pending testing.

*** Phone - Call - Outbound created on 08/31/2020 16:04:33 (GMT-05:00) Eastern Time (US & Canada) and created by Jason Henry ***
ECR called FL149, s/w Mike
1. it's readly, just got off the phone with Cust to come get it.

*** Phone - Call - Inbound created on 09/03/2020 11:40:09 (GMT-05:00) Eastern Time (US & Canada) and created by Jason Henry ***
Cust states:
1. They fixed the issue, but they damaged my veh
2. They drove it with the bumper off, and damaged the black fender well covers, and didn't tell me
3. They drove it tue/wed, called and said the tech drove it, they're gonna put the bumper back on, come pick it up
4. I called that afternoon, he went back and said the tech wasn't there that day, after he'd been in working on it
5. I called back the next day, he said the tech was in, I called at 12, it was on the lift
6. I called back at 3, asked if it was completed, they said they were gonna test drive it, said they had parts ordered, weren't going to be in until the next day
7. I know they were trying to hide it, hoping I wouldn't notice
8. I'm hoping it didn't do any damage to my tires, they said they secured it they way they were told to,
9. The tires had damaged the black plastic with the bumper cover off
10. They gave it to me, I've been driving it over the weekend and it seems to be ok
11. That, AND the fact that they damaged my vehicle and weren't going to tell me
12. I just don't know what to believe.

Wrt states:
1. Apologized throughout
2. Wrt definitely understands Cust's concern and will address the damage with the dlr, their SVCM, and their DPSM.
3. Wrt would like to look into something for cust's trouble, not only for the repeat visits and downtime
4. Will send email, please send contract or buyer's order

Cust states:
1. I paid it off, will send buyer's order

Wrt states:
1. Thank you

*** 09/03/2020 12:01:55 (GMT-05:00) Eastern Time (US & Canada) ***
Email is sent on 09/03/2020 12:00:28 by Jason Henry
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 09/03/2020 12:00:28 (GMT-05:00) Eastern Time (US & Canada) and created by Jason Henry ***
Dear [redacted]

As discussed, please send me a copy or clear, legible picture of your sales contract buyer's order showing the amount paid for your vehicle, and your current vehicle registration in response to this email, or you may fax to 866.852.6617, ATTN: JASON - Case ID [redacted] I will review and reach back out to follow up.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP24HC0LG[redacted]	[redacted]	19,339

Tallahassee, FL 32304 0 /08/2019 Dealer: FL149 Werner KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

Sincerely,

Jason Henry
Kia Motors America

*** Email - External Email Sent created on 09/03/2020 12:00:28 (GMT-05:00) Eastern Time (US & Canada) and created by Jason Henry ***
Dear [redacted]

As discussed, please send me a copy or clear, legible picture of your sales contract buyer's order showing the amount paid for your vehicle, and your current vehicle registration in response to this email, or you may fax to 866.852.6617, ATTN: JASON - Case ID [redacted] I will review and reach back out to follow up.

Sincerely,

Jason Henry
Kia Motors America

*** Email - External Email Sent created on 09/03/2020 12:06:45 (GMT-05:00) Eastern Time (US & Canada) and created by Jason Henry ***
Good morning, Brian.

I wanted to reach out and get more info on this case, as [redacted] has advised that her black plastic front fender well covers were damaged during a dealer test drive with the front bumper cover removed (which was recommended to test an ongoing issue with her FCW radar. I understand that the dealership took care of replacing the pieces, however the damage was not disclosed to her, and allegedly, she only found out because she showed up to pick up, and suddenly there were more parts on order after she'd been told the veh was ready to be released. As we all know there are two sides to every story, I wanted to touch base with FL149 for more details. Please advise.

Thank you,

Jason Henry
Southern Region Analyst
Kia Motors America, Inc.
111 Peters Canyon Rd. Irvine, CA 92606
T 520.274.1661
F 866.852.6617
E JasonHenry@kiaconsumeraffairs.com

*** Email - External Email Received created on 09/08/2020 15:48:09 (GMT-05:00) Eastern Time (US & Canada) and created by Jason Henry ***
After she told me she did not know about the inner fenderliners (which I thought she know about) I found out there was a miscommunication on our part. One person thought the other another told her and vis versa so no one told her. I did not try to warranty them I just took care of it so she would not have to wait for her vehicle any longer. I have no reason to not disclose anything things happened. It was on the phone phone thursday when she spoke to me about picking her car up on Friday and i told her the parts would be here Saturday which is when she found out

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP24HC0LG[redacted]	[redacted]	19,339

Tallahassee, FL 32304 0 /08/2019 Dealer: FL149 Werner KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

about the fender liners that i thought she know about. So she picked it up friday for the weekend we picked it up monday, detailed it and intalled the fender liners and returned it to her. The end result was the radar was mis amied.

09/11/2020 07:11:26
Email is received on 09/11/20 07:10:42 from [redacted]
Attachments:
image1.jpeg
image2.jpeg
texthtml1.0.htm

*** Email - External Email Received created on 09/11/2020 07:10:47 and created by Jason Henry ***
Sorry, we had some things going on and I had to find the paperwork. It's been paid for so I didn't have the paperwork where I thought. If you need anything else let me know. Thank you!

Sent from [redacted]

*** 09/21/2020 14:44:43 ***
Email is sent on 09/21/2020 14:42:33 by Jason Henry
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]
Attachments:
[redacted] Unsigned O&R.pdf

*** Email - External Email Sent created on 09/21/2020 14:42:33 and created by Jason Henry ***
Dear [redacted]

As discussed, please find our Offer and Release documents attached. Please print and sign, and return all 4 pages (2 page Offer, 2 page Release) to me by email, or you may fax to 866.852.6617, ATTN: JASON - Case ID [redacted] If you fax, please still reply to this email letting me know when, so that I may find it in that day's received faxes. Once received, our turnaround for processing is 4-6 weeks, and you will receive an automated email once the check is sent.

Sincerely,

Jason Henry
Kia Motors America

*** 10/05/2020 12:39:19 ***
Closed by Jason Henry with Resolution Code : No Cust Contact
[Resolution Summary]
$1225.59

10/09/2020 08:23:05
Email is received on 10/09/20 08:22:54 from [redacted]
Attachments:

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP24HC0LG[redacted]	[redacted]	19,339

Tallahassee, FL 32304 0 /08/2019 Dealer: FL149 Werner KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

Signed Agreement Case # [redacted] pdf
texthtml1.0.htm
texthtml1.0_10092020_082304.htm
texthtml1.2.htm

*** 10/09/2020 08:35:56 ***
Goodwill #: 181588 Submitted

*** Email - External Email Received created on 10/09/2020 08:22:58 and created by Jason Henry ***
Sent from my iPhone

10/09/2020 08:45:46
Email is received on 10/09/20 08:44:09 from [redacted]
Attachments:
image0.jpeg
image1.jpeg
image2.jpeg
image2_10092020_084545.jpeg
texthtml1.0.htm
texthtml1.0_10092020_084546.htm

*** Email - External Email Received created on 10/09/2020 08:44:14 and created by Jason Henry ***
Sent from my iPhone

*** 10/21/2020 16:46:56 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 181588 Final Approved

*** 10/21/2020 16:46:56 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 10/21/2020 16:46:56 (GMT-08:00) Pacific Time (US & Canada) by Siebel System - Auto Message
To: [redacted]
Cc: Call Alt # - Primary is Cust's work phone at Dept of Transportation
Title: Update from Kia, Case # [redacted]

Dear [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

*** 10/23/2020 11:47:21 ***
Closed by Jason Henry with Resolution Code : Goodwill Issued
[Resolution Summary]
$1225.59

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC1LG[redacted]	[redacted]	3,500
O'Fallon , IL , 22 9		11/21/2019	Dealer: IL014 Auffenberg KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Dashboard Light Operation

Case History

*** 06/17/2020 07:01:46 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** 06/17/2020 07:02:43 ***
Email is sent on 06/17/2020 07:01:50 by Melissa Atanacio
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Phone - Call - Inbound created on 06/17/2020 06:55:15 and created by Melissa Atanacio ***
[redacted] owner of the vehicle
1. I was on my way home i was on **CRUISE CONTROL**
2. And the warning lights came on
3. So i made an appointment with the dealer
4. To bring it in, so they can take a look at it

Wrt states
1. Apologized
2. Advised can follow up with the dealer once they have diagnosed your vehicle
3. Advised loaner vehicles are something if the dealer have available

Cust states
1. Okay thank you

*** Email - External Email Sent created on 06/17/2020 07:01:50 and created by Melissa Atanacio ***
Dear [redacted]
Case number is attached to this email, if you have have questions or concerns please give us a call at 1-800-333-4542Thank you!
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]

*** 06/18/2020 04:57:31 ***
Case moved into WIPBin 4. Thursday and Sub Status of Working

*** Phone - Call - Outbound created on 06/18/2020 05:11:26 and created by Melissa Atanacio ***
Wrt called IL014-LVM for service
Wrt states
1. Following up on customer vehicle
2. Please give us a call back
3. Provided case #, callback #
4. Thank you

*** 06/22/2020 04:51:51 ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC1LG[redacted]	[redacted]	3,500
O'Fallon , IL , 22 9		11/21/2019	Dealer: IL014	Auffenberg KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Dashboard Light Operation

Case moved into WIPBin 1. Monday and Sub Status of Working

*** Phone - Call - Outbound created on 06/22/2020 10:31:07 and created by Melissa Atanacio ***
Call to (IL014)
writer states to service dept:
1. req confirmation of veh location/repairs status
2. req RO/history of concerns

Carly in service states:
1. Cust states: while crusie control the on board turned on
2. Diag: using KDS found code, cluster is powering down
3. The vehicle is no longer here and they are requesting to get the cluster replaced but cusotmer denied because he is away from home and will take to a local kia dealer

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: Same on file
VIN: 5XYP6DHC1LG[redacted]
MY:2020 Telluride
Mileage: 3537
Most recent RO#: 806925
Open Date:6/19/2020

*** Phone - Call - Outbound created on 06/22/2020 10:37:24 and created by Melissa Atanacio ***
Wrt called [redacted] 618.407.5344
* VM full no option to LVM*

*** 06/22/2020 10:38:19 ***
Email is sent on 06/22/2020 10:37:54 by Melissa Atanacio
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 06/22/2020 10:37:54 and created by Melissa Atanacio ***
Your Case Number: [redacted]
VIN: 5XYP6DHC1LG[redacted]

Dear Kenneth,

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 (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 contacting Kia.

Sincerely,

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC1LG[redacted]	[redacted]	3,500
O'Fallon , IL , 22 9		11/21/2019	Dealer: IL014 Auffenberg KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Dashboard Light Operation

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]

*** 06/22/2020 10:39:06 ***
Closed by Melissa Atanacio with Resolution Code : Concerns Recorded
[Resolution Summary]
* customer declined repairs and is taking to another kia dealer closer to home*

*** 06/23/2020 12:37:59 (GMT-07:00) Arizona ***
Reopened by Debra Rustin with Sub Status of Working

*** Phone - Call - Inbound created on 06/23/2020 12:38:07 (GMT-07:00) Arizona and created by Debra Rustin ***
Customer states
1.out of town
2. took to the dlr
3. its there now

Writer states
1.Apologize for the situation
2.Verified contact details
3. notes say your going to take it to a dlr closer to home?

Customer states
1.yes
2.do i just need to call my local dlr?

Writer states
1.yes

*** 06/23/2020 12:38:31 (GMT-07:00) Arizona ***
Closed by Debra Rustin with Resolution Code : Concerns Recorded
[Resolution Summary]
* customer declined repairs and is taking to another kia dealer closer to home*

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP24HC3LG[redacted]	[redacted]	1 0
Alhambra , CA 91801		02/28/2020	Dealer: CA270 KIA of Alhambra	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Peripheral Devices Operation

Case History

*** 06/19/2020 09:41:46 (GMT-07:00) Arizona ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Case note has been appended from duplicated auto-case on 06/20/2020 01:01:21 (PST)

Comments from UPER

Part ordered for customer vehicle has been placed into the UPER status on06/19/2020 00:00:00

Dealer Name : WONDRIES AUTOMOTIVE, INC. Kia of Alhambra
Dealer Contact name : K HAYNES
Dealer Phone : 626 377 4770
Part No# : 99211 S9100 Kia of Alhambra
Order No# : VV0615
Order Qty# : 1

*** Phone - Call - Inbound created on 06/19/2020 09:30:36 (GMT-07:00) Arizona and created by Yeimy Armenta ***
[redacted]
owner

cust states
1 loved the car
2 warning lights came on as soon as we started to drive
3 took it home
4 it was the warning lights for **LANE ASSIST**, accident avoidance, lights not working
5 took it back into the shop
6 has been there for a week
7 have called trying to get answers
8 was told don't have estimate when wil lbe ready
now short of a car
9 father 96 and needs a car
10 after going back and forth got estimate
11 said could be a month but don't know when will get a part
12 said is the front facing camera
13 called the manger and said will cancel the contract
14 didn't apologized or anything
15 said come tomorrow and will cancel the contract
16 don't want to cancel it even do it was offered
17 if cancel it i'm with out a car
18 and have to look for another one
19 want someone that can find us a replacement

writer states
1 apologized for what is happening
2 was cust got a rental or loaner from the dealer?
3 has cust let dealer know that would prefer a replacement rather then cancelling the contract

cust states

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP24HC3LG[redacted]	[redacted]	1 0
Alhambra , CA 91801		02/28/2020	Dealer: CA270 KIA of Alhambra	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Peripheral Devices Operation

1 we got a loaner
2 worry that part is not coming in
3 paid $43k
4 not my fault that was there before even purchased it
5 want kia to replace it

writer states
1 understand
2 apologized
3 will contact dealer to get repair info
4 will escalate case
5 someone will follow up in 2-3 business days
6 recommend to review WCIM

cust states
1 ok thank you
2 will wait for the call back

*** Phone - Call - Outbound created on 06/23/2020 06:41:27 (GMT-07:00) Arizona and created by Yeimy Armenta ***
writer states
1 called dealer CA270
2 spoke with Gus serv adviser
3 obtained RO info

Customer Name: [redacted]
Customer phone #:
Customer address:
VIN: 5XYP24HC3LG[redacted]
MY and Mileage: / in miles 141
Most recent RO# Open Date and Close date (if applicable): [redacted] 6/15/20-still open
Days Down at initial Service Alert report (if applicable): 4
Most recent Repair Issue and Diagnosis: Customer says, blind spot, forward collison on, residue on headlamp and wind nosie concern, diag: only diag forward collision concern order forward collision computer, have
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:
ETA for completion of repairs (if applicable):
Parts on order (Y/N), if so obtain part#, order#: p/n 99211s9100
Techline Case (if applicable): n
Rental / Loaner Provided? If so, since when?: y 6/15/20
Dealer contacted DPSM (if needed): n
Vehicle repaired?:n
Customer has possession?: n
Dealer Code/Selling Dealer (Y or N): CA270/ y
Original Owner (Y or N): y
What is current Customer Request (if needed): requesting a replacement

*** Note - Others created on 06/23/2020 06:42:56 (GMT-07:00) Arizona and created by Brenda Hernandez ***
Forward case to ECR

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP24HC3LG[redacted]	[redacted]	1 0
Alhambra , CA 91801		02/28/2020	Dealer: CA270 KIA of Alhambra	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Peripheral Devices Operation

1 cust states warning lights came up on the dashboard as soon as started driving it after purchase
2 CA270 stated that have order parts but on BO ETA 6/22/20
3 dispatching due to cust requesting a replacement vehicle
4 refer cust to WCIM
5 please review and follow up accordingly

*** 06/23/2020 12:24:35 (GMT-07:00) Arizona ***
Dispatched from WIPBin = default to Queue Western Region ECR by Brenda Hernandez
Reason: (6/19/20) c/s warning lights for **LANE ASSIST** and others are on requesting replacement

*** 06/24/2020 08:35:29 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue Western Region ECR to WIPBin 0. default by Esther Kong

*** 06/24/2020 08:49:04 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin default of Jesse Martinez by Esther Kong
Reason:

*** 06/24/2020 09:12:37 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin default and Sub Status of Assigned

*** Phone - Call - Inbound created on 06/24/2020 16:23:11 and created by Anais Carrillo ***
[redacted] states:
1. Calling to f/u

Writer states:
1. Advised case has been escalated
2. Give 2 more business days

Cust states:
1. I have another concern.
2. Car has been in since we got the car.
3. But the other issue is they still dont have the floor matts
4. And there is condensation build up on both headlights.
5. So im hoping we can get those right away.
6. Instead of waiting.

Writer states:
1. OK ill get this notated for cm.

Cust states:
1. OK thank you

*** Phone - Call - Outbound created on 06/24/2020 16:46:49 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***

ECR contacted cust [redacted]

Wtr states:
1. Introduced self
2. Following up on case

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP24HC3LG[redacted]	[redacted]	1 0

Alhambra , CA 91801 02/28/2020 Dealer: CA270 KIA of Alhambra

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Peripheral Devices Operation

Cust states:
1. They say they are waiting on parts
2. Then the salesman said my car might be ready by July 10
3. We bought the car, drove for a few hours, and then it went into the shop
4. It's been at the shop since that day
5. So we bought a car that needed repairs basically
6. I don't want to complain and I don't want to get anyone in trouble
7. I just want to see if it's possible to get my car back sooner
8. We were offered a rental but we didn't need it
9. We just want our car back

Wtr states:
1. Understood
2. Thanked
3. Will get update from dlr and will provide assistance to make sure repairs are done in timely manner

Cust states:
1. Ok
2. Thank you so much I appreciate the call

Wtr thanked.

*** Email - External Email Sent created on 06/24/2020 16:56:13 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***

Email to svc mgr CA270

From: Martinez, Jesse [KMA]
Sent: Wednesday, June 24, 2020 4:56 PM
To: 'ANTONIOR@KIAOFALHAMBRA.COM' <ANTONIOR@KIAOFALHAMBRA.COM>
Subject: 5XYP24HC3LG[redacted] - [redacted] 20 Telluride - [redacted]

Hello Antonio,

Could you please provide a current status update on this one?

Thank you,

Jesse Martinez | Escalated Case Representative

Kia Motors America, Inc.
111 Peters Canyon Rd, Irvine, CA 92606
T (949) 468-4471 F (949) 468-4509 E jmartinez@kiausa.com

*** Phone - Call - Inbound created on 06/30/2020 16:21:11 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***

VM from cust

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP24HC3LG[redacted]	[redacted]	1 0
Alhambra , CA 91801		02/28/2020	Dealer: CA270 KIA of Alhambra	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Peripheral Devices Operation

1. Dlr called
2. Camera fixed in front
3. Don't know if headlights and floor mats were addressed
4. Wanted to let you know
5. Will call you to let you know if they fixed the other stuff
6. Thank you

*** Email - External Email Sent created on 07/01/2020 16:54:39 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***

Email to svc mgr CA270

From: Martinez, Jesse [KMA]
Sent: Wednesday, July 1, 2020 4:41 PM
To: 'ANTONIOR@KIAOFALHAMBRA.COM' <ANTONIOR@KIAOFALHAMBRA.COM>
Subject: RE: 5XYP24HC3LG[redacted] - [redacted] 20 Telluride - [redacted]

Hello Antonio,

Could you please provide an update on this one?

Thank you,

Jesse Martinez | Escalated Case Representative

Kia Motors America, Inc.
111 Peters Canyon Rd, Irvine, CA 92606
T (949) 468-4471 F (949) 468-4509 E jmartinez@kiausa.com

*** Email - External Email Received created on 07/06/2020 07:38:04 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***

Email from svc mgr CA270

From: antonio rodriguez <antonior@kiaofalhambra.com>
Sent: Thursday, July 2, 2020 1:31 PM
To: Martinez, Jesse [KMA] <JMartinez@Kiausa.com>
Subject: Re: 5XYP24HC3LG[redacted] - [redacted] 20 Telluride - [redacted]

Vehicle is ready!

*** 07/06/2020 16:09:34 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Monday and Sub Status of Assigned

*** Phone - Call - Outbound created on 07/07/2020 17:03:24 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP24HC3LG[redacted]	[redacted]	10
Alhambra , CA 91801		02/28/2020	Dealer: CA270 KIA of Alhambra	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Peripheral Devices Operation

ECR LVM for cust [redacted]
, requested call back.

*** Phone - Call - Outbound created on 07/14/2020 16:49:01 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***

ECR LVM for cust [redacted] requested call back.

*** 07/16/2020 16:19:23 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 2. Tuesday and Sub Status of Assigned

*** 07/21/2020 13:04:32 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 3. Wednesday and Sub Status of Assigned

*** 07/23/2020 16:03:23 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 07/23/2020 16:03:19 by Jesse Martinez
To: ROSSBARBEY@YAHOO.COM
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 07/23/2020 16:03:19 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***

Email to cust

Your Case Number: [redacted]
VIN: 5XYP24HC3LG[redacted]

Dear [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 (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 contacting Kia.

Sincerely,
Kia Motors America

*** 07/27/2020 10:04:21 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 2. Tuesday and Sub Status of Assigned

*** 07/29/2020 16:27:15 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Jesse Martinez with Resolution Code : Concerns Recorded
[Resolution Summary]

Pending further cust contact.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC3LG[redacted]	[redacted]	10,239

Palm Beach FL 33403 09/19/2019 Dealer: FL075 Napleton Northlake KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Case History

Dealer : Napleton Northlake KIA
Technician : Chad Flamm
Service Manager : Nicholas Sciorsci
Dealer Phone :
DPSM : Nick Verna
Vehicle Model : TELLURIDE SX V6 AWD AUTO
Model Year : 2020
Mileage : 10239
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
forward collision warning and **SCC** warning are on the dash.

[Diagnostics Performed]
found C16B687, C163808, C161688, C163881, C16B687, C166787, C186286 in history. C162078, B16B700 are current codes. please note that front bumper cover is removed. I dont think these codes apply to the connector on the passenger front of the bumper cover.

*** Dispatched to Queue Telluride Auto-Created Cases on 06/24/2020 01:06:38 (PST)

*** 06/24/2020 08:49:47 ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Default by Michele Jansepar

*** Phone - Call - Inbound created on 06/30/2020 07:27:14 and created by Jacob Adams ***
[redacted] wife) states
1 my forward collision warning keeps popping up
2 what can be done

Writer states
1 apologize about the troubles you are having with the warning system
2 where is the vehicle at now and who are you speaking with

Customer states
1 my vehicle is at FL075
2 I am speaking with Matt

Writer states
1 have they been able to diagnose the vehicle
2 what are they advising you

customer states
1 yes
2 they still do not know

writer states
1 have you been provided with an alternate transportation

customer states
1 yes

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC3LG[redacted]	[redacted]	10,239

Palm Beach FL 33403 09/19/2019 Dealer: FL075 Napleton Northlake KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

writer states
1 what are you requesting from us

customer states
1 to repair the vehicle or replace it

writer states
1 let us call the dealer
2 once we have more information, we will follow up
3 what would be the best way to contact you

customer states
1 my number is [redacted]
2 thank you

*** Phone - Call - Outbound created on 06/30/2020 08:49:09 and created by Jacob Adams ***
writer called FL075 no answer left voicemail

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted]
VIN: 5XYP5DHC3LG[redacted]
Year and Model: 2020 TELLURIDE SX V6 AWD AUTO

*** 07/02/2020 05:13:06 ***
Case moved into WIPBin 4Thursday and Sub Status of Working

*** Phone - Call - Outbound created on 07/02/2020 05:53:05 and created by Jacob Adams ***
writer called FL075 was advised need to speak with Mathew

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted]
VIN: 5XYP5DHC3LG[redacted]
Year and Model: 2020 TELLURIDE SX V6 AWD AUTO
Mileage: 10,239
Most recent RO#: [redacted]
Open Date: 6/8/2020

*** 07/06/2020 06:12:04 ***
Case moved into WIPBin 1Monday and Sub Status of Working

*** Phone - Call - Outbound created on 07/06/2020 06:16:17 and created by Jacob Adams ***
writer called FL075 no answer

*** 07/06/2020 08:38:14 ***
Email is sent on 07/06/2020 08:38:01 by Jacob Adams
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case# [redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC3LG[redacted]	[redacted]	10,239

Palm Beach FL 33403 09/19/2019 Dealer: FL075 Napleton Northlake KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

*** Email - External Email Sent created on 07/06/2020 08:38:01 and created by Jacob Adams ***
Your Case Number: [redacted]
VIN: 5XYP5DHC3LG[redacted]

Dear [redacted]

This email is a status update to your case. We wanted to let you know we are still working with the dealer to try to research your concerns as quickly as possible. As soon as additional information has been obtained, we will reach back out to you with updated status.

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,
Kia Motors America

*** 07/09/2020 05:01:11 ***
Case moved into WIPBin 4Thursday and Sub Status of Working

*** Phone - Call - Outbound created on 07/09/2020 05:12:31 and created by Jacob Adams ***
writer called FL075 service no answer left voicemail

*** 07/09/2020 05:20:19 ***
Case moved into WIPBin Default and Sub Status of Working

*** Phone - Call - Outbound created on 07/09/2020 12:10:44 and created by Jacob Adams ***
writer called FL075 service no answer

*** Case [redacted] is sent on 7/9/2020 13:38:28 by Jacob Adams
To: nverna@kiausa.com
Cc: jadams@kiaconsumeraffairs.com
Title: ACTION REQUIRED - No Dealer Contact:FL075, [redacted] [redacted]

*** 07/13/2020 05:16:20 ***
Case moved into WIPBin 1Monday and Sub Status of Working

*** Phone - Call - Outbound created on 07/13/2020 07:01:40 and created by Jacob Adams ***
writer called FL075 service
1 asked about vehicle

Matt states
1 vehicle was picked up 7/9/20
2 we replaced the **SMART CRUISE CONTROL** unit

writer states
1 thank you

*** Phone - Call - Outbound created on 07/13/2020 07:05:43 and created by Jacob Adams ***
Writer called [redacted] @ [redacted] no answer left voicemail

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC3LG[redacted]	[redacted]	10,239

Palm Beach FL 33403 09/19/2019 Dealer: FL075 Napleton Northlake KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

*** 07/13/2020 07:07:58 ***
Email is sent on 07/13/2020 07:07:42 by Jacob Adams
To:[redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 07/13/2020 07:07:42 and created by Jacob Adams ***
Your Case Number:[redacted]
VIN: 5XYP5DHC3LG[redacted]

Dear[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 by the dealer that your vehicle has now been repaired. We wanted to follow up with you to make sure all of your concerns have been resolved.

If you have any further questions or concerns, 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 being the best part of Kia!

Sincerely,
Kia Motors America

*** 07/13/2020 07:08:23 ***
Closed by Jacob Adams with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC LG[redacted]	[redacted]	12,840
Lubbock , TX ,79407		03/25/2020	Dealer: TX050 Gene Messer KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

Case History

Dealer : Gene Messer KIA
Technician : Christopher Morales
Service Manager : JESSE PAEZ
Dealer Phone :
DPSM : Matt Pfeifer
Vehicle Model : TELLURIDE SX V6 AWD AUTO
Model Year : 2020
Mileage : 1385
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
CUSTOMER STATES ANTI-COLLISION LIGHT WILL TURN ON AND OFF AT TIMES, SOMETIMES WILL STAY ON FOR LONGER PERIODS OF TIME, AND TIME WILL FLICKER ON AND OFF

[Diagnostics Performed]
CHECKED THE VEHICLE OVER AND IT HAS CODES IN HISTORY FOR
SCC-C160A88 -LOCAL CAN BUS OFF
SCC-C160C87 -LOCAL CAN TIME OUT
SCC-C163881 -ACC/**SCC** COMM ERROR
MFC-C160A87 -LOCAL CAN BUS OFF

THIS IS THE 2ND TIME THIS VEHICLE HAS BEEN HERE FOR THE SAME REASON. THE FIRST TECH THAT LOOKED AT IT JUST UNPLUGGED THE MFC CONNECTOR AND PLUGGED IT BACK UP AND SHIPPED IT. I DON'T SEE ANY PHYSICAL DAMAGE TO THE FRONT BUMPER OR WINDSHIELD. HAS THERE BEEN ANY OTHER CASE LIKE THIS

*** Dispatched to Queue Telluride Auto-Created Cases on 06/28/2020 01:03:20 (PST)

*** Case note has been appended from duplicated auto-case on 06/28/2020 01:06:42 (PST)

Comments from Techline Escalation

Techline case ([redacted] created on 27-JUN-20 by TX050.
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--
TL Case created by (Dealer Technician) : Christopher Morales
TL Case creator phone : 8067290396
TL Case creator email : morales515@gmail.com
Below are the notes from the TL case describing the concern:

[Problem Description]
CUSTOMER STATES ANTI-COLLISION LIGHT WILL TURN ON AND OFF AT TIMES, SOMETIMES WILL STAY ON FOR LONGER PERIODS OF TIME, AND TIME WILL FLICKER ON AND OFF

[Diagnostics Performed]

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC LG[redacted]	[redacted]	12,840
Lubbock , TX ,79407		03/25/2020	Dealer: TX050 Gene Messer KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

CHECKED THE VEHICLE OVER AND IT HAS CODES IN HISTORY FOR
SCC-C160A88 -LOCAL CAN BUS OFF
SCC-C160C87 -LOCAL CAN TIME OUT
SCC-C163881 -ACC/**SCC** COMM ERROR
MFC-C160A87 -LOCAL CAN BUS OFF

THIS IS THE 2ND TIME THIS VEHICLE HAS BEEN HERE FOR THE SAME REASON. THE FIRST TECH THAT LOOKED AT IT JUST UNPLUGGED THE MFC CONNECTOR AND PLUGGED IT BACK UP AND SHIPPED IT. I DON'T SEE ANY PHYSICAL DAMAGE TO THE FRONT BUMPER OR WINDSHIELD. HAS THERE BEEN ANY OTHER CASE LIKE THIS

*** 06/29/2020 07:30:51 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Inbox by Ashley Lewis

*** 06/29/2020 07:31:10 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue ZZ Mike Meadows by Ashley Lewis

*** Phone - Call - Outbound created on 06/30/2020 10:45:04 and created by Mike Meadows ***
Writer called customer [redacted] @ [redacted] Owner)

Writer states:
1. introduced self, following up regarding your recent vehicle concern.

Customer states:
1.cust STATES ANTI-COLLISION LIGHT WILL TURN ON AND OFF AT TIMES, .

Writer states:
1.Aplogized for your vehicle concerns.
2.do you have your vehichle?

Customer states:
1.. yes needs to schedule return visit to dealer for service. Had to have car could not leave it.

writer states:
1 what was going on with your vehichle?

cust states:
1.shop told him **CRUISE CONTROL** and blindspot sensor causing the forward collision prevention sensor flashing on and off sometimes. was 1 and 1/2 hours away from dealership.
first time service worked on wiring harness and fixed it for little bit but did not resolve. got a evo notification that cruise needed to be looked at..
Writer states:
1.did they provide you with alternate tranportation.n/a coud not leave vehicle

customer states:
1. will need to try to check schedule before drives back down there.
Writer states:
1.gave case#[redacted] and contact info. ,

customer states:

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC LG[redacted]	[redacted]	12,840
Lubbock , TX ,79407		03/25/2020	Dealer: TX050 Gene Messer KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

1. ok thank you.

*** Phone - Call - Outbound created on 06/30/2020 11:10:41 and created by Mike Meadows ***
called dealer SA Chris. TX050 @ 8508720444

writer states
1 introduced self needing ro info

Customer Name:[redacted]
Customer phone[redacted]
Customer address[redacted], Clovis NM[redacted]
Mileage:1385
Most recent RO #[redacted]
Open date ? 06/18/2020
Closed or still open? closed
Most recent Repair Issue and Diagnosis:
Customer states, collision light on and goes off at times flickers some message from uvo **SMART CRUISE CONTROL** needs to be checked by dealership
Dealer states communication error going on. **LANE DEPARTURE** not communicating with **SMART CRUISE CONTROL**. sever errors.
Repeat Repair (y). If so, how many times?:2
ETA for completion of repairs . n/a
Parts on order (Y/N) N. If so obtain part# n/a, order#:n/a
Rental / Loaner Provided? n/a
Vehicle repaired?: n
Customer has possession?: yes could not leave vehichle will reschedule for repair.

*** Phone - Call - Outbound created on 07/08/2020 07:46:10 and created by Mike Meadows ***
Writer called customer[redacted] @[redacted]Owner)

Writer states:
1. introduced self, following up regarding your recent vehicle concern.

Customer states:
1. cust states still has not had a chance to contact dealer to reschedule for repairs. will try to get something scheduled and req followup next Wednesday.

Writer states:
1.Aplogized for your vehicle concerns.
2.do you have your vehichle or is it still down at TX050.

Customer states:
1.has vehicle.

writer states:
1 what was going on with your vehichle?

cust states:
1.collision light on and off, communication errors.

Writer states:
1.did they provide you with alternate tranportation.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC LG[redacted]	[redacted]	12,840

Lubbock , TX ,79407 03/25/2020 Dealer: TX050 Gene Messer KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

customer states:
1. no has vehicle

Writer states:
1.gave case# and contact info ,cust states alreay has info, will followup no later than Wednesday 07/15/2020

customer states:
1. ok thank you.

*** Phone - Call - Outbound created on 07/16/2020 07:57:45 and created by Mike Meadows ***
Called customer [redacted] @ [redacted]
Customer Call - Standard Resolution:
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. Provided case [redacted] and writer's contact information 8003334542 ext 27178
4. Requested callback if additional assistance is needed.

*** Phone - Call - Outbound created on 07/17/2020 08:22:26 and created by Mike Meadows ***
Writer called customer [redacted] @ [redacted] Owner)

Writer states:
1. introduced self, following up regarding your recent vehicle concern.

Customer states:
1. has not had a chance to schedule yet. req call dealer and schedule.

Writer states:
1.Aplogized for your vehicle concerns.
2.will call dealer for customer and followup.

Customer states:
1.can go either tuesday or wednesday of next week. best time around noon texas time. would be 11 his time zone. will take him about an hour to get there.
2.will need a loaner vehicle something like at Sorento has a car seat for kids.
writer states:
1. I will call dealer and schedule for him and call back to confirm.

cust states:
1.ok thank you.

*** Phone - Call - Outbound created on 07/17/2020 08:39:43 and created by Mike Meadows ***
Writer called Dealer SA. GeeCee TX050 @ (806) 788-2200

Writer states:
1. introduced self, following up regarding customer recent vehicle concern.

Dealer states:
1.ok

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC LG[redacted]	[redacted]	12,840

Lubbock , TX ,79407 03/25/2020 Dealer: TX050 Gene Messer KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

Writer states:
1.Need to schedule new appointment for customer [redacted] @ [redacted]

Dealer states:
1.Ok
2.confirmed ongoing issue RO # [redacted] collision light on and goes off at times flickers some message from uvo **SMART CRUISE CONTROL** needs to be checked by dealership

writer states:
1. Ok. need appointment for either tuesday or wednesday of next week.

Dealer states:
1. Ok.
2. setup appointment for customer for Tuesday,July 21st @ 12:00 allow 15-20 mins to speak with advisor. req wear face mask.

Writer states:
1.Ok. Thank you. will followup with customer.

*** Phone - Call - Outbound created on 07/17/2020 08:48:40 and created by Mike Meadows ***
Writer called customer [redacted] @ [redacted] Owner)

Writer states:
1. introduced self, following up regarding your recent vehicle concern.

Customer states:
1. OK

Writer states:
1.called dealer as requested and setup appointment for Tuesday July 21st 12:00 allow 15-20 mins to speak with advisor. req wear a face mask due to covid 19.Unable to reserve a loaner car will discuss at that time.

cust states:
1.ok thank you.

*** Phone - Call - Outbound created on 07/24/2020 08:12:51 and created by Mike Meadows ***
Called customer [redacted] @ [redacted]
Customer Call - Standard Resolution:
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. Provided case # [redacted] and writer's contact information 8003334542 ext 27178
4. Requested callback if additional assistance is needed.

*** Phone - Call - Outbound created on 07/28/2020 08:10:33 and created by Mike Meadows ***
Called customer [redacted] . @ [redacted]
Customer Call - Standard Resolution:
No answer, left voicemail.
Writer states:
1. Advised KCAC contacting customer in regards to recent vehicle concern.

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC LG[redacted]	[redacted]	12,840
Lubbock , TX ,79407		03/25/2020	Dealer: TX050 Gene Messer KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

2. Advised calling to make sure concerns were resolved
3. Provided case #[redacted] and writer's contact information 8003334542 ext 27178
4. Requested callback if additional assistance is needed.

*** Phone - Call - Outbound created on 07/28/2020 08:15:27 and created by Mike Meadows ***
called dealer SA Jessee. TX050 @ 8508720444

writer states
1 introduced self needing ro info

Customer Name:[redacted]
Customer phone[redacted]
Customer address[redacted], Clovis NM[redacted]
Mileage:1808
Most recent RO #[redacted]
Open date ? 07/21/2020
Closed or still open? open
Most recent Repair Issue and Diagnosis:
Customer states, collision light on and goes off at times flickers some message from uvo **SMART CRUISE CONTROL** needs to be checked by dealership
Dealer states communication error going on. **LANE DEPARTURE** not communicating with **SMART CRUISE CONTROL**. sever errors.
Repeat Repair (y). If so, how many times?:2
ETA for completion of repairs . N/a
Parts on order (Y/N) N. If so obtain part# n/a, order#:n/a
Rental / Loaner Provided? Yes Loaner
Vehicle repaired?: N
Customer has possession?: N

*** Phone - Call - Outbound created on 07/31/2020 10:32:51 and created by Mike Meadows ***
Writer called customer[redacted] @[redacted]Owner)

Writer states:
1. introduced self, following up regarding your recent vehicle concern.

Customer states:
1. hello

Writer states:
1.Apologized for your vehicle concerns.
2. Have you heard anything from dealer TX050.

Customer states:
1.still at dealership.
2. Kia corp tech said check sensors and computer related.
3. 1 1/2 week since in loaer and needs car back since waited so long to get it after ordering vehicle.

Writer states:
1. Will check with dealer and followup no later than wednesday.

Customer states:
1. Ok. Thank you.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC LG[redacted]	[redacted]	12,840

Lubbock , TX ,79407 | 03/25/2020 | Dealer: TX050 Gene Messer KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

*** Phone - Call - Outbound created on 07/31/2020 10:36:32 and created by Mike Meadows ***
called dealer SA Jessee. TX050 @ 8508720444

writer states
1 introduced self needing ro update.

Customer Name:[redacted]
Customer phone[redacted]
Customer address[redacted], Clovis NM[redacted]
Mileage:1808
Most recent RO #[redacted]
Open date ? 07/21/2020
Closed or still open? open

Writer states:
1. Have repairs been completed.

Dealer states:
1. Still diagnosing at this time.

Writer states:
1. Ok will followup. Thank you.

*** Phone - Call - Outbound created on 08/05/2020 09:40:39 and created by Mike Meadows ***
Writer called customer[redacted] @[redacted]Owner)

Writer states:
1. introduced self, following up regarding your recent vehicle concern.

Customer states:
1. hello

Writer states:
1.Apologized for your vehicle concerns.
2. Have you heard anything from dealer TX050.

Customer states:
1.still at dealership. spoke with them and they are still diagnosing with tech line.
2. upset at this point has been almost 2 weeks
3. everybody has been great throughout the process. not upset at anybody.
4 first new vehicle purchased with wife. Loves the telluride waited 6 months to get in now to have it down at the dealership is disappointing.

Writer states:
1.Thank you for allowing me to assist.
2. Will escalate the case and have contact within 3 business days.

Customer states:
1. Ok. Thank you.

*** Note - Others created on 08/05/2020 09:44:58 and created by Christina Steir ***

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC LG[redacted]	[redacted]	12,840

Lubbock , TX ,79407 03/25/2020 Dealer: TX050 Gene Messer KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

"Call to Action".
1. Customer states ANTI-COLLISION LIGHT WILL TURN ON.
2. TX050 states still diagnosing with tech line.
3. DPSM has been advised.
4. Dispatching because vehicle has been down 15 days.
5. Please review and follow up accordingly.

*** 08/05/2020 12:33:51 ***
Dispatched from WIPBin = Auto Assigned to Queue Southwest Region ECR by Christina Steir
Reason:

*** 08/06/2020 05:53:29 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Southwest Region ECR to WIPBin 5. Southwest by Kayla Erwin

*** 08/06/2020 10:20:13 (GMT-05:00) Eastern Time (US & Canada) ***
Assigned to WIPBin 0. Default of Melissa Lepe by Kayla Erwin
Reason:

*** Phone - Call - Outbound created on 08/10/2020 13:26:31 (GMT-07:00) Arizona and created by Melissa Lepe ***
Writer called cust [redacted]
1. Introduced self
2. Calling from KMA Regional office

Cust states
1. So the situation was..
2. I talked to the dlr, and they said that they went high and low
3. Had 3 best mechanics look at it
4. Tried to duplicate it, drove about 50 miles trying to get it to duplicate it
5. Light did not come on
6. Originally they said that the wiring harness near the rear view mirror was loose
7. But after driving it, we got a notification from the UVO saying there was an issue with the **CRUISE CONTROL**
8. veh was there 2 weeks
9. they CND, checked all pins, harnesses and said everything looked great
10. Drove it to to us, from the TX050 to our house and picked up the loaner
11. It's an hour drive
12. I think it's resolved, we got it Friday
13. Looks fine right now
14. It never drove funny or anything, just giving us the light
15. Svc was great, situation overall was just a little frustrating

Writer states
1. Apologized for FWC
2. glad to hear concerns seem to be resolved
3. Would recommend keeping an eye on it
4. Cust may find some very helpful into on the FCW on the OM as well
5. It does over info on what may cause the light to go off
6. Would recommend letting dlr know if concerns come up again
7. If cust needs assistance from KCAC, we're more than happy to assist.

cust states
1. Ok, thank you so much for the call

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC LG[redacted]	[redacted]	12,840
Lubbock , TX ,79407		03/25/2020	Dealer: TX050 Gene Messer KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

Writer states
1. Thanked and ended call

*** 08/10/2020 13:28:30 (GMT-07:00) Arizona ***
Closed by Melissa Lepe with Resolution Code : Repaired at Dlr
[Resolution Summary]

*** 03/29/2021 11:43:22 ***
Reopened by Lisa Maynard with Sub Status of Working

*** Phone - Call - Inbound created on 03/29/2021 11:43:31 and created by Lisa Maynard ***
[redacted] owner
cust states
1 My veh has been in and out of shop since I purchased it
2 the forward Collison sensor turn on and off
3 the dealer is about 2 hours from us
4 the dealer can not duplicate the issue
5 I have video of it
6 dealer checked all the wiring harness
7 we want a new vehicle

Writer states
1 apologized
2 where is veh now

cust states
1 I have it with me

Writer states
1 advi we can reach out to dealer and follow back
2 what is best contact

cust states
1[redacted]
2 thank you

*** Phone - Call - Outbound created on 03/29/2021 11:55:27 and created by Lisa Maynard ***
***OUTBOUND CALL TO TX 050 **
Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] clovis NM [redacted]
VIN: 5XYP5DHC6LG[redacted]
MY and Mileage: 2020 telluride 12840
Most recent RO#[redacted]
Open Date 3/18/2021
Close date (if applicable):
cust states windshield needs to be recalibrated lights came back on
dealer states got code for PCS we drove veh and never got light to come on again
Days Down at initial Service Alert report (if applicable):

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC LG[redacted]	[redacted]	12,840
Lubbock , TX ,79407		03/25/2020	Dealer: TX050 Gene Messer KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

Most recent Repair Issue and Diagnosis: Customer says,
Able to Duplicate (Y or N):
Repeat Repair (Y/N), if so, how many times?:
Repair History of current concern with RO#, Open and Closed dates with mileage:
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?: N
Customer has possession?: Y
Dealer Code/Selling Dealer (Y or N): TX 050
Original Owner (Y or N): Y
What is current Customer Request (if needed): N/A

RO [redacted]
open date 6/18/2020 close 6/27/2020
cust states anti Collison light will turn of and on at times
dealer states we test drove veh no cel light had codes in system
mileage 1385

RO [redacted]
open date 7/21/2020
mileage 1808
cust states got uvo message about **SMART CRUISE CONTROL**
dealer states

*** 03/29/2021 12:11:02 ***
Email is sent on 03/29/2021 12:10:58 by Lisa Maynard
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 03/29/2021 12:10:58 and created by Lisa Maynard ***
Your Case Number: [redacted]
VIN: 5XYP5DHC6LG[redacted] Dear [redacted],Thank you for the opportunity to address your concerns. At this time, your case will be escalated for additional review and you will get a call back in 2 to 3 business days with an updated status.If you have any questions in the meantime, please feel free to contact the Kia Consumer Assistance Center at (800) 333-4542, please 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.In the event that you believe Kia has been unable to satisfactorily address the concern, a special alternative resolution program called BBB AUTO LINE is available to you. This independent program is administered by BBB National Programs and is provided at no cost to you. You may contact them at: BBB AUTO LINE a Division of BBB National Programs, Inc. 1676 International Drive, Suite 550, McLean, VA 22102; Ph: (800) 955-5100.Thank you for working with Kia Motors America regarding the concern with your vehicle. Sincerely,Kia Motors America----------

*** Note - Others created on 03/29/2021 12:11:55 and created by Lisa Maynard ***
***CALL TO ACTION **
1. Customer states ANTI-COLLISION LIGHT WILL TURN ON AND OFF AT TIMES, .

2. TX 050 states communication error

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC LG[redacted]	[redacted]	12,840

Lubbock , TX ,79407 03/25/2020 Dealer: TX050 Gene Messer KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

3. customer has been referred to WCIM.

4. Dispatching because customer states they are requesting buyback of the vehicle.

5. Please review and follow up accordingly

*** 03/29/2021 12:14:48 ***
Dispatched from WIPBin = 4.Thursday to Queue Southwest Region ECR by Lisa Maynard
Reason:

*** 03/30/2021 05:07:55 ***
Accepted from Queue Southwest Region ECR to WIPBin 11. Southwest by Kayla Erwin

*** 03/30/2021 06:50:20 ***
Assigned to WIPBin 0. Default of Melissa Lepe by Kayla Erwin
Reason:

*** 04/01/2021 11:32:19 (GMT-07:00) Arizona ***
Email is sent on 04/01/2021 11:31:06 by Melissa Lepe
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]
Attachments:
Acknowledgement Letter-[redacted] pdf

*** Email - External Email Sent created on 04/01/2021 11:31:06 (GMT-07:00) Arizona and created by Melissa Lepe ***
Dear [redacted]
Thank you for speaking with me today. As discussed on the phone, attached you'll see the acknowledgement letter. Please let me know if you have any questions. Thank you

Sincerely,
Melissa- Regional Analyst
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]

*** Phone - Call - Outbound created on 04/01/2021 11:27:10 (GMT-07:00) Arizona and created by Melissa Lepe ***

Writer called cust [redacted]
1. Introduced self

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC LG[redacted]	[redacted]	12,840

Lubbock , TX ,79407 03/25/2020 Dealer: TX050 Gene Messer KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

2. Calling from KMA Regional office
3. Apologized for FCW

Cust states
1. Well, my request would be that it be repaired
2. That I can fix the problem
3. I don't know what's all in the notes
4. I live in a small town far from the dealer
5. We've had to take it in 4x
6. At one point, the dlr had the veh 2 weeks and we had to drive a loaner for 2 weeks
7. I have a toddler and no child care. So we have to plan out the trips to go out there
8. Frustrating because this is the only new veh we've ever got
9. Love the veh, but just the issue that we've been having with the FCW beeping
10. It's intermittent
12. Sometimes it beeps 40 times in a minute going in and out
13. Just want it fixed
14. KMA techs looked at it before and felt like a test dummy
15. I want one that's the same model one but not this one
16. We ordered it with all the specs that we wanted

Writer states
1. Apologized
2. Repurchase/replacement is reviewed in accordance to state laws
3. Please refer to WICM and state laws
4. Writer will send cust a formal ack. letter
5. Please send in all requested documents and thoroughly complete pages 2 and 3
6. Once received, we'd be happy to review request
7. Will get more info from the dealer as well

Cust states
1. Ok, so if Kia decided that you want to do a buyback or something..
2. We still want to be a Kia customer, and love the veh just not this one
3. We had to wait 4 months due to Tellurides being in high demand
4. If you were to buy it back, would we have to wait for one again?

Writer states
1. Writer is not legally trained and is not the one who'd process that
2. Lets start with getting all the documents in, once received we'll review
3. If veh was to meet qualification then another rep would go over options and steps with cust
4. Writer is not familiar with that process so writer does not want to misinform cust

Cust states
1. ok thank you

Writer states
1. Will send letter via email
2. thanked and ended call

*** 04/05/2021 13:06:47 (GMT-07:00) Arizona ***
Closed by Melissa Lepe with Resolution Code : Repaired at Dlr
[Resolution Summary]
Closing case pending cust documents for review

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA29M7[redacted]	[redacted]	13
Medina , OH ,4425		04/1 /2020	Dealer: OH087 Ken Ganley KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Case History

Techline case [redacted] created on 01-JUL-20 by OH087.
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--
TL Case created by (Dealer Technician) : Bradley Gostlin
TL Case creator phone : 3306965599
TL Case creator email : serenity176@hotmail.com
Below are the notes from the TL case describing the concern:

[Problem Description]
CHECK ENGINE LIGHT ON, **SPEED CONTROL** SYSTEM ERROR APPEARS IN CLUSTER AND TRIANGLE WARNING LIGHT ON

[Diagnostics Performed]
SCANNED SYSTEM AND HAD THE FOLLOWING ERROR CODES PCM=P007000(AMBIENT TEMP SENSOR), ESC=C16B687(CAN TIME OUT AEB), C163808(CAN TIME OUT ACC/**SCC**)
AIRCON=B123813(AMBIENT TEMP SENSOR), FR_CMR=C16B687(CAN TIME OUT FCA/AEB), C166787(CAN TIME OUT **SCC**). OBVIOUSLY THERE IS A NETWORK ISSUE BUT HAVENT
BEEN ABLE TO LOCATE SOURCE OF FAILURE. PLEASE ADVISE

*** Dispatched to Queue Service Alert / Techline on 07/02/2020 01:12:45 (PST)

*** 07/09/2020 11:59:07 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Service Alert / Techline to WIPBin Case Distribution by Ashley Lewis

*** 07/09/2020 12:01:07 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Case Distribution to Queue Callcenter by Ashley Lewis

*** 07/09/2020 13:22:58 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Callcenter to WIPBin Inbox by Jada Jones

*** 07/09/2020 13:25:05 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue ZZ Sarah Samples by Jada Jones

*** Phone - Call - Outbound created on 07/17/2020 06:30:47 and created by Sarah Samples ***
Customer Name: [redacted]
Customer phone: [redacted]
Customer Address: [redacted] Barberton, OH [redacted]
VIN: KNDETCA29M7[redacted]
MY and Mileage:2021 Seltos/13
Most recent RO# pen Date and Close date (if applicable) RO# [redacted] 7/1/20
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis: : Customer states vehicle CEL
Dlr States: reset codes and repaired wires
(Y/N), if so, how many times?
Repair History of current concern with RO#, Open and Closed dates with mileage
Parts on order (Y/N), if so obtain part#
Techline Case (if applicable # [redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA29M7[redacted]	[redacted]	13
Medina , OH ,4425		04/1 /2020	Dealer: OH087 Ken Ganley KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Rental / Loaner Provided? If so, since when: yes-offered: N/A
Dealer contacted DPSM (if needed):N
Vehicle repaired#:Y
Customer has possession: Y
Dealer Code/Selling Dealer (Y or N):Y
Original Owner (Y or N) Y
What is current Customer request (if needed)

*** Phone - Call - Outbound created on 07/17/2020 06:31:59 and created by Sarah Samples ***
wrt called [redacted] [redacted] IVM

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

*** 07/17/2020 06:33:01 ***
Closed by Sarah Samples with Resolution Code : Information Given
[Resolution Summary]

*** 07/17/2020 17:45:20 ***
Reopened by Lisa Taylor with Sub Status of Working

*** Phone - Call - Inbound created on 07/17/2020 17:45:28 and created by Lisa Taylor ***
[redacted]
1. I got a call from you all today
2. I have not had a CEL

Writer States
1. CM called OH087 got RO detail under your name
2. opened 7/1

Customer States
1. I just got this car 7/11
2. this was not even off the truck until 7/11
3. my VIN# Kndetca20m7[redacted]

Writer States
1. then wrong vehicle and owner information
2. so sorry may have been someone new at the dealership

Customer States
1. thank you

*** 07/17/2020 17:47:12 ***
Closed by Lisa Taylor with Resolution Code : Information Given
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP DHC1LG[redacted]	[redacted]	4,075
Batavia , OH ,45103		11/21/2019	Dealer: OH007 Jeff Wyler KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

Case History

Dealer : Jeff Wyler KIA
Technician : Wyatt Blevins
Service Manager : Alison Westrate
Dealer Phone :
DPSM : Scott Smith
Vehicle Model : TELLURIDE S V6 AWD AUTO
Model Year : 2020
Mileage : 4063
Initial comments by Technician found in TL Case #13705602 :

[Problem Description]
Faulty gauge cluster Customer States that while driving down the road with **CRUISE CONTROL** on the instrument panel closer restarted itself **CRUISE CONTROL** disabled and then restarted itself after the event.
found codes c162887 CAN time out cluster.

[Diagnostics Performed]
found codes c162887 CAN time out cluster. repair, by replacing gauge cluster

*** Dispatched to Queue Telluride Auto-Created Cases on 07/08/2020 01:04:08 (PST)

*** 07/08/2020 09:04:00 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Case Distribution by Ashley Lewis

*** 07/08/2020 09:04:27 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Case Distribution to Queue ZZ Mike Meadows by Ashley Lewis

*** Phone - Call - Outbound created on 07/09/2020 05:53:39 and created by Mike Meadows ***
Writer states:
1. Called customer [redacted] @ [redacted]
2. Could not leave voice mail. Mail box was full.

*** Phone - Call - Outbound created on 07/09/2020 06:01:42 and created by Mike Meadows ***
called dealer SA .Denis OH007 @ (513) 752-3447
writer states
1. introduced self needing ro info for Barbara Holbein

Customer Name [redacted]
Customer phone [redacted]
Customer address [redacted] Covington KY [redacted]
Mileage:4378
Most recent RO # [redacted]
Open date ? 06/29/2020
Closed or still open? open
Most recent Repair Issue and Diagnosis:
Customer states,while driving with cruise cluster lit up and when he took **CRUISE CONTROL** off went back to normal. was diagnosed at different dealer and brought to oh007
Repeat Repair (n). If so, how many times?:
ETA for completion of repairs (possible by end of week):
Parts on order (n). If so obtain part# order#:n/a parts already there

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC1LG[redacted]	[redacted]	4,075

Batavia , OH ,45103 11/21/2019 Dealer: OH007 Jeff Wyler KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

Rental / Loaner Provided? y.
Vehicle repaired?: n
Customer has possession?:n

*** Phone - Call - Inbound created on 07/14/2020 12:19:08 and created by Roberto Salazar ***
Customer [redacted] (owner) States:
1. Vehicle is down at OH007.
2. The Vehicles instrument cluster needs to be replaced.
3. I am making lease payments on vehicle that I cannot drive.
4. I was provided a loaner, a Sorento.
5. Requesting lease payments for the time down at the DLR.
6. Requesting a call back from Case manager.

Writer States:
1. Acknowledged and apologized.
2. Referred to WICM/OM.
3. I will document request for case manager to follow up.
4. Thank you for contacting KIA.

Customer [redacted] (owner) States:
1. Thank you.

*** Phone - Call - Outbound created on 07/15/2020 06:14:49 and created by Mike Meadows ***
Writer states:
1. Called customer, got voice mail.
2. Mailbox was full unable to leave a message.

*** Phone - Call - Outbound created on 07/15/2020 10:52:46 and created by Mike Meadows ***
called dealer SA .Robert , OH007 @ (513) 752-3447
writer states
1 introduced self needing ro info

Customer Name: [redacted]
Customer phone [redacted]
Customer address [redacted] COVINGTON KY [redacted]
Mileage:6179
Most recent RO # [redacted]
Open date 06/29/2020
Closed or still open? open
Most recent Repair Issue and Diagnosis:
Customer states, when driving with cruise instrument lights up and surge acceleration. .
Dealer states, ordered cluster had to be sent out to be calibrated and then sent back to them to be installed in vehicle.
Repeat Repair (n). If so, how many times?:
ETA for completion of repairs (a couple more days):
Parts on order (Y/N) N. If so obtain part#, order#:
Rental / Loaner Provided? y.
Vehicle repaired?: n
Customer has possession?: n

*** Phone - Call - Inbound created on 07/16/2020 09:41:08 and created by Brittney Gibson ***
[redacted] (owner) called in at [redacted]

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC1LG[redacted]	[redacted]	4,075

Batavia , OH ,45103 11/21/2019 Dealer: OH007 Jeff Wyler KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

Customer states:
1. My vehicle has been in the dealership for a month
2. I'm making payments on a vehicle I don't even have
3. Is the CM available

writer states:
1. one moment, will see if the CM is available

placed customer on hold
reached out to CM
No answer from CM
Placed customer off hold

writer states:
1.apologized
2. CM is not available
3. can note in the case for a call back

Customer states:
1. okay thank you

*** Phone - Call - Outbound created on 07/16/2020 10:19:52 and created by Mike Meadows ***
Writer called customer [redacted] @ [redacted] Owner)

Writer states:
1. introduced self, following up regarding your recent vehicle concern.

Customer states:
1. Had called back about time vehicle has been down.

Writer states:
1.Aplogized for your vehicle concerns.
2.do you have your vehichle or is it still down at OH007

Customer states:
1.Still at dealer.

writer states:
1.contacted dealer and was advised cluster has been sent for calibration should be back within a couple days.

cust states:
1. states ongoing issue when this started he took to a different dealer. Now had to take to OH007 and full process has taken about a month.
2. Wants KIA to help with his lease payment.
3. States paying for a vehicle he can not even drive.

Writer states:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC1LG[redacted]	[redacted]	4,075

Batavia , OH ,45103 11/21/2019 Dealer: OH007 Jeff Wyler KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

1.gave case# and contact info.
2.advised will be Escalating case to ECR allow 2-3 business days for contact.

customer states:
1. ok thank you.

*** Note - Others created on 07/16/2020 10:24:30 and created by Myra Davis ***
Vehicle Down 10+ Days
Forwarding to ECR.
1. customer states issues with **CRUISE CONTROL** , dash light cluster. Wants KIA to pay his lease payment. States he is paying for vehicle he can not use.
2. OH007 states ordered cluster and has sent to be calibrated waiting to get back for install.
3. DPSM has been advised.
4. Dispatching because vehicle has been down over 10+ days.
5. Please review and follow up accordingly.

<For Internal Use Only
approved MDavis>

*** 07/16/2020 16:00:32 ***
Dispatched from WIPBin = Default to Queue Central Region ECR by Myra Davis
Reason:

*** 07/17/2020 05:34:46 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Central Region ECR to WIPBin 2. Central by Kayla Erwin

*** 07/17/2020 06:51:04 (GMT-05:00) Eastern Time (US & Canada) ***
Case moved into WIPBin 2. Central and Sub Status of Working

*** 07/17/2020 09:52:09 (GMT-05:00) Eastern Time (US & Canada) ***
Assigned to WIPBin Default of Ronee Short by Kayla Erwin
Reason:

*** Note - Others created on 07/21/2020 10:56:28 (GMT-05:00) Eastern Time (US & Canada) and created by Kayla Erwin ***
Call to Action:
1.) Customer has inquired with the BBB for dashlights being on.
2.) Customer is requesting the vehicle to be replaced.
3.) BBB Case Number is [redacted] (Documents attached to the case).
4.) Please evaluate the case and work towards resolution.

Dispatching to ECR for further case handling.

*** 07/21/2020 10:57:20 (GMT-05:00) Eastern Time (US & Canada) ***
Assigned to WIPBin Default of Ronee Short by Kayla Erwin
Reason:

*** Phone - Call - Outbound created on 07/21/2020 16:51:45 and created by Ronee Short ***
Writer called customer at [redacted] and receives message stating:
"...the mailbox is full and cannot accept any messages at this time. Goodbye."

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC1LG[redacted]	[redacted]	4,075

Batavia , OH ,45103 11/21/2019 Dealer: OH007 Jeff Wyler KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

*** 07/21/2020 16:54:42 ***
Email is sent on 07/21/2020 16:53:58 by Ronee Short
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 07/21/2020 16:53:58 and created by Ronee Short ***
Writer sends customer an e-mail stating:

Dear [redacted] My name is Ronee Short. I am an Escalated Case Representative with Kia Consumer Affairs. I just tried to reach you regarding the gauge control concern in your 2020 Telluride S. If you still need assistance please feel free to call me directly at my number below, or simply reply to this email. Thank you! Sincerely, Ronee S Kia Consumer Affairs Escalated Case Representative Kia Motors America, Inc. PO Box 52410 Irvine, CA 92619-2410 T (520) 274-1158 E Rshort@kiaconsumeraffairs.com

07/22/2020 09:02:38
Email is received on 07/22/20 09:02:29 from [redacted]

*** Email - External Email Received created on 07/22/2020 09:02:36 and created by Ronee Short ***
Customer sends writer an e-mail stating:
I have filed a complaint with the BBB Auto Line about this vehicle. Dash clusters very dangerous when it happened the telluride started accelerating this telluride has less then 4K on it and has been in the shop almost 30 days. I want a replacement telluride I do not feel safe driving this. Also I have made Two lease payments on a car that was broke down. So what can you do for me?? Thanks, [redacted]

Sent from my iPhone

*** Note - Others created on 07/23/2020 14:36:51 and created by Victoria Haisley ***
Customer filed claim [redacted] with the BBB on 7/23/20 requesting "to have the vehicle replaced."

ECA attaching BBB docs to case.

*** 07/24/2020 17:05:33 ***
Email is sent on 07/24/2020 17:05:10 by Victoria Haisley
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 07/24/2020 17:05:10 and created by Victoria Haisley ***
Good afternoon,

This is Victoria at Kia Motors America. I'm sorry to hear about the concerns you are having with your 2020 Kia Telluride. Please be advised that we are in receipt of your claim with the BBB. As such, your case has been escalated to my attention, and I would like to be of further assistance to you. I will review all information received from yourself and/or the dealer and contact you to further discuss.

In the interim, please feel free to respond here with any questions or concerns you may have. You are also welcome to call or fax me using my direct contact information, listed below.

Thank you for your feedback and the opportunity to assist,

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC1LG[redacted]	[redacted]	4,075

Batavia , OH ,45103 | 11/21/2019 | Dealer: OH007 Jeff Wyler KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

Victoria H.
Kia Motors America
Phone: (949) 468-4551
Fax: (949) 299-3209

*** Email - External Email Sent created on 07/29/2020 17:28:01 and created by Victoria Haisley ***
ECA requested copies of ROs from OH007.

*** Phone - Call - Outbound created on 08/05/2020 09:06:21 and created by Victoria Haisley ***
ECA contacted [redacted] at [redacted]

ECA states:
1. Introduced self
2. Apologized for inconveniences with the service of vehicle
3. Certainly not the ownership experience we wish for cust so early into ownership

Cust states:
1. I always lease cars and never had problems so early at 4,000 miles

ECA states:
1. Understood and apologized
2. Asked how vehicle has been performing since picking it up

Cust states:
1. I just picked it up
2. Haven't used the **CRUISE CONTROL** yet
3. Actually going on a road trip soon, so I will see how it does
4. About 300 miles each way
5. Dealer just drove it around the lot

ECA states:
1. Asked when cust returns from trip

Cust states:
1. Tuesday

ECA states:
1. Asked if cust would be interested in seeing how veh does on trip
2. If all goes well, ECA could offer a number of car payments as a goodwill gesture

Cust states:
1. Yeah that's something that we could explore
2. Want to see how it does on the trip first

ECA states:
1. Understood
2. ECA will f/u with cust next week

Cust states:
1. Okay thanks
2. Can you send me an email with your contact info?

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC1LG[redacted]	[redacted]	4,075

Batavia , OH ,45103 11/21/2019 Dealer: OH007 Jeff Wyler KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

ECA states:
1. Of course
2. Confirmed cust's email address
3. Asked if cust has any other questions or concerns for ECA at this time

Cust states:
1. No

ECA states:
1. Thanked for cust's patience as we work towards resolution
2. Will be in touch
3. Have a nice day

Cust thanked

*** 08/05/2020 17:09:57 ***
Email is sent on 08/05/2020 17:09:51 by Victoria Haisley
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 08/05/2020 17:09:51 and created by Victoria Haisley ***
Hello,

Thank you for taking the time to speak with me today regarding your case with your 2020 Telluride. Per our conversation, I will follow up with you next week to see how your vehicle performed on your trip. If all goes well and you are satisfied with your vehicle, we can offer you the value of six car payments for the inconveniences with the service of your vehicle early into ownership.

Please do not hesitate to contact me with any questions or concerns in the interim.

Sincerely,

Victoria H.
Kia Motors America, Inc
Consumer Affairs
Phone: 949-468-4551
Fax: 949-299-3209

*** 08/12/2020 17:34:30 ***
Email is sent on 08/12/2020 17:33:12 by Victoria Haisley
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 08/12/2020 17:33:12 and created by Victoria Haisley ***
Good afternoon,

I hope you are well. I wanted to touch base with you regarding your 2020 Telluride. How has the vehicle been performing for you since picking it up from the dealer, specifically during your trip?

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC1LG[redacted]	[redacted]	4,075

Batavia , OH ,45103 11/21/2019 Dealer: OH007 Jeff Wyler KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

Thank you,

Victoria H.
Kia Motors America, Inc
Consumer Affairs
Phone: 949-468-4551
Fax: 949-299-3209

08/12/2020 19:50:03
Email is received on 08/12/20 19:49:58 from [redacted]

*** Email - External Email Received created on 08/12/2020 19:50:01 and created by Victoria Haisley ***
Victoria,
No issues on this trip I would agree with the value of 10 car payments since it does qualify for the Ohio lemon law for replacement . Let me know your decision. Thanks, [redacted]
Sent from my iPhone

*** 08/13/2020 14:56:02 ***
Email is sent on 08/13/2020 14:49:45 by Victoria Haisley
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 08/13/2020 14:49:45 and created by Victoria Haisley ***
Good afternoon,

Awesome, I'm glad to hear that you haven't experienced the concern again. In the interest of reaching of amicable resolution to your case, I could offer to meet you in the middle at eight car payments. Please let me know if you would like to accept and if so, I will send over the Settlement Agreement form.

Sincerely,

Victoria H.
Kia Motors America, Inc
Consumer Affairs
Phone: 949-468-4551
Fax: 949-299-3209

08/13/2020 16:46:55
Email is received on 08/13/20 16:46:48 from [redacted]

*** Email - External Email Received created on 08/13/2020 16:46:52 and created by Victoria Haisley ***
I agree thank you!

Sent from my iPhone [redacted]

*** 08/13/2020 17:04:36 ***
Email is sent on 08/13/2020 17:01:25 by Victoria Haisley
To: [redacted]

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC1LG[redacted]	[redacted]	4,075

Batavia , OH ,45103 11/21/2019 Dealer: OH007 Jeff Wyler KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]
Attachments:
Henderson - Settlement Agreement.pdf

*** Email - External Email Sent created on 08/13/2020 17:01:25 and created by Victoria Haisley ***
Hello,

My pleasure! Please return a signed copy of the attached Settlement Agreement via email or fax. Once returned, it can take up to 45 days to receive the check in the mail.

Thank you and please let me know if you have any additional questions or concerns.

Sincerely,

Victoria H.
Kia Motors America, Inc
Consumer Affairs
Phone: 949-468-4551
Fax: 949-299-3209

08/13/2020 18:00:16
Email is received on 08/13/20 18:00:08 from [redacted]
Attachments:
Claimant hereby agrees to indemnify, defend, and hold harmless Kia from all loss, cost, claim or expense (including but (1).pdf

*** Email - External Email Received created on 08/13/2020 18:00:11 and created by Victoria Haisley ***
Blank email

*** 08/14/2020 14:19:08 ***
Email is sent on 08/14/2020 14:17:50 by Victoria Haisley
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 08/14/2020 14:17:50 and created by Victoria Haisley ***
Hello,

Thank you, I have received your signed documents and have accordingly submitted the check request. You will be notified via email once the check has been issued and is being placed in the mail to your attention.

Thank you for your patience as we worked towards a resolution.

Sincerely,

Victoria H.
Kia Motors America, Inc
Consumer Affairs
Phone: 949-468-4551

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP DHC1LG[redacted]	[redacted]	4,075
Batavia , OH ,45103		11/21/2019	Dealer: OH007 Jeff Wyler KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

Fax: 949-299-3209

08/14/2020 14:52:29
Email is received on 08/14/20 14:52:23 from [redacted]

*** Email - External Email Received created on 08/14/2020 14:52:27 and created by Victoria Haisley ***
Thank you Victoria!

Sent from my iPhone

*** 08/14/2020 15:04:48 ***
Goodwill #: 180063 Submitted

*** 09/08/2020 17:16:55 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 09/08/2020 17:16:55 (GMT-08:00) Pacific Time (US & Canada) by Siebel System - Auto Message
To: [redacted]
Cc: [redacted]
Title: Update from Kia, Case # [redacted]

Dear [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

*** 09/28/2020 17:48:40 ***
Closed by Victoria Haisley with Resolution Code : Goodwill Issued
[Resolution Summary]
Check issued 9/9/20.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP54HCXLG[redacted]	[redacted]	2,009
,	,	03/24/2020	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Product
Kia Case Type Lvl3: Spec
Kia Case Type Lvl4: Convenience

Case History

*** 07/14/2020 10:53:11 ***
Contact = [redacted] Priority = Standard, Sub Status = Dispatched

*** 07/14/2020 10:53:11 ***
Web - Note created on 07/14/2020 10:53:11 and created by [redacted]
I have had three Sorentos and now have a new Telluride. While I love the overall vehicle, have found a couple of items that do not thrill me a lot.

First is the **SMART CRUISE CONTROL**. Loved the one on the Sorento but you have changed it to eliminate the possibility of turning it off by holding the button all the way down while approaching another vehicle and yet not totally disengaging. Now it goes to just the slowest setting only and has eliminated that option for me. I am fully aware of how far the vehicle in front of me is and when I need to either change lanes or put my foot on the brake.. Always greatly appreciated the old version and would have seriously considered my purchase more carefully if I had known that up front as I travel interstates quite frequently.

Second aspect is the ISG system. I have driven other rental vehicles that had it and it absolutely drives my nuts at traffic signals etc. Your owners manual on page 5-50 states that disconnecting the AGM battery will disable that function unless it is calibrated again. My dealer disconnected my battery for over half hour to no avail. WHY NOT???

Thank you for your reply to this query.....Jack

*** 07/16/2020 07:09:18 ***
Accepted from Queue eWebSupport to WIPBin 0. Default by Kayla Harlow

*** 07/16/2020 13:27:12 ***
Email is sent on 07/16/2020 13:26:37 by Kayla Harlow
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 07/16/2020 13:26:37 and created by Kayla Harlow ***
Dear [redacted]

Good morning. We have received your online contact regarding your new Kia Telluride. We appreciate you taking the time to provide your input. We will forward this feedback to the appropriate offices within Kia. Please let us know if you have any questions. We can be reached by dialing 1-800-333-4542 (options 2, 5) and reference case # [redacted]
Thank you for being the best part of Kia!

Sincerely,
Kia Motors America

*** 07/16/2020 13:28:26 ***
Closed by Kayla Harlow with Resolution Code : Information Given
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP24HC2LG[redacted]	[redacted]	44,030
Delray Beach FL 33483		03/15/2019	Dealer: FL152 KIA Delray	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Devices(Keys; ECU; ISG)

Case History

Dealer : KIA Delray
Technician : MACKENSON CELESTIN
Service Manager : Vincent Cajano
Dealer Phone :
DPSM : Nick Verna
Vehicle Model : TELLURIDE LX V6 FWD AUTO
Model Year : 2020
Mileage : 40899
Initial comments by Technician found in TL Case #13716076 :

[Problem Description]
CUSTOMER STATES AFTER DRIVING FOR A WHILE WITH **CRUISE CONTROL** ON THE WARNING SYSTEM DISENGAGED THE CRUISE AND SAID THERE IS AN ISSUE THE FRONT COLLISION WARNING SYSTEM / RADAR BLOCKAGE AND THE HIGH BEAM ARE NOT WORKING.

[Diagnostics Performed]
VERIFIED CUSTOMERS CONCERN, SCANNED VEHICLE AND FOUND NO DTC PRESENT. I FOUND MULTI-FUNCTION CAMERA PLASTIC COVER HANGING, RE-SECURER THE COVER, CLEANED WINDSHIELD, PERFORMED MULTI-FUNCTION CAMERA CALIBRATION AND PROBLEM STILL PRESENT PLS ADVISE.

*** Dispatched to Queue Telluride Auto-Created Cases on 07/17/2020 01:04:09 (PST)

*** 07/17/2020 07:30:53 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Case Distribution by Ashley Lewis

*** 07/17/2020 07:32:18 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Case Distribution to Queue ZZ Mike Meadows by Ashley Lewis

*** Phone - Call - Outbound created on 07/17/2020 12:11:16 and created by Mike Meadows ***
Called customer [redacted] @ [redacted]
Customer Call - Standard Resolution:
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. Provided case #[redacted] and writer's contact information 8003334542 ext 27178
4. Requested callback if additional assistance is needed.

*** Phone - Call - Outbound created on 07/17/2020 12:17:14 and created by Mike Meadows ***
Dealer Call - FL152 @ (561) 637-5500 Voicemail left
No answer, left voicemail.
Writer states:
1. KCAC calling in regards to customer concern.
2. Provided customer's information and last 8 of VIN.
3. Provided case #[redacted] and writer's contact information. 8003334542 ext 27178
4. Requested callback for assistance

*** Phone - Call - Outbound created on 07/21/2020 05:10:00 and created by Mike Meadows ***

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP24HC2LG[redacted]	[redacted]	44,030
Delray Beach FL 33483		03/15/2019	Dealer: FL152 KIA Delray	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Devices(Keys; ECU; ISG)

Called customer [redacted] @ [redacted]
Customer Call - Standard Resolution:
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. Provided case #[redacted] and writer's contact information 8003334542 ext 27178
4. Requested callback if additional assistance is needed.

*** Phone - Call - Outbound created on 07/21/2020 05:30:21 and created by Mike Meadows ***
called dealer SA Jennifer. FL152 @ (561) 637-5500
writer states
1 introduced self needing ro info

Customer Name:[redacted]
Customer phone [redacted]
Customer address:7824 PENWOOD CT LAKE WORTH FL 33467
Mileage:40888
Most recent RO #:255415
Open date ? 07/17
Closed or still open? open
Most recent Repair Issue and Diagnosis:
Customer states, after driving with cruise extended period of time 1-2 hrs gets warning radar disengaged the cruise shuts down. gets message forward collision radar inop. high beams not working after driving for a while.
Dealer states, tech drove to west palm and back could not duplicate. had to order multifunction carmera plastic cover for windshield and both front lamp assembly.
Repeat Repair (n). If so, how many times?:
ETA for completion of repairs (n/a):
Parts on order (Y/N) y. If so obtain part#96032s9000 est 08/2 order# ws715, headlamps 92101s9000,92102s9000, order#:c720a.
Rental / Loaner Provided? y
Vehicle repaired?: n
Customer has possession?: n

*** Phone - Call - Outbound created on 07/22/2020 12:04:20 and created by Mike Meadows ***
Customer Call - [redacted] @ [redacted] Standard Resolution:

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. Provided case #[redacted] and writer's contact information 800-333-4542 EXT 27178.

4. Requested callback if additional assistance is needed.

*** Phone - Call - Outbound created on 07/28/2020 05:57:30 and created by Mike Meadows ***
Called customer [redacted] @ [redacted]
Customer Call - Standard Resolution:

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP24HC2LG[redacted]	[redacted]	44,030
Delray Beach FL 33483		03/15/2019	Dealer: FL152 KIA Delray	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Devices(Keys; ECU; ISG)

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. Provided case #13721032 and writer's contact information 8003334542 ext 27178
4. Requested callback if additional assistance is needed.

*** Phone - Call - Outbound created on 07/31/2020 10:12:01 and created by Mike Meadows ***
Called customer [redacted] @ [redacted]
Customer Call - Standard Resolution:
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. Provided case #13721032 and writer's contact information 8003334542 ext 27178
4. Requested callback if additional assistance is needed.

*** Phone - Call - Outbound created on 08/05/2020 08:24:01 and created by Mike Meadows ***
called dealer SA FL152 @ (561) 637-5500
writer states
1 introduced self needing ro update

Customer Name: [redacted]
Gave last 8 of vin#

dealer states:
1. customers repairs completed. parts ordered and installed,
2. ro closed out 7/28 and customer has vehicle.

Writer states:
1. Ok, Thank you!

*** Phone - Call - Inbound created on 08/05/2020 08:30:50 and created by Mike Meadows ***
Called customer [redacted] @ [redacted]
Customer Call - Standard Resolution:
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. Provided case #13721032 and writer's contact information 8003334542 ext 27178
4. Requested callback if additional assistance is needed.

*** 08/05/2020 08:33:45 ***
Email is sent on 08/05/2020 08:33:18 by Mike Meadows
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 08/05/2020 08:33:18 and created by Mike Meadows ***
Writer states.
1. Sending call me letter email after no contact with customer.
1. Dealer confirmed repaired and customer has vehicle.

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP24HC2LG[redacted]	[redacted]	44,030
Delray Beach FL 33483		03/15/2019	Dealer: FL152 KIA Delray	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Devices(Keys; ECU; ISG)

*** 08/05/2020 08:35:45 ***
Closed by Mike Meadows with Resolution Code : Repaired at Dlr
[Resolution Summary]

*** 08/13/2020 06:10:05 ***
Reopened by Mike Meadows with Sub Status of Working

*** Phone - Call - Inbound created on 08/13/2020 06:12:41 and created by Mike Meadows ***
Writer received call (voice mail) from [redacted] @ [redacted]

Customer states:
1. got vehicle back about a week and a half ago.
2. took a trip for 5 days and still has a computer problem.
3. had set cruise and it shuts off gets errors front collision avoidance shut off due to radar blocked.
4. drive for a while and it did same thing again.
5. Turned vehicle off for 5-10 minutes and it reset itself and was able to drive for a while longer without having the errors.

*** Phone - Call - Outbound created on 08/13/2020 06:19:24 and created by Mike Meadows ***
Called customer [redacted] @ [redacted]
Customer Call - Standard Resolution:
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, need to bring back to dealer service if still having issues.
3. Provided case #[redacted] and writer's contact information 8003334542 ext 27178
4. Requested callback if additional assistance is needed.

*** Phone - Call - Outbound created on 08/17/2020 06:22:10 and created by Mike Meadows ***
Called customer [redacted] @ [redacted]
Customer Call - Standard Resolution:
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, need to bring back to dealer service if still having issues.
3. Provided case #[redacted] and writer's contact information 8003334542 ext 27178
4. Requested callback if additional assistance is needed.

*** Phone - Call - Outbound created on 08/19/2020 08:04:42 and created by Mike Meadows ***
Called customer [redacted] @ [redacted]
Customer Call - Standard Resolution:
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, need to bring back to dealer service if still having issues.
3. Provided case #[redacted] and writer's contact information 8003334542 ext 27178
4. Requested callback if additional assistance is needed.

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP24HC2LG[redacted]	[redacted]	44,030

Delray Beach FL 33483 03/15/2019 Dealer: FL152 KIA Delray

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Devices(Keys; ECU; ISG)

*** Phone - Call - Outbound created on 08/21/2020 13:12:06 and created by Mike Meadows ***
Called customer [redacted] @ [redacted]
Customer Call - Standard Resolution:
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, need to bring back to dealer service if still having issues.
3. Provided case # [redacted] and writer's contact information 8003334542 ext 27178
4. Requested callback if additional assistance is needed.

*** Phone - Call - Outbound created on 08/27/2020 12:46:53 and created by Mike Meadows ***
Called customer [redacted] @ [redacted]
Customer Call - Standard Resolution:
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, need to bring back to dealer service if still having issues.
3. Provided case # [redacted] and writer's contact information 8003334542 ext 27178
4. Requested callback if additional assistance is needed.

*** Phone - Call - Outbound created on 09/02/2020 08:24:13 and created by Mike Meadows ***
Called customer [redacted] @ [redacted]
Customer Call - Standard Resolution:
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, need to bring back to dealer service if still having issues.
3. Provided case # [redacted] and writer's contact information 8003334542 ext 27178
4. Requested callback if additional assistance is needed.

*** 09/02/2020 08:25:26 ***
Email is sent on 09/02/2020 08:25:16 by Mike Meadows
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case# [redacted]

*** Email - External Email Sent created on 09/02/2020 08:25:16 and created by Mike Meadows ***
Your Case Number: [redacted]
VIN: 5XYP24HC2LG[redacted]

Dear [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 (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.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP24HC2LG[redacted]	[redacted]	44,030

Delray Beach FL 33483 03/15/2019 Dealer: FL152 KIA Delray

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Devices(Keys; ECU; ISG)

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]

*** 09/02/2020 08:25:50 ***
Closed by Mike Meadows with Resolution Code : Referred to Dlr
[Resolution Summary]

*** 09/10/2020 06:02:07 (GMT-07:00) Arizona ***
Reopened by William Bushong with Sub Status of Working

*** 09/10/2020 06:04:07 (GMT-07:00) Arizona ***
Closed by William Bushong with Resolution Code : Referred to Dlr
[Resolution Summary]

*** 09/10/2020 06:07:34 (GMT-07:00) Arizona ***
Reopened by William Bushong with Sub Status of Working

*** Phone - Call - Inbound created on 09/10/2020 06:11:01 (GMT-07:00) Arizona and created by William Bushong ***
service manager Vincent Cajano FL152

dealer states
1. this car has been down for a while
2. we are trying to get a FTS
3. we need help to get this cust back in the car
4. we are getting no where

writer states
1. looks like this cust never answers their phone
2. what is their phone number?

dealer states
1. [redacted] and [redacted]

writer states
1. we will reach out to the cust

*** Phone - Call - Outbound created on 09/17/2020 10:13:54 (GMT-07:00) Arizona and created by William Bushong ***

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP24HC2LG[redacted]	[redacted]	44,030
Delray Beach FL 33483		03/15/2019	Dealer: FL152 KIA Delray	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Devices(Keys; ECU; ISG)

*** left cust voicemail [redacted] ***
writer states
1. apologized
2. calling to follow up with your concerns
3. Gave 800#, case#, and writer Ext.
4. if you have questions feel free to call back

*** Phone - Call - Outbound created on 09/17/2020 10:15:13 (GMT-07:00) Arizona and created by William Bushong ***
*** called cust, no answer, no option for vm [redacted] ***

*** Phone - Call - Outbound created on 09/17/2020 10:17:32 (GMT-07:00) Arizona and created by William Bushong ***
service manager Vincent Cajano FL152

writer states
1. we are unable to reach this cust

dealer states
1. the cust may have the number blocked
2. the FTS is scheduled to be here tomorrow

*** 09/17/2020 10:20:15 (GMT-07:00) Arizona ***
Email is sent on 09/17/2020 10:20:05 by William Bushong
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 09/17/2020 10:20:05 (GMT-07:00) Arizona and created by William Bushong ***
Your Case Number: [redacted]
VIN: 5XYP24HC2LG[redacted] Dear [redacted] Thank you for the opportunity to address your concerns. At this time, your case will be escalated for additional review and you will get a call back in 2 to 3 business days with an updated status.If you have any questions in the meantime, please feel free to contact the Kia Consumer Assistance Center at (800) 333-4542, please 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 working with Kia Motors America regarding the concern with your vehicle.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].----------
-

*** Note - Others created on 09/17/2020 10:21:01 (GMT-07:00) Arizona and created by William Bushong ***
*** Call to Action ECR ***

Forward to ECR

1. Cust vehicle down at dealer for more than 60 days

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP24HC2LG[redacted]	[redacted]	44,030
Delray Beach FL 33483		03/15/2019	Dealer: FL152 KIA Delray	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Devices(Keys; ECU; ISG)

2. FL152 says a FTS will be visiting
3. Dispatching for review and follow up

*** 09/17/2020 10:23:50 (GMT-07:00) Arizona ***
Dispatched from WIPBin = Working to Queue Southern Region ECR by William Bushong
Reason: FTS visiting dealer, car down 60 days

*** 09/18/2020 05:09:48 ***
Accepted from Queue Southern Region ECR to WIPBin Southern ECR by Tracey Icenhour

*** 09/18/2020 06:35:38 ***
Case moved into WIPBin Southern ECR and Sub Status of Working

*** 09/18/2020 06:36:07 ***
Assigned to WIPBin Inbox of Melissa Hight by Tracey Icenhour
Reason:

09/18/2020 12:17:35
Email is received on 09/18/20 12:17:26 from [redacted]

*** Email - External Email Received created on 09/18/2020 12:17:33 and created by Melissa Hight ***
Mike Meadows, yes I would like to communicate with you but never have been able to reach you by phone. We Love the Telluride but are becoming very frustrated and unhappy with the Kia Service. Out Telluride has been in the shop numerous times for the same problems. Local techs cannot figure it out and according to them, factory techs have ordered them to take no action unless they can duplicate the problems we have complained about. Each time we have taken the car into the shop they keep it for one to two weeks and give it back but no corrections done. We are now in the third week with my car sitting in the dealership service lot with nothing being done. As it is a safety problem, service mgr Vince has stated he will not release the car to me until he is satisfied it is fixed. But no work is being done. Under Florida's Lemon Law, my car qualifies as a lemon. I am on the verge of hiring an attorney to file a lawsuit against Delray Kia and Kia Corp. I feel if they can't fix it then give me a new Telluride in place of it. Something has to be done and done very soon or the legal work shall start. If you can't get me by phone, send a text or an email. SOON!!! THANKS.Sent from my Samsung Galaxy smartphone.

*** Phone - Call - Outbound created on 09/22/2020 12:01:11 and created by Melissa Hight ***
wtr called cust @ [redacted]

no answer - left VM
wtr states
1. Introduced self as ECR
2. Advised wtr following up on case wtr received for review
3. Provided case # and wtr phone
4. Advised wtr will be contacting dlr for more info and will follow up

*** Phone - Call - Outbound created on 09/22/2020 12:02:25 and created by Melissa Hight ***
wtr called SVCM FL152 @ (561) 262-5555

no answer - left VM
wtr states
1. Introduced self as ECR

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP24HC2LG[redacted]	[redacted]	44,030
Delray Beach FL 33483		03/15/2019	Dealer: FL152 KIA Delray	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Devices(Keys; ECU; ISG)

2. Advised wtr following up regarding cust veh
3. Provided last of VIN, cust name, case #
4. Request if cust has picked up veh or if dlr has been successful at duplicating cust concern

*** Email - Internal Email Sent created on 09/22/2020 12:07:04 and created by Melissa Hight ***
wtr emailed SVCM FL152 @ vcajano@kiadelray.com

wtr states
1. Provided cust name/VIN
2. Advised wtr can see T/L notes updated 9/10 with no further update
3. Request update once available

*** 09/22/2020 12:09:51 ***
Email is sent on 09/22/2020 12:09:30 by Melissa Hight
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 09/22/2020 12:09:30 and created by Melissa Hight ***
Dear [redacted]
I attempted to reach you by phone today regarding your case which has been escalated to me for review. I contacted you to introduce myself and to further discuss your case. I will be reaching out to the dealership(s) involved to gather the necessary information to review your request, and I will follow up with you accordingly. If you would kindly let me know your preferred method of communication and your availability to speak with me, I will be happy to follow up with you.
Sincerely,
Melissa
520.274.1103
Kia Motors America

09/23/2020 04:54:46
Email is received on 09/23/20 04:54:39 from [redacted]

*** Email - External Email Received created on 09/23/2020 04:54:43 and created by Melissa Hight ***
Thank you for responding. I do believe the best communications will be by text msg. Unless I have your phone and you call from same number each time that also could work. I get so many robo calls and scam or fraud calls I no longer answer if I don't recognize the number. If you can give me your direct number I will program it into my phone along with your name and then when you call I can see who it is and I will answer. But yes, we do need to talk as I would prefer to get this resolved without going thru the court system. Thanks again for contacting me and I will be waiting to hear from you.Sent from my Samsung Galaxy smartphone.

*** 09/23/2020 06:06:24 ***
Email is sent on 09/23/2020 06:04:31 by Melissa Hight
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 09/23/2020 06:04:31 and created by Melissa Hight ***
Dear [redacted]

I do call from the same number, so that will be fine. I always try to put my number under my name in my email. It is

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP24HC2LG[redacted]	[redacted]	44,030
Delray Beach FL 33483		03/15/2019	Dealer: FL152 KIA Delray	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Devices(Keys; ECU; ISG)

520.274.1103. Please let me know when would be a good time and I will be happy to follow up with you. Thank you!

Sincerely,
Melissa
520.274.1103
Kia Motors America

*** Phone - Call - Outbound created on 09/24/2020 08:02:17 and created by Melissa Hight ***
wtr called cust @ [redacted]

no answer - left VM
wtr states
1. Introduced self as ECR
2. Advised wtr is sending case for additional review
3. Provided case #
4. Advised new case manager will follow up with cust by email most likely
5. Advised cust should receive contact from new case manager no later than next Wed

*** Phone - Call - Outbound created on 09/24/2020 08:05:41 and created by Melissa Hight ***
wtr called SVCM FL152 @ (561) 262-5555

no answer - left VM
wtr states
1. Introduced self as ECR
2. Advised wtr is sending cust case on for additional review and additional testing may be requested
3. Provided cust name/case #
4. Advised wtr wanted to make SVCM aware
5. Thank you

*** 09/24/2020 08:08:57 ***
Email is sent on 09/24/2020 08:08:37 by Melissa Hight
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 09/24/2020 08:08:37 and created by Melissa Hight ***
Dear [redacted]
I wanted to follow up with you and let you know I am sending your case to another department for additional review. Please allow 2-3 business days for follow up. Thank you.
Sincerely,
Melissa
520.274.1103
Kia Motors America

*** 09/24/2020 08:09:26 ***
Dispatched from WIPBin = 4. Thursday to Queue Southern Region Admin by Melissa Hight
Reason:

09/24/2020 13:28:58
Email is received on 09/24/20 13:28:49 from [redacted]

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP24HC2LG[redacted]	[redacted]	44,030

Delray Beach FL 33483 03/15/2019 Dealer: FL152 KIA Delray

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Devices(Keys; ECU; ISG)

*** 09/28/2020 16:41:13 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue = Southern Region Admin to WIPBin default

*** Email - External Email Received created on 09/24/2020 13:28:55 (GMT-08:00) Pacific Time (US & Canada) and created by Ariston Crane ***
Thanks, Melissa. As far as I know it has been back at the dealership for the umteenth time and has been there since September 1 or 2 and nothing has been done to it since factory techs don't know what to have dealership techs do to take care of the problem but yet we have to make our monthly paymentsbto Kia Finance even though we have no use of the car. It is very frustrating.Sent from my Samsung Galaxy smartphone

*** Email - External Email Sent created on 09/29/2020 15:28:02 (GMT-08:00) Pacific Time (US & Canada) and created by Ariston Crane ***
From: Crane, Ariston [KMA]
Sent: Tuesday, September 29, 2020 3:27 PM
To: [redacted] <[redacted]
Subject: [redacted] / Case# [redacted] / 2020 Kia Telluride LX / 5XYP24HC2LG[redacted]

Good afternoon [redacted]

My name is Ariston and I'm your new case manager as your case has been recently escalated to my attention as I understand you were previously working with Melissa regarding your case with Kia Motors America (KMA). It's my understanding that you're having current vehicle concerns with "when **CRUISE CONTROL** is on the warning system disengaged the **CRUISE CONTROL** and said there is an issue with front collision warning system / radar blockage and high beam assist are not working."

Additionally, I see your vehicle has been brought in to Kia Delray and that you've also requested out of this vehicle as this is something that I can review for. I'll need copies of your financed sales contract, vehicle registration & repair orders from your service visits to Kia Delay (and copies of any repair orders from Greico Kia as Kia Delray has taken their place). In the interim, I too will be in contact with Kia Delray for copies of repair orders, as Kia Delray might not be able to provide me with a copy of the sales contract from the previously dealer (Greico Kia).

Once I've received copies of these documents I'll need a few business days to review your case and should have an update for you shortly thereafter regarding how we'll proceed. Let me know if you happen to have any questions.

Thank you,

Ariston Crane | Sr. Escalated Case Administrator

Kia Motors America, Inc.
111 Peters Canyon Rd, Irvine, CA 92606
T (949) 468-1889 F (949) 299-3206 E ACrane@kiausa.com

*** Note - Others created on 09/29/2020 15:38:15 (GMT-08:00) Pacific Time (US & Canada) and created by Ariston Crane ***
SECA contacted FL152 requesting copies of RO's & sales contract
1) provided cust name and VIN, DPSM notified
2) Also requesting latest veh update, cust says veh down
3) Aware dlr tech was working with TL, last activity was from T/L agent on 9/10/20
4) Is veh repaired? Is veh ready for cust to pick up? What's being done? Please advise asap

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP24HC2LG[redacted]	[redacted]	44,030

Delray Beach FL 33483 03/15/2019 Dealer: FL152 KIA Delray

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Devices(Keys; ECU; ISG)

*** Email - External Email Received created on 10/06/2020 17:33:59 (GMT-08:00) Pacific Time (US & Canada) and created by Ariston Crane ***
From: [redacted] <[redacted]
Sent: Tuesday, September 29, 2020 4:39 PM
To: Crane, Ariston [KMA] <ACrane@Kiausa.com>
Subject: Re: [redacted] / Case# [redacted] / 2020 Kia Telluride LX / 5XYP24HC2LG[redacted]

Thank you for your assistance. I will work on getting that paperwork for you in the morning.
Also, we love our car. I have had 4 Cadillacs, 2 Expeditions, A Lincoln Town car amongst numerous other vehicles. I traded a Sorrento, 2012 with 240000 miles. We loved it. When we first saw the Telluride's being advertised we were looking to get a new Sorrento but fell in love with the Telluride and bought ours the 2nd week the dealers were taking delivery. We love it. Unfortunately the problems you stated have happened frequently along with other problems such as the alarm going off even when the alarm was not set. That happened several times including in the middle of the night as well as three times when we were in restaurants looking out the window at our car. The last problem has been when driving in heavy traffic on multi lane city streets at about 35 to 40 mph, the rear brakes suddenly locked up, the steering wheel was jerked from drivers hand and the vehicle slid into the lane to our right almost causing an accident and also almost getting us rear ended. The engine also stalled when the car stopped. This is a definite safety hazard and we were at a point we did not want to drive it. We took it back to Delay Kia on September 1st and it is still there. We would love to get it back if it is properly fixed. If not, then we would be interested it getting a different Telluride without these kind of problems. Thanks for hearing our situation and hopefully we can get this settled very soon. Yes, the dealer has provided us a rental at no expense to us but a Chevy Equinox is definitely not my Telluride.

*** Note - Others created on 10/06/2020 17:36:51 (GMT-08:00) Pacific Time (US & Canada) and created by Ariston Crane ***
SECA rec'd veh update & RO's from SVCM Vince at FL152 on 9/30/20
VInce sts
1) Veh is here, CND cust concerns
2) Cust says they don't want to accept veh back as it's unsafe
3) We ordered a front camera radar sensor, part will arrive 10/1

*** Note - Others created on 10/06/2020 17:40:28 (GMT-08:00) Pacific Time (US & Canada) and created by Ariston Crane ***
SECA also received copy of sales contract on 9/30/20

*** Email - External Email Received created on 10/08/2020 15:49:52 (GMT-08:00) Pacific Time (US & Canada) and created by Ariston Crane ***
From: [redacted] <[redacted]
Sent: Tuesday, October 6, 2020 10:37 AM
To: Crane, Ariston [KMA] <ACrane@Kiausa.com>
Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride LX / 5XYP24HC2LG[redacted]

Mr. Crane,
Just to make you aware, Delray Kia put a new Radar system in my Telluride last week. I picked up the car Friday afternoon. So far, everything appears to be working. Tomorrow we leave on a short trip to the other side of Florida. We will be gone about a week and will probably put about 800 to 1000 miles on the car. We shall see if we have a good trip or a trip with vehicle problems. I will let you know when we get back. By now you should be in reciept of the paperwork package I sent you last week. If there are any questions, let me know. Thanks for your help with our case. Have a good week.

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP24HC2LG[redacted]	[redacted]	44,030

Delray Beach FL 33483 03/15/2019 Dealer: FL152 KIA Delray

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Devices(Keys; ECU; ISG)

Sent from my Samsung Galaxy smartphone.

*** Email - External Email Sent created on 10/08/2020 15:52:01 (GMT-08:00) Pacific Time (US & Canada) and created by Ariston Crane ***
From: Crane, Ariston [KMA]
Sent: Thursday, October 8, 2020 3:52 PM
To: [redacted] <[redacted]
Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride LX / 5XYP24HC2LG[redacted]

Thank you for providing the detailed update regarding your Telluride, I'll follow up with you towards the end of next week to see how it's going after you've come back from your trip.

Ariston Crane | Sr. Escalated Case Administrator

Kia Motors America, Inc.
111 Peters Canyon Rd, Irvine, CA 92606
T (949) 468-1889 F (949) 299-3206 E ACrane@kiausa.com

*** Email - External Email Received created on 10/20/2020 16:42:58 (GMT-08:00) Pacific Time (US & Canada) and created by Ariston Crane ***
From: [redacted] <[redacted]
Sent: Friday, October 16, 2020 4:27 AM
To: Crane, Ariston [KMA] <ACrane@Kiausa.com>
Subject: My Telluride Problems Mr. Crane, As I told you about two weeks ago when I picked up my Telluridevfrom Delray Kia after it being in the shop for 5 weeks, I would get back with you after a trip across the State of Florida to let you know if there were s...

Sent from my Samsung Galaxy smartphone.

*** Email - External Email Received created on 10/20/2020 16:44:18 (GMT-08:00) Pacific Time (US & Canada) and created by Ariston Crane ***
From: [redacted] <[redacted]
Sent: Friday, October 16, 2020 4:34 AM
To: Crane, Ariston [KMA] <ACrane@Kiausa.com>
Subject: Telluride problems. As I believe I told you before, I have had Cadillacs, Two Lincolns, two Expeditions and numerous other GM and Chrysler products as well as Nissan vehicles. My Telluride is the best car I have ever owned. Hopefully you got the pic...

Sent from my Samsung Galaxy smartphone.

*** Email - External Email Sent created on 10/20/2020 16:55:56 (GMT-08:00) Pacific Time (US & Canada) and created by Ariston Crane ***
From: Crane, Ariston [KMA]
Sent: Tuesday, October 20, 2020 4:55 PM

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP24HC2LG[redacted]	[redacted]	44,030
Delray Beach FL 33483		03/15/2019	Dealer: FL152 KIA Delray	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Devices(Keys; ECU; ISG)

To: [redacted] <[redacted]
Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride LX / 5XYP24HC2LG[redacted]

Good afternoon [redacted]

I appreciate you providing the photo that I requested, however there seems to be a rather large discrepancy between the current vehicle mileage you provided as of 10/15/20 (8,061 miles) and the last recorded mileage Kia has on file. According to our records your vehicle last went in for service at Kia Delray around late August/early September with 42,865 miles as you picked your vehicle up from Kia Delray (after the **SMART CRUISE CONTROL** repair) on Friday 10/2/20. Therefore the mileage provided is inaccurate according to our records, as I'll need a current photo of your odometer from your 2020 Kia Telluride LX: 5XYP24HC2LG[redacted] as you had also indicated you were expecting to put another roughly 800 – 1,000 miles on the car during the trip you made recently. I look forward to hearing back from you.

Thank you,

Ariston Crane | Sr. Escalated Case Administrator

Kia Motors America, Inc.
111 Peters Canyon Rd, Irvine, CA 92606
T (949) 468-1889 F (949) 299-3206 E ACrane@kiausa.com

*** Email - External Email Received created on 10/21/2020 16:36:23 (GMT-08:00) Pacific Time (US & Canada) and created by Ariston Crane ***
From: [redacted] <[redacted]
Sent: Wednesday, October 21, 2020 4:36 AM
To: Crane, Ariston [KMA] <ACrane@Kiausa.com>
Subject: Re: [redacted] / Case# [redacted] / 2020 Kia Telluride LX / 5XYP24HC2LG[redacted]

The original photo sent to you was just to show how happy we were with fuel milage on a 4600 mile trip taken in May of 2019 to a family wedding in Ohio. I never got a request from you for a currant photo of the control panel. However, I am happy to send you the enclosed photo taken at 730am this morning showing the currant milage to be 44030. My wife was driving to work in Ft. Lauderdale four days aweek which put a lot of miles on the car. Since covid hit, we have not worked since April 4th and therefore we are putting very few miles on our car. As I said thevothervday, since Delray Kia put the new radar system in we have had no problems and are very happy with our Telluride.

*** Email - External Email Sent created on 10/21/2020 16:58:38 (GMT-08:00) Pacific Time (US & Canada) and created by Ariston Crane ***
From: Crane, Ariston [KMA]
Sent: Wednesday, October 21, 2020 4:58 PM
To: [redacted] <[redacted]
Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride LX / 5XYP24HC2LG[redacted]

Good afternoon,

I see what you mean thank you for providing clarification. I'm glad to hear that Kia Delray was able to help address your vehicle concerns and that you're back to enjoying your Telluride! Upon further review of your case I'd also like to present you with the following cash offer as a gesture of goodwill on behalf of Kia Motors America (KMA) in

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP24HC2LG[redacted]	[redacted]	44,030
Delray Beach FL 33483		03/15/2019	Dealer: FL152 KIA Delray	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Devices(Keys; ECU; ISG)

consideration for any inconveniences you've had. This offer will remain valid through Wednesday November 4th 2020, let me know if you have any questions.

Thank you,

Ariston Crane | Sr. Escalated Case Administrator

Kia Motors America, Inc.
111 Peters Canyon Rd, Irvine, CA 92606
T (949) 468-1889 F (949) 299-3206 E ACrane@kiausa.com

*** 10/27/2020 07:29:16 ***
Goodwill Offer - Swanson, [redacted] (2).pdf added by [redacted] on 10/27/2020 07:29:16

*** 10/27/2020 07:29:17 ***
Web - Note created on 10/27/2020 07:29:17 and created by [redacted]
I ACCEPT THE OFFER AS STATED HEREIN:
[redacted] Emerson Swanson
10/27/2020

*** Email - External Email Received created on 10/30/2020 08:53:12 (GMT-08:00) Pacific Time (US & Canada) and created by Ariston Crane ***
From: [redacted] <[redacted]
Sent: Tuesday, October 27, 2020 7:46 AM
To: Crane, Ariston [KMA] <ACrane@Kiausa.com>
Subject: Agreement form signed. Please advise when you get this. Thanks.

Sent from my Samsung Galaxy smartphone.

*** Phone - Call - Inbound created on 10/30/2020 09:47:39 (GMT-08:00) Pacific Time (US & Canada) and created by Ariston Crane ***
SECA rec'd 2 VM's from customer [redacted]
Cust sts
1) I want to verify that you received my signed offer
2) Sorry to be a pest, don't mean to me. But I am concerned on whether or not you received the signed paperwork I sent you. I'm requesting that you confirm you received it. We are getting ready to go out of town for a week or two, want to know that I'm being taken care of

*** Email - External Email Sent created on 10/30/2020 09:53:44 (GMT-08:00) Pacific Time (US & Canada) and created by Ariston Crane ***
From: Crane, Ariston [KMA]
Sent: Friday, October 30, 2020 9:53 AM
To: [redacted] <[redacted]
Subject: RE: Agreement form signed. Please advise when you get this. Thanks.

Good morning/afternoon [redacted]

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP24HC2LG[redacted]	[redacted]	44,030
Delray Beach FL 33483		03/15/2019	Dealer: FL152 KIA Delray	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Devices(Keys; ECU; ISG)

I do see that you provided a copy of the 2nd page, however I don't see a copy of the 3rd page provided where it would show your signature on the "settlement agreement & general release." If you can please provide a copy of the signature page that will be needed in order for me to begin processing your goodwill claim.

Thank you and enjoy your weekend!

Ariston Crane | Sr. Escalated Case Administrator

Kia Motors America, Inc.
111 Peters Canyon Rd, Irvine, CA 92606
T (949) 468-1889 F (949) 299-3206 E ACrane@kiausa.com

*** Email - External Email Received created on 11/04/2020 13:35:32 (GMT-08:00) Pacific Time (US & Canada) and created by Ariston Crane ***
From: [redacted] <[redacted]
Sent: Friday, October 30, 2020 12:51 PM
To: Crane, Ariston [KMA] <ACrane@Kiausa.com>
Subject: Page 3 which you said is missing.

Sent from my Samsung Galaxy smartphone.

*** Email - External Email Received created on 11/04/2020 13:37:29 (GMT-08:00) Pacific Time (US & Canada) and created by Ariston Crane ***
From: [redacted] <[redacted]
Sent: Friday, October 30, 2020 12:53 PM
To: Crane, Ariston [KMA] <ACrane@Kiausa.com>
Subject: All three pages of signed agreement sent again. Please advise when you get it. Thanks.

Sent from my Samsung Galaxy smartphone.

*** Email - External Email Received created on 11/04/2020 13:37:55 (GMT-08:00) Pacific Time (US & Canada) and created by Ariston Crane ***
From: [redacted] <[redacted]
Sent: Friday, October 30, 2020 12:59 PM
To: Crane, Ariston [KMA] <ACrane@Kiausa.com>
Subject: FW: Page 3 which you said is missing.

Sent from my Samsung Galaxy smartphone.

*** Email - External Email Sent created on 11/04/2020 14:02:43 (GMT-08:00) Pacific Time (US & Canada) and created by Ariston Crane ***
From: Crane, Ariston [KMA]
Sent: Wednesday, November 4, 2020 2:02 PM
To: [redacted] <[redacted]

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP24HC2LG[redacted]	[redacted]	44,030
Delray Beach FL 33483		03/15/2019	Dealer: FL152 KIA Delray	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Devices(Keys; ECU; ISG)

Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride LX / 5XYP24HC2LG[redacted]

Good afternoon,

This confirms receipt of the signed paperwork that was requested in response to the goodwill offer sent to you as I'll begin processing this claim today.

Thank you,

Ariston Crane | Sr. Escalated Case Administrator

Kia Motors America, Inc.
111 Peters Canyon Rd, Irvine, CA 92606
T (949) 468-1889 F (949) 299-3206 E ACrane@kiausa.com

*** 11/04/2020 14:36:37 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 182287 Submitted

*** Email - External Email Received created on 11/11/2020 14:25:02 (GMT-08:00) Pacific Time (US & Canada) and created by Ariston Crane ***
From: [redacted] <[redacted]
Sent: Wednesday, November 4, 2020 5:49 PM
To: Crane, Ariston [KMA] <ACrane@Kiausa.com>
Subject: RE: [redacted] / Case# [redacted] / 2020 Kia Telluride LX / 5XYP24HC2LG[redacted]

Thank you , Sir. I do appreciate what you are doing for us. So far, so good since the radar was changed. No problems so far and we love our Telluride. Thanks again.

Sent from my Samsung Galaxy smartphone.

*** 11/18/2020 15:44:00 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 182287 Final Approved

*** 11/18/2020 15:44:00 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 11/18/2020 15:44:00 (GMT-08:00) Pacific Time (US & Canada) by Siebel System - Auto Message
To: [redacted]
Cc: [redacted]
Title: Update from Kia, Case # [redacted]

Dear [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 Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP24HC2LG[redacted]	[redacted]	44,030

Delray Beach FL 33483 03/15/2019 Dealer: FL152 KIA Delray

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Devices(Keys; ECU; ISG)

Kia Motors America Consumer Assistance

*** Email - External Email Sent created on 11/20/2020 16:10:43 (GMT-08:00) Pacific Time (US & Canada) and created by Ariston Crane ***
From: Crane, Ariston [KMA] <ACrane@Kiausa.com>
Sent: Friday, November 20, 2020 4:10 PM
To: [redacted] <[redacted]
Subject: Re: [redacted] / Case# [redacted] / 2020 Kia Telluride LX / 5XYP24HC2LG[redacted]

Good afternoon [redacted]

I'm pleased to inform you that your goodwill check has been mailed as you should expect to receive it within the next week.

Thank you and enjoy your weekend!

*** 11/20/2020 16:11:09 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Ariston Crane with Resolution Code : Goodwill Issued
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC2LG[redacted]	[redacted]	5,000

Huntington, NY 11743 | 10/01/2019 | Dealer: NY129 KIA of Huntington

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Case History

*** 07/17/2020 16:10:48 ***
Contact = [redacted] Priority = Standard, Sub Status = Dispatched

*** 07/17/2020 16:10:49 ***
Web - Note created on 07/17/2020 16:10:49 and created by [redacted]
I have taken my car to this dealership three times now to resolve an issue with the sensor/software malfunctioning. However, every time I get the car back the issue is never resolved and continues to occur. I paid for a warranty that covers this problem but I have been dealing with this issue for months with no solution. The car is not even a year old, it is already having problems and it feels like I am either being played or no one cares about actually fixing my car. It is ridiculous that I already went three times to resolve the same issue. See attached for the issue I am talking about. Often when I hit a bump the sensors get messed up and display issues(A and B). The dashboard lights up and continuously makes noise(C). I can't drive comfortably with a car that is malfunctioning to this extent and it is ridiculous to expect someone to do so. I am tired of taking this car to be fixed and having nothing done. Please resolve this issue.

*** 07/17/2020 16:10:57 ***
Web - Note created on 07/17/2020 16:10:57 and created by [redacted]
I have taken my car to this dealership three times now to resolve an issue with the sensor/software malfunctioning. However, every time I get the car back the issue is never resolved and continues to occur. I paid for a warranty that covers this problem but I have been dealing with this issue for months with no solution. The car is not even a year old, it is already having problems and it feels like I am either being played or no one cares about actually fixing my car. It is ridiculous that I already went three times to resolve the same issue. See attached for the issue I am talking about. Often when I hit a bump the sensors get messed up and display issues(A and B). The dashboard lights up and continuously makes noise(C). I can't drive comfortably with a car that is malfunctioning to this extent and it is ridiculous to expect someone to do so. I am tired of taking this car to be fixed and having nothing done. Please resolve this issue.

*** 07/17/2020 16:11:16 ***
Web - Note created on 07/17/2020 16:11:16 and created by [redacted]
I have taken my car to this dealership three times now to resolve an issue with the sensor/software malfunctioning. However, every time I get the car back the issue is never resolved and continues to occur. I paid for a warranty that covers this problem but I have been dealing with this issue for months with no solution. The car is not even a year old, it is already having problems and it feels like I am either being played or no one cares about actually fixing my car. It is ridiculous that I already went three times to resolve the same issue. See attached for the issue I am talking about. Often when I hit a bump the sensors get messed up and display issues(A and B). The dashboard lights up and continuously makes noise(C). I can't drive comfortably with a car that is malfunctioning to this extent and it is ridiculous to expect someone to do so. I am tired of taking this car to be fixed and having nothing done. Please resolve this issue.

*** 07/21/2020 07:20:33 ***
Accepted from Queue eWebSupport to WIPBin Default by Sarah Samples

*** Phone - Call - Outbound created on 07/21/2020 09:17:57 and created by Sarah Samples ***
Customer Name: [redacted]
Customer phone: [redacted]
Customer Address: [redacted] Elmhurst, NY
VIN: 5XYP3DHC2LG[redacted]
MY and Mileage: 2020 Telluride/5000
Most recent RO# pen Date and Close date (if applicable) RO#
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis: :
RO# 21499 5/15 Customer states vehicle blind spot indicator coming on

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC2LG[redacted]	[redacted]	5,000
Huntington, NY ,11743		10/01/2019	Dealer: NY129 KIA of Huntington	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Dlr States: replaced computer

RO#[redacted] 6/3/20 Customer states **LANE ASSIST** light and **CRUISE CONTROL** comes on intermittently
Dlr states: Loose wire and pin tensioner corrected

(Y/N), if so, how many times? N
Repair History of current concern with RO#, Open and Closed dates with mileage
Parts on order (Y/N), if so obtain part#
Techline Case (if applicable # N/A
Rental / Loaner Provided? If so, since when: yes-offered: YN/A
Dealer contacted DPSM (if needed):N
Vehicle repaired#:Y
Customer has possession: Y
Dealer Code/Selling Dealer (Y or N):Y
Original Owner (Y or N) Y
What is current Customer request (if needed

*** Phone - Call - Outbound created on 07/21/2020 09:18:35 and created by Sarah Samples ***
wrt called [redacted] LVM

1. Calling in regards to issues you state your having with software in vehicle
2. advised of case # and callback information

*** 07/21/2020 09:22:07 ***
Email is sent on 07/21/2020 09:19:15 by Sarah Samples
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 07/21/2020 09:19:15 and created by Sarah Samples ***
Dear [redacted] I am sorry to hear that you have been having these issues with your vehicle. I did call and speak with the dealership and they did go over the repairs you have brought the vehicle in for. The issues they have documented are the **LANE ASSIST** as well as blind spot detection and **CRUISE CONTROL** light on dash. These were addressed according to the dealership and are in no way related to one another, if you are still having issues with either of these then I would suggest taking it back into dealership for diagnosis or possibly to another dealership for a second opinion.
Sincerely,
Kia Motors America

*** 07/21/2020 09:23:59 ***
Closed by Sarah Samples with Resolution Code : Information Given
[Resolution Summary]

07/21/2020 17:50:34
Email is received on 07/21/20 17:50:26 from [redacted]

*** Email - External Email Received created on 07/21/2020 17:50:32 and created by Sarah Samples ***
Hello,

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP3DHC2LG[redacted]	[redacted]	5,000
Huntington, NY ,11743		10/01/2019	Dealer: NY129 KIA of Huntington	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Thank you for taking the time to respond to my inquiry. If you look at my attachments from the previous message you will see that the **LANE ASSIST** and **CRUISE CONTROL** light on dash are a recurring issue (I have attached again). The dealership claims it is fixed and the issue comes back. If we go back for this issue it will be the fourth time within half a year we are going back for the same exact issue. I have not had the car for a year yet and it has already spent over a month being repaired. This whole time we were never even given a replacement car to use in the meantime. How many times must we go to fix the same issue before someone comes to the conclusion that whatever is being done is not enough? You can't tell me that you have fixed the car when the issue continuously comes back. You have merely done a stop gap fix and are hoping that the issue does not come back. This car is not even a year old and has been having this issue only a few months after I bought it. This is not acceptable. I have been sold a car that should never have been sold and even though I have paid for a warranty covering these issues, nothing is being done to actually resolve the problem. If you watch the video attachment you will see that the car is clearly having issues, constantly making sounds and having the dashboard light up. This is on the highway. Can you expect someone to feel safe if this is occuring?

I am willing to bring this to the dealership one more time but what are we going to do if the issue still comes back? Are you guys going to take responsibility? I feel I have been sold a faulty car and even though I have the warranty to cover it, nothing is being done. If you think this is something that can just be brushed to the side you are incorrect. I will be made whole. I hope you can understand my frustration with this situation.

*** 07/22/2020 05:18:26 ***
Email is sent on 07/22/2020 05:16:24 by Sarah Samples
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 07/22/2020 05:16:24 and created by Sarah Samples ***
Dear [redacted]

I understand your frustration sir, however I did speak with the dealership and they only have two instances of you bringing the vehicle in for any of these issues and as I stated before the two times you brought it in they were different problems that were found and repaired each of these times. There are no videos attached to your messages so I am unable to view those,however, if you are still having issues please take it into a dealership and have it diagnosed and once that occurs please reach back out to us and I will once again reach out to the dealership for diagnostic information.

Sincerely,
Kia Motors America

*** 07/22/2020 05:18:45 ***
Closed by Sarah Samples with Resolution Code : Information Given
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP54HC0LG[redacted]	[redacted]	8,917

Key West , FL 33040 09/03/2019 Dealer: FL097 Key West KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Noise(Air Conditioner)

Case History

*** 07/20/2020 14:35:53 ***
Contact = [redacted] Priority = Escalated, Sub Status = Working

*** Letter - Letter Received created on 07/20/2020 14:30:45 and created by Elizabeth Morfin ***
NCA rec'd Motor Vehicle Defect Notice:
1. I do not wish to receive written solicitation materials from an attorney.
2. This vehicle has been out of service at least 15 days to repair one or more substantial defects.
3. 3 or more repair attempts have been made to repair the same substantial defect or condition.

Attaching & dispatching to Southern Region Admin queue.

*** 07/20/2020 14:36:35 ***
Dispatched from WIPBin = Default to Queue Southern Region Admin by Elizabeth Morfin
Reason:

*** 07/22/2020 13:39:02 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue = Southern Region Admin to WIPBin default

*** Letter - Letter Received created on 07/23/2020 11:30:00 (GMT-08:00) Pacific Time (US & Canada) and created by Ariston Crane ***
KMA received MVDN, cust letter & RO's on 7/17/20
1) tracking # 7019 2970 0000 6862 4591

*** Email - External Email Sent created on 07/23/2020 11:49:39 (GMT-08:00) Pacific Time (US & Canada) and created by Ariston Crane ***
From: Crane, Ariston [KMA]
Sent: Thursday, July 23, 2020 11:49 AM
To: [redacted] <[redacted]
Subject: [redacted] / Case# [redacted] / 2020 Telluride SX / 5XYP54HC0LG[redacted]

Good morning/afternoon [redacted]

My name is Ariston and I'm your new case manager as your case has been escalated to my attention pertaining to your 2020 Telluride SX: 5XYP54HC0LG[redacted] as I've received your MVDN along with additional letter and corresponding repair orders expressing your vehicle concerns with the **SMART CRUISE CONTROL** warning light. I see that you've taken your vehicle in for service at Greenway Kia West and Key West in the past, as I would like to have one of our highly trained Field Technical Specialists (FTS) inspect your vehicle as the manufacturer is allowed an opportunity to do so.

According to your file you currently live in Tampa, FL (please confirm) as I can certainly have the FTS inspection take place at Kia of Wesley Chapel if that's ok with you, if you have a preferred dealer please advise accordingly. I'll get back to you once I have a proposed date for the FTS inspection to take place as our FTS availability is limited from Mondays – Fridays. Once I receive confirmation that you'll attend the proposed inspection date, I'll notify the dealer of your pending arrival so that you'll be provided a rental or loaner vehicle for the duration of the FTS's inspection. Once that's concluded we can reconvene and discuss your case further regarding next steps.

I'll also need copies of your lease agreement & vehicle registration, as I'll be reaching out to South Dade Kia for a copy of your lease agreement in order to thoroughly assess your claim.

Thank you,

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP54HC0LG[redacted]	[redacted]	8,917

Key West , FL 33040 09/03/2019 Dealer: FL097 Key West KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Noise(Air Conditioner)

Ariston Crane | Sr. Escalated Case Administrator

Kia Motors America, Inc.
111 Peters Canyon Rd, Irvine, CA 92606
T (949) 468-1889 F (949) 299-3206 E ACrane@kiausa.com

*** Note - Others created on 07/23/2020 11:50:10 (GMT-08:00) Pacific Time (US & Canada) and created by Ariston Crane ***
SECA contacted FL151 requesting copy of lease agreement
1) provided cust name and VIN

*** Email - External Email Received created on 07/30/2020 10:52:15 (GMT-08:00) Pacific Time (US & Canada) and created by Ariston Crane ***
From: [redacted] <[redacted]
Sent: Thursday, July 23, 2020 12:21 PM
To: Crane, Ariston [KMA] <ACrane@Kiausa.com>
Subject: Re: [redacted] / Case# [redacted] / 2020 Telluride SX / 5XYP54HC0LG[redacted]

Good Afternoon,

Thanks for reaching out to me. I live in Key West, FL. I am able to take the vehicle to KIA Key West whenever you need me to. My understanding is this will be the final attempt to repair the vehicle.

Regards,
[redacted]

*** 07/30/2020 11:07:45 (GMT-08:00) Pacific Time (US & Canada) ***
Inspection requested by Ariston
Request Code: ECA-FL097-[redacted]73020
Request Details: Date: Wednesday August 5, 2020
Time: 10:00 a.m.
Reason for visit/Special Instructions: **SMART CRUISE CONTROL** warning light comes on intermittently

*** Phone - Call - Outbound created on 07/30/2020 11:08:11 (GMT-08:00) Pacific Time (US & Canada) and created by Ariston Crane ***
SECA called and spoke with customer at [redacted] wanting to determine cust confirmation for proposed 8/6 FTS apt at FL097
Cust sts
1) I can't do 8/6, may I drop off 8/4?
Wtr sts
1) Not a problem, we're confirmed for 8/5 FTS apt as cust will drop veh off 8/4 @ FL097 as a rental/loaner will be provided for duration of FTS inspection
Thanked and ended call

*** Note - Others created on 07/30/2020 11:19:28 (GMT-08:00) Pacific Time (US & Canada) and created by Ariston Crane ***
SECA advised SVCM Damian at FL097 of FTS apt scheduled for Wed 8/5/20 @ 10 am
1) provided cust name and VIN, DPSM notified

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP54HC0LG[redacted]	[redacted]	8,917

Key West , FL 33040 09/03/2019 Dealer: FL097 Key West KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Noise(Air Conditioner)

2) Cust to drop veh off day prior (Tues 8/4), please ensure a rental/loaner is provided to cust for duration of FTS inspection

*** 07/30/2020 13:06:29 ***
An FTS is scheduled to inspect this VIN on 08/05/2020 at FL097.

*** Note - Others created on 08/24/2020 09:10:57 (GMT-08:00) Pacific Time (US & Canada) and created by Ariston Crane ***
SECA followed up with SVCM Damian at FL097 requesting a copy of RO 39982
1) provided cust name and VIN, DPSM notified
2) FTS inspected and determined that roof harness repair was needed
3) Wtr also requesting copy of lease agreement

*** Note - Others created on 08/27/2020 15:37:29 (GMT-08:00) Pacific Time (US & Canada) and created by Ariston Crane ***
SECA rec'd copy of lease agreement 8/24/20

*** Email - External Email Sent created on 08/27/2020 15:49:19 (GMT-08:00) Pacific Time (US & Canada) and created by Ariston Crane ***
From: Crane, Ariston [KMA]
Sent: Thursday, August 27, 2020 3:49 PM
To: [redacted] <[redacted]
Subject: RE: [redacted] / Case# [redacted] / 2020 Telluride SX / 5XYP54HC0LG[redacted]

Good afternoon [redacted]

First and foremost I'm glad that we were able to assist you further in addressing your vehicle concerns. Upon further review of your case I would like to present you with the following offer attached as a goodwill gesture on behalf of Kia Motors America (KMA), in consideration for any inconveniences you've had. This offer will remain valid for 2 weeks which will be good through Thursday September 10th 2020, let me know if you happen to have any questions.

Thank you,

Ariston Crane | Sr. Escalated Case Administrator

Kia Motors America, Inc.
111 Peters Canyon Rd, Irvine, CA 92606
T (949) 468-1889 F (949) 299-3206 E ACrane@kiausa.com

*** Email - External Email Received created on 09/03/2020 08:40:52 (GMT-08:00) Pacific Time (US & Canada) and created by Ariston Crane ***
From: [redacted] <[redacted]
Sent: Tuesday, September 1, 2020 5:30 PM
To: Crane, Ariston [KMA] <ACrane@Kiausa.com>
Subject: Fwd: [redacted] / Case# [redacted] / 2020 Telluride SX / 5XYP54HC0LG[redacted]

Good Evening,

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP54HC0LG[redacted]	[redacted]	8,917

Key West , FL 33040 09/03/2019 Dealer: FL097 Key West KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Noise(Air Conditioner)

Thanks for the offer, I accept. However, I was not able to load the document onto your website. When I tried to log in, it did not recognize the case number. I have attached the paperwork to this email.

Thanks,
[redacted]

*** 09/10/2020 07:53:19 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 180782 Submitted

*** 09/15/2020 16:08:34 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 180782 Final Approved

*** 09/15/2020 16:08:34 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 09/15/2020 16:08:34 (GMT-08:00) Pacific Time (US & Canada) by Siebel System - Auto Message
To: [redacted]
Cc:
Title: Update from Kia, Case # [redacted]

Dear [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

*** Email - External Email Sent created on 09/18/2020 09:24:52 (GMT-08:00) Pacific Time (US & Canada) and created by Ariston Crane ***
From: Crane, Ariston [KMA]
Sent: Friday, September 18, 2020 9:25 AM
To: [redacted] <[redacted]
Subject: RE: [redacted] / Case# [redacted] / 2020 Telluride SX / 5XYP54HC0LG[redacted]

Good morning [redacted]

I'm pleased to inform you that your goodwill check has been mailed out as you should receive it within the next week or less.

Thank you and enjoy your weekend!

Ariston Crane | Sr. Escalated Case Administrator

Kia Motors America, Inc.
111 Peters Canyon Rd, Irvine, CA 92606
T (949) 468-1889 F (949) 299-3206 E ACrane@kiausa.com

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP54HC0LG[redacted]	[redacted]	8,917

Key West , FL 33040 09/03/2019 Dealer: FL097 Key West KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Noise(Air Conditioner)

*** 09/18/2020 09:25:47 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Ariston Crane with Resolution Code : Goodwill Issued
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC1LG[redacted]	[redacted]	7,485

Lake City , FL 32055 10/22/2019 Dealer: FL138 Rountree-Moore KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Car Body Vibr(At Braking)

Case History

Dealer : Rountree-Moore KIA
Technician : Jose Hernandez
Service Manager : Matthew Conyers
Dealer Phone :
DPSM : Jamal Bruton
Vehicle Model : TELLURIDE SX V6 AWD AUTO
Model Year : 2020
Mileage : 7485
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
c/s when using cruising control, when self brake vehicle starts vibrating while in low speeds

[Diagnostics Performed]
inspected vehicle, confirmed customer concern, performed front and rear rotor resurface per service manager request, found left rear rotor to be warped, test drove vehicle vibration still present, all brake component tightened properly, no signs of visual damage, test drove new vehicle to do a comparison, new vehicle did a slight vibration but not as harsh, how should proceed?

*** Dispatched to Queue Telluride Auto-Created Cases on 07/28/2020 01:05:49 (PST)

*** 07/28/2020 05:05:34 ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Default by Mike Meadows

*** Phone - Call - Outbound created on 07/28/2020 12:25:48 and created by Mike Meadows ***
Writer called customer [redacted] @ [redacted] .(Owner)

Writer states:
1. introduced self, following up regarding your recent vehicle concern.

Customer states:
1. ongoing vehicle concern.

Writer states:
1.Apologized for your vehicle concerns.
2.do you have your vehicle or is it still down at WV016?

Customer states:
1. Vehicle at dealership.

writer states:
1 what was going on with your vehicle?

Customer states:
1.has issues with **ADAPTIVE CRUISE CONTROL** when auto braking causing vibration at low speed feels like going over washboard. almost like the feel of abs activating. .
2.had another issue with radar unit with **ADAPTIVE CRUISE** doesnt initialize if outside temp below freezing would not intitialize properly could shut car off and turn back on, open the door and close the door and it would initialize. Its hot now so may not be able to duplicate. local dealership could not figure it out.

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC1LG[redacted]	[redacted]	7,485

Lake City , FL 32055 10/22/2019 Dealer: FL138 Rountree-Moore KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Car Body Vibr(At Braking)

Writer states:
1.did they provide you with alternate tranportation.

customer states:
1. No, Had alternate vehicle to drive.

Writer states:
1.gave case# and contact info , will followup no later than Thursday.

customer states:
1. ok thank you.

*** Phone - Call - Outbound created on 07/28/2020 12:33:56 and created by Mike Meadows ***
called dealer SA matt.. .FL138 @ (386) 438-8900

writer states
1 introduced self needing ro info

Customer Name:[redacted]
Customer phone[redacted]
Customer address[redacted] LAKE CITY FL[redacted]
Mileage:7485
Most recent RO #[redacted]
Open date ? 07/21/2020
Closed or still open? Open
Most recent Repair Issue and Diagnosis:
Customer states: when using **ADAPTIVE CRUISE CONTROL** adaptive braking vehicle shakes. .
Dealer states:resurfaced roaters found some improvement. no much. tech line case opened req brake bleed system. advised had issue back in november with adaptive criuse ,radar unit with **ADAPTIVE CRUISE** doesnt initialize if outside temp below freezing would not intitialize properly could shut car off and turn back on, open the door and close the door and it would initialize. Its hot now so may not be able to duplicate.
Repeat Repair (Y/N)n . If so, how many times?:
ETA for completion of repairs. n/a
Parts on order (Y/N) n. If so obtain part#n, order#:n
Rental / Loaner Provided? Y/N.n
Vehicle repaired?:N
Customer has possession?: N

*** Phone - Call - Outbound created on 07/30/2020 08:49:17 and created by Mike Meadows ***
Writer called customer[redacted] @[redacted]Owner)

Writer states:
1. introduced self, following up regarding your recent vehicle concern.

Customer states:
1. ongoing vehicle concern.

Writer states:
1.Apologized for your vehicle concerns.
2.do you have your vehicle or is it still down at FL138?

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC1LG[redacted]	[redacted]	7,485

Lake City , FL 32055 10/22/2019 Dealer: FL138 Rountree-Moore KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Car Body Vibr(At Braking)

Customer states:
1.still at dealership.

writer states:
1 what was going on with your vehicle?

cust states:
1.at first was told mechanic could not duplicate. mechanic did not want to get in car due to covid.
2. since then car doesnt seem like a huge priority.
3. lady called him and told him they worked on the roatars and has not resloved the issues.
4. Was told they were researching with tech line for more assist.
5. Has not heard back from dealer at this time.

Writer states:
1. Will call dealer and try to get another update and will followup no later than Monday.

Customer states:
1. Ok, Thank you.

*** Phone - Call - Outbound created on 07/30/2020 08:59:06 and created by Mike Meadows ***
Dealer Call - FL138 @ (386) 438-8900 Voicemail left
No answer, left voicemail.
Writer states:
1. KCAC calling in regards to customer concern.
2. Provided customer's information and last 8 of VIN.
3. Provided case #[redacted] and writer's contact information. 8003334542 ext 27178
4. Requested callback for assistance.

*** Phone - Call - Outbound created on 08/03/2020 12:41:34 and created by Mike Meadows ***
called dealer SA C.J. FL138 @ (386) 438-8900

writer states
1 introduced self needing ro update for [redacted]

dealer states:
1. Waiting on brake bleeder tool for teluride.
2. Supposed to be delivered today but has not yet..

Writer states:
Ok, Thank you.

*** Phone - Call - Outbound created on 08/03/2020 12:44:46 and created by Mike Meadows ***
Writer called customer [redacted] @ [redacted] Owner)

Writer states:
1. introduced self, following up regarding your recent vehicle concern.

Customer states:
1. checking out at dr appt.

Writer states:

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC1LG[redacted]	[redacted]	7,485

Lake City , FL 32055 10/22/2019 Dealer: FL138 Rountree-Moore KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Car Body Vibr(At Braking)

1. gave info dealer waiting on tool to bleed brakes.
2. Will followup on Wednesday.

Cust states:
1. Ok Thank you.

*** Phone - Call - Outbound created on 08/05/2020 12:23:30 and created by Mike Meadows ***
Writer called customer [redacted] @ [redacted] Owner)

Writer states:
1. introduced self, following up regarding your recent vehicle concern.

Customer states:

1.hello

Writer states:
1. gave info dealer waiting on tool to bleed brakes. inq if has been contacted yet.

cust states:
1. No has not been contacted.

Writer states.
1. Will call dealer,
2. Will followup on friday.

Cust states:
1. Ok Thank you.

*** Phone - Call - Outbound created on 08/05/2020 12:28:38 and created by Mike Meadows ***
called dealer SA C.J. FL138 @ (386) 438-8900

writer states
1 introduced self needing ro update for [redacted]

dealer states:
1. brake bleeder tool for teluride. arrived today.
2.will try to get to it asap.

Writer states:
Ok, Thank you.

*** Phone - Call - Outbound created on 08/07/2020 06:04:36 and created by Mike Meadows ***

Called customer [redacted] at [redacted]
Customer Call - Standard Resolution:
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

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC1LG[redacted]	[redacted]	7,485

Lake City , FL 32055 10/22/2019 Dealer: FL138 Rountree-Moore KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Car Body Vibr(At Braking)

3. Provided case #[redacted] and writer's contact information 8003334542 ext 27178
4. Requested callback if additional assistance is needed.
5. Advised dealer has received tool needed.

*** Phone - Call - Outbound created on 08/13/2020 09:43:36 and created by Mike Meadows ***
Writer called customer [redacted] @ [redacted] Owner)

Writer states:
1. introduced self, following up regarding your recent vehicle concern.

Customer states:

1.hello

Writer states:
1. inquiring if has heard from dealer.

cust states:
1. contacted dealer and was informed they had gotten tool to bleed the brakes but service did not not resolve the issue.
2. was informed that dealer had reached back out to tech to see what next step would be.
3. Is concerned it is taking a long time to repair.

Writer states.
1.Apologized for customer vehicle concerns
2.Advised will call dealer to get update.
3. Will escalate case and have customer contacted within 3 business days.
4. gave case# and writers contact info.

Cust states:
1. Ok Thank you.

*** Phone - Call - Outbound created on 08/13/2020 09:48:26 and created by Mike Meadows ***
called dealer SA C.J. FL138 @ (386) 438-8900

writer states
1 introduced self needing ro update for [redacted]

dealer states:
1. Received brake bleeder tool and did service but brakes still leaking.
2. Has reached back out to tech to see what next step will be.

Writer states:
1. Okay, Thank you.

*** Note - Others created on 08/13/2020 09:49:00 and created by Cinthya Espinoza-Peregrina ***
"Call to Action".
1. Customer states when using cruising control, when self brake vehicle starts vibrating while in low speeds.
2. FL138 states resurfaced roaters found some improvement. no much. tech line case opened req brake bleed system. Had to order brake bleeder tool for Telluride. Tool came in and did service but has not resolved issue brakes still leaking fluid.
3. DPSM has been advised.

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC1LG[redacted]	[redacted]	7,485

Lake City , FL 32055 10/22/2019 Dealer: FL138 Rountree-Moore KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Car Body Vibr(At Braking)

4. Dispatching because vehicle has been down 23 days.
5. Please review and follow up accordingly.

*** 08/13/2020 15:32:55 ***
Dispatched from WIPBin = Default to Queue Southern Region ECR by Cinthya Espinoza-Peregrina
Reason:

*** 08/14/2020 05:19:32 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Southern Region ECR to WIPBin 4. Southern by Kayla Erwin

*** 08/14/2020 07:40:04 (GMT-05:00) Eastern Time (US & Canada) ***
Case moved into WIPBin 4. Southern and Sub Status of Working

*** 08/14/2020 10:49:46 (GMT-05:00) Eastern Time (US & Canada) ***
Assigned to WIPBin Inbox of Melissa Hight by Kayla Erwin
Reason:

*** Phone - Call - Outbound created on 08/18/2020 10:34:19 and created by Melissa Hight ***
wtr called cust @ [redacted]

wtr states
1. Introduced self as ECR
2. Advised wtr following up on case wtr received for review
3. Per notes, it appears dlr had to special order a part in order to work on the veh
4. Advised wtr has not yet contacted the dlr for an update
5. Advised wtr will plan to follow up throughout the remainder of the repairs
6. Request if cust was provided alt transportation while veh was out of service

cust states
1. They did not
2. They did offer one, but we had another veh
3. Overall, I really like the car, but it does seem to have a little gremlin or something running around in it
4. It's just been really inconvenient not having the veh for a month

wtr states
1. Advised wtr can understand cust concerns
2. Advised wtr will be contacting dlr and see if there is anything we can do to offer further assistance
3. Advised wtr will send email to cust with wtr contact info
4. Request if cust prefers email or phone

cust states
1. Either one is fine
2. Thank you

*** 08/18/2020 10:52:17 ***
Email is sent on 08/18/2020 10:50:54 by Melissa Hight
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 08/18/2020 10:50:54 and created by Melissa Hight ***
Dear [redacted]

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC1LG[redacted]	[redacted]	7,485

Lake City , FL 32055 10/22/2019 Dealer: FL138 Rountree-Moore KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Car Body Vibr(At Braking)

It was a pleasure speaking with you today. I will plan to follow up in a couple of days once I get an update from the dealer on the status of your vehicle. Please let me know if you have any additional questions in the interim. Thank you!
Sincerely,
Melissa
520.274.1103
Kia Motors America

*** Phone - Call - Outbound created on 08/18/2020 10:53:32 and created by Melissa Hight ***
wtr called FL138 @ (386) 438-8900

wtr states
1. Introduced self as ECR
2. Advised wtr following up on cust veh

Matt states
1. We just finished it up
2. Getting ready to contact the cust

wtr states
1. Request if dlr performed SA and PI on veh

Matt states
1. If not we will

wtr states
1. Thank you

*** Phone - Call - Outbound created on 08/20/2020 16:17:39 and created by Melissa Hight ***
wtr called cust @ [redacted]

wtr states
1. Introduced self as ECR
2. Advised wtr following up after repairs were completed
3. Request if cust has any additional questions

cust states
1. It seems like it's going fine
2. I'll know more after I've driven it enough
3. It'll probably take a week or so

wtr states
1. Advised if cust does have a repeat concern, request cust call back

cust states
1. Will do
2. Thank you

*** 08/20/2020 16:20:49 ***
Closed by Melissa Hight with Resolution Code : Repaired at Dlr
[Resolution Summary]

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC1LG[redacted]	[redacted]	7,485

Lake City , FL 32055 10/22/2019 Dealer: FL138 Rountree-Moore KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Car Body Vibr(At Braking)

*** 08/21/2020 05:45:52 ***
Reopened by Melissa Hight with Sub Status of Working

*** 08/21/2020 05:47:08 ***
Email is sent on 08/21/2020 05:46:05 by Melissa Hight
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 08/21/2020 05:46:05 and created by Melissa Hight ***
Dear [redacted]
I apologize. I had forgotten about something I was researching for you. Would you be able to send me a copy of your sales contract and a copy of the repair invoice? Thank you!
Sincerely,
Melissa
520.274.1103
Kia Motors America

*** Phone - Call - Outbound created on 08/27/2020 14:25:27 and created by Melissa Hight ***
wtr called cust @ [redacted]

wtr states
1. Introduced self as ECR
2. Advised wtr following up regarding email wtr sent to cust
3. Request if cust received it

cust states
1. I did and I meant to get it to you over the weekend
2. I'll get that to you tomorrow

wtr states
1 Advised wtr is OOO tomorrow, but will look for docs when wtr returns

cust states
1. Thank you

08/31/2020 05:17:39
Email is received on 08/31/20 05:16:41 from [redacted]
Attachments:
IMG_20200831_080930.jpg
IMG_20200831_081218.jpg
IMG_20200831_081230.jpg
IMG_20200831_081243.jpg

*** Email - External Email Received created on 08/31/2020 05:16:46 and created by Melissa Hight ***
Here you go.

*** Phone - Call - Inbound created on 08/31/2020 08:20:56 and created by Melissa Hight ***
cust left VM

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC1LG[redacted]	[redacted]	7,485

Lake City , FL 32055 10/22/2019 Dealer: FL138 Rountree-Moore KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Car Body Vibr(At Braking)

cust states
1. I just wanted to make sure you got the files I sent
2. If you can give me a call back to let me know you got everything
3. Thank you

*** Phone - Call - Outbound created on 09/03/2020 13:22:02 and created by Melissa Hight ***
wtr called cust @ [redacted]

wtr states
1. Introduced self as ECR
2. Advised wtr following up
3. Advised did receive all cust docs and everything is under review
4. Advised wtr will follow up next week

cust states
1. Ok thank you

*** Phone - Call - Outbound created on 09/04/2020 13:11:45 and created by Melissa Hight ***
wtr called cust @ [redacted]

wtr states
1. Introduced self as ECR
2. Advised wtr following up
3. Advised wtr would like to offer to reimburse cust 2 veh payments for a total of $2011.06

cust states
1. Thank you

wtr states
1. Advised wtr will send O&R to cust
2. Once wtr receives signed O&R, wtr will submit for processing

cust states
1. Thank you

*** 09/04/2020 13:17:54 ***
Email is sent on 09/04/2020 13:16:55 by Melissa Hight
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]
Attachments:
[redacted] - Saferite - O&R.pdf

*** Email - External Email Sent created on 09/04/2020 13:16:55 and created by Melissa Hight ***
Dear [redacted]
Per our conversation, please find our Offer and Release documents attached. Please print and sign, and return all 4 pages (2 page Offer, 2 page Release) to me by email, or you may fax to 866.852.6617, ATTN: Melissa - Case ID #. If you fax, please still reply to this email letting me know when, so that I may find it in that day's received faxes. Once received, our turnaround for processing is approximately 45 days, and you will receive an automated email once the check is sent.
Sincerely,

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC1LG[redacted]	[redacted]	7,485

Lake City , FL 32055 10/22/2019 Dealer: FL138 Rountree-Moore KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Car Body Vibr(At Braking)

Melissa
520.274.1103
Kia Motors America

09/23/2020 07:55:03
Email is received on 09/23/20 07:54:55 from [redacted]

*** Email - External Email Received created on 09/23/2020 07:55:00 and created by Melissa Hight ***
Melissa,

I have a hard time understanding how I should sign a waiver that says I give up any right to future disputes any known or unknown issues with my vehicle.

> Claimant and Kia wish to settle all existing disputes as well as any and all past, present, future, and known and unknown
disputes regarding the Subject Vehicle.

That is WAY too broad of a statement for me to feel even remotely comfortable signing. By signing it I am basically waiving any possible recourse for some possible future issues with the vehicle. While I am a, currently, happy customer, I am also not naive enough to think there is zero chance my vehicle will have some serious issue during the warranty period.

Is there some reason for such a broad statement in this document?

[redacted]

*** 09/23/2020 08:53:55 ***
Email is sent on 09/23/2020 08:51:14 by Melissa Hight
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 09/23/2020 08:51:14 and created by Melissa Hight ***
Dear [redacted]

This is our standard document. I am not able to discuss the legal ramifications of this document, however the release does not negate any remaining warranty on the vehicle, or any future service campaigns that may arise on the vehicle. This claim is an attempt to settle a matter and does require an offer and release prior to any funds with be distributed. Please let me know how you would like to proceed. Thank you!

Sincerely,
Melissa
520.274.1103
Kia Motors America

*** 10/29/2020 09:44:28 ***
Closed by Melissa Hight with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC0LG[redacted]	[redacted]	9,000

Stuart , FL 34994 03/22/2019 Dealer: FL150 Wallace KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Steering
Kia Case Type Lvl4: Handling

Case History

*** 07/29/2020 07:46:04 ***
Contact = [redacted] [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 07/29/2020 07:46:09 and created by Treyvon Cook ***
Customer states
1. I own two tellurides.
2. They both have the same issue.
3. The steering wheel leans to the left.
4. Its like the **LANE ASSIST** is not calibrated correctly.
5. Iv'e already paid for an alignment at 8,000 on the other vehicle.
6. This one it started around 5,000 miles and i don;t want to have to pay for another alignment for the same issue.
7. is there a recall?

Wtr states
1. verified information
2. Apologized for the inconvenience.
3. i recorded your concerns and opened a case for you.
4. you will need to take your vehicle to the dealership and give us a call back once the vehicle has made it to the dealership

*** 07/29/2020 11:35:45 ***
Closed by Treyvon Cook with Resolution Code : Concerns Recorded
[Resolution Summary]

*** 08/31/2020 09:46:26 (GMT-05:00) Eastern Time (US & Canada) ***
Reopened by Craig Williams with Sub Status of Working

*** Phone - Call - Inbound created on 08/31/2020 09:47:20 (GMT-05:00) Eastern Time (US & Canada) and created by Craig Williams ***
Owner [redacted] reached out
1. I got the vehicle to the dlr.
2. The steering wheel is leaning to the left.
3. On my other Telluride the same issue.

Wrt states
1. Once they get the diagnosis they will advise and if it isn't covered let us know and we can look at options.

Cust states
1. Thanks.

*** 08/31/2020 09:53:00 (GMT-05:00) Eastern Time (US & Canada) ***
Closed by Craig Williams with Resolution Code : Concerns Recorded
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC LG[redacted]	[redacted]	,334
Irvine , CA 92 18		02/2 /2020	Dealer: CA273 KIA of Irvine	

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

Case History

Techline case [redacted] created on 29-JUL-20 by CA273.
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--
TL Case created by (Dealer Technician) : gustavo Carreon
TL Case creator phone :
TL Case creator email : HERMINIO_CARREON@YAHOO.COM
Below are the notes from the TL case describing the concern:

[Problem Description]
customer states **LANE DEPARTURE** warning came on

[Diagnostics Performed]
confirm customer concern , check for registered codes , found codes
SCC C180581 **LKAS** CAN SIGNAL ERROR , MFC C160649 ECU SOFTWERE ERROR ,
inspect connection at multifuction camera , connector show ok , also check connectors at IPM all connectors and terminals show ok , no after market components ,

*** Dispatched to Queue Telluride Auto-Created Cases on 07/30/2020 01:10:43 (PST)

*** 07/30/2020 07:07:20 ***
Accepted from Queue = Telluride Auto-Created Cases to WIPBin Default

*** Phone - Call - Outbound created on 07/30/2020 09:08:11 and created by Skyler Mortensen ***
Wrt called customer, call wouldnt connect.

*** Phone - Call - Outbound created on 07/30/2020 09:09:36 and created by Skyler Mortensen ***
WRT called CA273 and stated:
1. calling to get RO information, spoke to Ricky SA
Customer Name: [redacted]
Customer phone#: [redacted]
Customer Address: [redacted] foothill ranch CA[redacted]
RO# [redacted]
Open Date / Closed Date: 07/28/2020
Most recent Repair Issue and Diagnosis: Might be a malfunctioning Rear sensor system
Concern - **LANE DEPARTURE** on excessively and intermittenly
Cause - N/a,
Correction - Hoping to put in an order for Parts, New mirror, and LDS system
Vehicle repaired (Y/N): N
Customer has possession (Y/N): Y If N: capture part information from service or part dept.
Part#:
Order#:
ETA for completion of repairs:
Loaner provided? Returned if repairs complete? no loaner provided.

*** 07/30/2020 09:34:34 ***
Email is sent on 07/30/2020 09:33:19 by Skyler Mortensen

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC LG[redacted]	[redacted]	,334
Irvine , CA 92 18		02/2 /2020	Dealer: CA273 KIA of Irvine	

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

To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 07/30/2020 09:33:19 and created by Skyler Mortensen ***
Your Case Number: [redacted] VIN: 5XYP34HC6LG[redacted] Dear [redacted] This email is a status update to your case. We wanted to let you know we are still working with the dealer to try to research your concerns as quickly as possible. As soon as additional information has been obtained, we will reach back out to you with updated status.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,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] .----------
-

*** Phone - Call - Outbound created on 08/03/2020 10:45:03 and created by Skyler Mortensen ***
WRT called CA273 and stated:
1. calling to get RO information, spoke to Ricky SA
Customer Name: [redacted]
Customer phone#: [redacted]
Customer Address: [redacted] foothill ranch CA[redacted]
RO#[redacted]
Open Date / Closed Date: 07/28/2020
Most recent Repair Issue and Diagnosis: Might be a malfunctioning Rear sensor system
Concern - **LANE DEPARTURE** on excessively and intermittently
Cause - N/a,
Correction - Hoping to put in an order for Parts, New mirror, and LDS system
Vehicle repaired (Y/N): N
Customer has possession (Y/N): Y If N: capture part information from service or part dept.
Part#: 96125
Order#: S9300
ETA for completion of repairs:
Loaner provided? Returned if repairs complete? no loaner provided.

*** Note - Others created on 08/03/2020 10:55:03 and created by Skyler Mortensen ***
WRT called dealer contact on 08/03/2020

Dealer contact stated that ETA for completed repairs is tomorrow afternoon at the latest

Writer stated that I'd follow up on 08/05/2020

<For Internal Use Only
mouse and computer lagged and I accidentally completed Previous activity.>

*** Phone - Call - Outbound created on 08/05/2020 12:05:23 and created by Skyler Mortensen ***
WRT called CA273 and stated:
1. calling to get RO Update, spoke to Ricky SA

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC LG[redacted]	[redacted]	,334
Irvine , CA 92 18		02/2 /2020	Dealer: CA273 KIA of Irvine	

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

Customer Name: [redacted]
Customer phone#: [redacted]
Customer Address: [redacted] foothill ranch CA [redacted]
RO# [redacted]
Open Date / Closed Date: 07/28/2020
Most recent Repair Issue and Diagnosis: Might be a malfunctioning Rear sensor system
Concern - **LANE DEPARTURE** on excessively and intermittently
Cause - N/a,
Correction - installing New mirror, charging system and lots of other parts, just arrived
Vehicle repaired (Y/N): N
Customer has possession (Y/N): N If N: capture part information from service
or part dept.
Part#: 96125
Order#: S9300
ETA for completion of repairs: 08/05/2020
Loaner provided? Returned if repairs complete? no loaner provided.

Ricky SA states:
1. Veh is being worked on now
2. should be done tomorrow.

*** Phone - Call - Outbound created on 08/06/2020 08:33:46 and created by Skyler Mortensen ***
WRT called CA273 and stated:
1. calling to get RO Update, spoke to Ricky SA
Customer Name: [redacted]
Customer phone#: [redacted]
Customer Address: [redacted] foothill ranch CA [redacted]
RO# [redacted]
Open Date / Closed Date: 07/28/2020
Most recent Repair Issue and Diagnosis: No update on LDS, will find out who's working on it and any updates, call back around noon.
Concern - **LANE DEPARTURE** on excessively and intermittently
Cause - N/a,
Correction - installing New mirror, charging system and lots of other parts, just arrived
Vehicle repaired (Y/N): N
Customer has possession (Y/N): N If N: capture part information from service
or part dept.
Part#: 96125
Order#: S9300
ETA for completion of repairs: 08/05/2020
Loaner provided? Returned if repairs complete? no loaner provided.

*** 08/06/2020 08:46:37 ***
Case moved into WIPBin 4. Thursday and Sub Status of Working

*** Phone - Call - Outbound created on 08/06/2020 13:43:05 and created by Skyler Mortensen ***
WRT called CA273 and stated:
1. calling to speak to Ricky and get update on an RO

RO# [redacted]
Open Date / Closed Date: 07/28/2020
Most recent Repair Issue and Diagnosis:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP34HC LG[redacted]	[redacted]	,334

Irvine , CA ,92 18 02/2 /2020 Dealer: CA273 KIA of Irvine

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

Codes pulling up for signal and software error
Concern - **LANE DEPARTURE** on excessively and intermittently
Cause - N/a,
Correction - N/A
Vehicle repaired (Y/N): N
Customer has possession (Y/N):Y If N: capture part information from service or part dept.
Part#: 96125
Order#: S9300
ETA for completion of repairs: N/A

*** 08/14/2020 13:43:20 ***
Case moved into WIPBin 2. Tuesday and Sub Status of Working

*** Phone - Call - Outbound created on 08/18/2020 11:10:58 and created by Skyler Mortensen ***
WRT called CA273 and stated:
1. calling to get an update on an RO , Spoke with Caitlyn SA

RO# [redacted]
Open Date / Closed Date: 07/28/2020 - Open
Most recent Repair Issue and Diagnosis:
Codes pulling up for signal and software error
Concern - **LANE DEPARTURE** on excessively and intermittently
Cause - N/a,
Correction - N/A
Vehicle repaired (Y/N): N
Customer has possession (Y/N):N If N: capture part information from service or part dept.
Part#: 96125
Order#: S9300
ETA for completion of repairs: N/A

*** Phone - Call - Outbound created on 08/21/2020 10:39:18 and created by Skyler Mortensen ***
WRT called CA273 and stated:
1. calling to get an update on an RO , Spoke with Brad SA
2. RO# [redacted]

Brad SA stated:
1. there's no update,
2. still open
3. customer went on vacation
4. Customer didnt say when she'll be back.

WRT states:
1. thank you for the update
2. I'll keep checking with you
3. Phone wouldnt connect with customer.

*** 08/21/2020 10:47:39 ***
Case moved into WIPBin 5. Friday and Sub Status of Working

*** 08/21/2020 15:49:37 ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP34HC LG[redacted]	[redacted]	,334

Irvine , CA 92 18 02/2 /2020 Dealer: CA273 KIA of Irvine

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

Case moved into WIPBin 7.Emails and Sub Status of Working

*** 08/21/2020 15:52:47 ***
Email is sent on 08/21/2020 15:50:16 by Skyler Mortensen
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 08/21/2020 15:50:16 and created by Skyler Mortensen ***
Your Case Number: [redacted]
VIN: 5XYP34HC6LG[redacted]

Dear [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 (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 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]

*** 08/21/2020 15:53:12 ***
Closed by Skyler Mortensen with Resolution Code : Repaired at Dlr
[Resolution Summary]
Call dealer tuesday to see where they're at with order cust has veh

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC7LG[redacted]	[redacted]	,547
Warrington, PA ,1897		05/21/2020	Dealer: PA050 Gateway KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Case History

Dealer : Gateway KIA
Technician : Christopher McKenney
Service Manager : Scott Hamer
Dealer Phone :
DPSM : Roger Jantz
Vehicle Model : TELLURIDE SX V6 AWD AUTO
Model Year : 2020
Mileage : 1635
Initial comments by Technician found in TL Case #13734657 :

[Problem Description]
Customer states check AEB warning flashing on cluster intermittently, even when vehicle is parked and idling.

[Diagnostics Performed]
Checked vehicle, verified complaint. Found active DTC for **SCC** local CAN timeout, and history DTC for local CAN bus off and lost communication with **SCC**. Replaced MFC, verified no obstruction of **SCC** radar, removed front bumper cover, verified no damage to **SCC** radar, then checked/adjusted radar to within specs, successfully calibrated **SCC** radar through KDS, performed driving calibration for MFC. Rechecked vehicle, DTCs still present, warning light still flashing.

*** Dispatched to Queue Telluride Auto-Created Cases on 08/01/2020 01:04:19 (PST)

*** Case note has been appended from duplicated auto-case on 08/01/2020 01:09:13 (PST)

Comments from Techline Escalation

Techline case (13734657) created on 31-JUL-20 by PA050.
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--
TL Case created by (Dealer Technician) : Christopher McKenney
TL Case creator phone : 2152751504
TL Case creator email : CJMCK422@AOL.COM
Below are the notes from the TL case describing the concern:

[Problem Description]
Customer states check AEB warning flashing on cluster intermittently, even when vehicle is parked and idling.

[Diagnostics Performed]
Checked vehicle, verified complaint. Found active DTC for **SCC** local CAN timeout, and history DTC for local CAN bus off and lost communication with **SCC**. Replaced MFC, verified no obstruction of **SCC** radar, removed front bumper cover, verified no damage to **SCC** radar, then checked/adjusted radar to within specs, successfully calibrated **SCC** radar through KDS, performed driving calibration for MFC. Rechecked vehicle, DTCs still present, warning light still flashing.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC7LG[redacted]	[redacted]	,547
Warrington, PA ,1897		05/21/2020	Dealer: PA050 Gateway KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

*** 08/03/2020 05:41:23 ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Default by Mike Meadows

*** Phone - Call - Outbound created on 08/03/2020 13:11:38 and created by Mike Meadows ***
Writer called customer [redacted] @ [redacted] Owner)

Writer states:
1. introduced self, following up regarding your recent vehicle concern.

Customer states:
1. OK.

Writer states:
1.Apologized for your vehicle concerns.
2.do you have your vehicle or is it still down at PA050?

Customer states:
1.at dealership

writer states:
1. what was going on with your vehicle?

cust states:
1. foward collision avoidance assist alert keeps going off.

Writer states:
1.Sorry to hear that.

customer states:
1.scott at dealer has info, frustrated has rental 5 days and going on vacation Wednesday.

Writer states:
1.Sorry to hear this. Will call dealer now to get more info.

2.gave case# and contact info , will followup no later than Tuesday.

customer states:
1. ok thank you.

*** Phone - Call - Outbound created on 08/03/2020 13:16:08 and created by Mike Meadows ***
called dealer SA . PA050 @ (215) 491-1400
writer states.
1. Called dealer sa, no answer , no voice mail

*** Phone - Call - Outbound created on 08/04/2020 11:23:56 and created by Mike Meadows ***
called dealer SA Scott. PA050. @ (215) 491-1400
writer states
1 introduced self needing ro info

Customer Name: [redacted]
Customer phone #:[redacted]
Customer address [redacted] SOUTHAMPTON PA[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC7LG[redacted]	[redacted]	,547
Warrington, PA ,1897		05/21/2020	Dealer: PA050 Gateway KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Mileage:1842
Most recent RO #[redacted]
Open date ? 07/30
Closed or still open? closed today
Most recent Repair Issue and Diagnosis:
Customer states,front collision warning detection system coming on on dash and beeping.
Dealer states, help with tech, replaced front camera on windshield. resolved issue
Repeat Repair (n). If so, how many times?:
ETA for completion of repairs (repairs completed
Parts on order (Y/N)N. If so obtain part#, order#:
Rental / Loaner Provided? y
Vehicle repaired?: Y
Customer has possession?: Y

*** Phone - Call - Outbound created on 08/04/2020 11:35:23 and created by Mike Meadows ***
Customer Name:[redacted]
Customer phone #:([redacted]
Customer address [redacted] SOUTHAMPTON PA[redacted]
Mileage:1842
Most recent RO #[redacted]
Open date ? 07/30
Closed or still open? closed today
Most recent Repair Issue and Diagnosis:
Customer states,front collision warning detection system coming on on dash and beeping.
Dealer states, help with tech, replaced front camera on windshield. resolved issue
Repeat Repair (n). If so, how many times?:
ETA for completion of repairs (repairs completed
Parts on order (Y/N)y. If so obtain part#99110s9100, order#:0804s
Rental / Loaner Provided? y
Vehicle repaired?: n
Customer has possession?: Y

*** Phone - Call - Outbound created on 08/04/2020 11:44:43 and created by Mike Meadows ***
Writer called customer [redacted] @ [redacted] Owner)

Writer states:
1. introduced self, following up regarding your recent vehicle concern.

Customer states:
1. cust states picked up yesterday and thought was complete after dealer changed the camera on windshield.
2. when got vehicle back got down the road and had forward collision light come back on.
3. took back and now dealer states has to order radar.
4. going on vacation for a week and had to pickup vehicle.
5. was informed to call back when gets back from vacation to setup appointment with dealer to have the new radar installed.

Writer states:
1.Apologized for your vehicle concerns.
2. will followup no later than Friday 08/14/20.

Customer states.
1. Ok Thank you.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC7LG[redacted]	[redacted]	,547
Warrington, PA ,1897		05/21/2020	Dealer: PA050 Gateway KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

*** Phone - Call - Outbound created on 08/14/2020 05:36:05 and created by Mike Meadows ***
Writer called customer [redacted] @ [redacted] Owner)

Writer states:
1. introduced self, following up regarding your recent vehicle concern.

Customer states:
1. Car is still at dealer.
2. They were gonna test drive after repairs and make sure lights dont come back on.
3. Customer states found piece of leather on console coming apart at seam has requested dealer to fix.

Writer states:
1. Okay, Thank you for the update will followup no later that Monday.

*** Phone - Call - Outbound created on 08/18/2020 08:58:58 and created by Mike Meadows ***
called dealer SA Scott. PA050. @ (215) 491-1400
writer states
1 introduced self needing ro update.

Customer Name:[redacted]

Dealer states:
1.repalced front radar sensor, repair compelted and customer picked up on thrus or firday.

2.ordered part to fix leather on console. part#84690s9400wk. ordered 14th. order# S0814 eta hopefully 08/23

Writer states:
1. Ok, Thank you.

*** Phone - Call - Outbound created on 08/18/2020 09:39:42 and created by Mike Meadows ***
Writer called customer [redacted] @ [redacted] Owner)

Writer states:
1. introduced self, following up regarding your recent vehicle concern.

Customer states:
1. OK.

Writer states:
1.spoke with dealer who advised they resolved the radar issue.

Customer states:
1.yes got vehicle back and working good.
2. was informed they ordered part to repair leather on console.

Writer states:
1. Great. will followup no later than next friday 8/28 to confirm console repair.

Customer states:
1. Ok. Thank you.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC7LG[redacted]	[redacted]	,547
Warrington, PA ,1897		05/21/2020	Dealer: PA050 Gateway KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

*** Phone - Call - Outbound created on 09/02/2020 08:27:07 and created by Mike Meadows ***
Writer called customer [redacted] @ [redacted] Owner)

Writer states:
1. introduced self, following up regarding your recent vehicle concern.

Customer states:
1. OK.

Writer states:
1.spoke with dealer who advised they resolved the radar issue.

Customer states:
1.replaced leather on the middle console
2. cracked side middle window pannel when replacing molding on door.
3 when was going to delaware 2 episodes where call cut off while going 10-15 mph cel come on .
3 put in park and restarted vehicle was able to move vehicle. concerned for the saftey and reliability
4 called gateway kia and informed them of issue.
5. has not happened again since
6 has series of issues with car wondering if lemon .
7 concerned shut off could have led to accident.
8. replaced 2 radars which resulted in multiple trips to dealer and multiple loaner cars.

Writer states:
1. apologized for concern
2. advised would need to take back to dealer if having additional issues.
3. understand frustration.
4. Will escalate for customer advised contact within 3 business days.

Customer states:
1. Ok. Thank you.

*** Note - Others created on 09/02/2020 08:38:47 (GMT-07:00) Arizona and created by Justina Sinclair ***
"Call to Action"
1. Customer states car shut down and cel came on while driving has not happened since. wondering if car is a lemon and can trade out.
2. PA050 states resolved radar issues. now working on replacing window that cracked while replacing trim. .
3. DPSM has been advised and customer has been referred to WCIM.
4. Dispatching because customer states they are claiming lemon law / requesting buyback of the vehicle.
5. Please review and follow up accordingly.

*** 09/02/2020 10:36:27 (GMT-07:00) Arizona ***
Dispatched from WIPBin = Default to Queue Eastern Region ECR by Justina Sinclair
Reason:

*** 09/03/2020 05:08:13 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Eastern Region ECR to WIPBin Eastern ECR by Tracey Icenhour

*** 09/03/2020 07:15:12 (GMT-05:00) Eastern Time (US & Canada) ***
Case moved into WIPBin Eastern ECR and Sub Status of Working

*** 09/03/2020 10:17:30 (GMT-05:00) Eastern Time (US & Canada) ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC7LG[redacted]	[redacted]	,547
Warrington, PA ,1897		05/21/2020	Dealer: PA050 Gateway KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Assigned to WIPBin ECR cases of Michael Jablonowski by Tracey Icenhour
Reason:

*** Phone - Call - Outbound created on 09/03/2020 13:30:41 and created by Michael Jablonowski ***
Wtr contacted cust @ [redacted]

Wtr states
1. Left VM with cust
2. Informed cust following up on concerns with vehicle
3. Gave ECR information and case#

*** 09/03/2020 13:34:18 ***
Email is sent on 09/03/2020 13:33:36 by Michael Jablonowski
To: [redacted]
Cc:
Title:

*** Email - External Email Sent created on 09/03/2020 13:33:36 and created by Michael Jablonowski ***
Hello, my name is Michael J , Escalated Case Representative for the Eastern Region. I am reaching out to you to inform you you case has been received and I will be following up on your case. I have also left a voicemail detailing the same information. If you have any questions please respond to this email, or call me directly at (520) 274-1166 Thank you for your time. Case# [redacted]
Sincerely,
Michael J
Eastern Regional Manager

*** Phone - Call - Inbound created on 09/03/2020 13:57:51 and created by Michael Jablonowski ***
Cust states
1. Returning ECR call
2.Vehicle is running fine now

Wtr states
1. That is good to hear
2. Are there any other issues we can address?

Cust states
1. Well, what if this happens again?

Wtr states
1. At this point Dlr is stating vehicle is operating as designed

Cust states
1. Well if something happens I will let you know

*** 09/03/2020 14:51:11 ***
Closed by Michael Jablonowski with Resolution Code : Repaired at Dlr
[Resolution Summary]

*** 12/18/2020 08:46:55 ***
Reopened by Michael Jablonowski with Sub Status of Working

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC7LG[redacted]	[redacted]	,547
Warrington, PA ,1897		05/21/2020	Dealer: PA050 Gateway KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

*** Phone - Call - Inbound created on 12/18/2020 08:53:28 and created by Michael Jablonowski ***
Cust states
1. Having problems with vehicle again
2. This has been multiple times that vehicle has been at Dlr
3. Alarm wont go off once I set it
4. Would like some sort of compensation

Wtr states
1. Apologized
2. Informed cust will review case and speak to Dlr
3. Will follow up after speaking to Dlr

Cust states
1. That would be great
2. Thank you

*** Phone - Call - Inbound created on 12/22/2020 08:04:22 and created by Michael Jablonowski ***
Cust states
1. Following up on my case

Wtr states
1. Informed cust will be speaking to SVCM nad DPSM and will follow up with cust

Cust states
1. That would be great
2. Thank you

*** Phone - Call - Outbound created on 12/30/2020 08:07:27 and created by Michael Jablonowski ***
Wtr contacted PA050

Wtr states
1. Spoke to Scott (SVCM)
2. Informed Scott following up on concerns with vehicle

Scott states
1. Took care of cust concerns
2. Last time vehicle was here was in November
3. Put cust in loaner

Wtr states
1. Thank you for update
2. Will follow up with cust

*** Phone - Call - Outbound created on 12/30/2020 08:18:15 and created by Michael Jablonowski ***
Wtr contacted cust @ [redacted]

Wtr sttaes
1. Left VM with cust
2. Informed cust following up on any concerns that cust may be having with vehicle
3. Gave ECR information and case#

*** 12/30/2020 08:21:18 ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC7LG[redacted]	[redacted]	,547
Warrington, PA ,1897		05/21/2020	Dealer: PA050 Gateway KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Email is sent on 12/30/2020 08:20:40 by Michael Jablonowski
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 12/30/2020 08:20:40 and created by Michael Jablonowski ***
Your Case Number: [redacted]
VIN: 5XYP5DHC7LG[redacted]

Dear [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 (520) 274-1166 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, Michael J.
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]

*** Phone - Call - Inbound created on 12/30/2020 08:49:30 and created by Michael Jablonowski ***
Cust states
1. Vehicle is still having problems
2. Alarm has gone off a few times since Novenber
3. Mike is contact at Dlr

Wtr states
1. Will reach out to speak to Mike
2. Dlr CND any concerns

Cust states
1. Don't care
2. There is something wrong with vehicle
3. Just call Mike

*** Phone - Call - Outbound created on 12/31/2020 07:58:31 and created by Michael Jablonowski ***

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC7LG[redacted]	[redacted]	,547
Warrington, PA ,1897		05/21/2020	Dealer: PA050 Gateway KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Cust states
1 Sending email to Mike (SVCM)
2. CC ECR information
3. Spoke to Mike today

Wtr states
1. Will reach out to Mike
2. Thank you for calling

*** Phone - Call - Inbound created on 01/12/2021 10:25:12 and created by Michael Jablonowski ***
Cust states
1. Car alarm keeps going off
2. Vehicle is still shutting off
3. Would like some kind of compensation

Wtr states
1. Apologized
2. Informed cust would reach back out to Dlr
3. Will follow up with cust after speaking to Dlr

Cust states
1.Can you compensate me for something now

Wtr states
1. Can make no guarantees
2. Kia process is to review for GW once vehicle is repaired and returned to Dlr
3. Informed cust Offer and Release letter would be sent to cust for this concern

Wtr states
1. Well see what you can do
2. Thank you

*** Phone - Call - Outbound created on 01/12/2021 10:39:54 and created by Michael Jablonowski ***
Wtr contacted PA050

Wtr states
1. Spoke to Scott (SVCM)
2. Following up on concerns with vehicle

Scott states
1. Cust is unwilling to let us have vehicle until vehicle can be properly diagnosed
2. Offered cust loaner and he declined
3. Mike is his main contact

Wtr states
1. Thank you for the updated information
2. Will call back in a couple of days
3. Will speak to Mike before talking to cust

Scott states
1. That sounds good

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC7LG[redacted]	[redacted]	,547
Warrington, PA ,1897		05/21/2020	Dealer: PA050 Gateway KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

2. Thank you

*** Phone - Call - Inbound created on 01/15/2021 08:21:21 and created by Michael Jablonowski ***
Cust states
1. Following up on ECR calls
2. What did you hear from Mike

Wtr states
1. Spoke to Scott (SVCM)
2. Scott states that cust is unwilling to leave vehicle to be diagnosed

Cust states
1. Please reach out to Mike (SVCA)
2. He knows more about case

Wtr states
1. Will reach out to Mike

Cust states
1. Thank you

*** Phone - Call - Inbound created on 01/20/2021 08:45:41 and created by Michael Jablonowski ***
Cust states
1. Have you spoke to Mike at Dlr?

Wtr states
1. Not yet
2. Will reach out to him now

Cust states
1. That would be great
2. Thank you

*** Phone - Call - Outbound created on 01/20/2021 08:51:35 and created by Michael Jablonowski ***
Wtr contacted PA050

Wtr states

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC7LG[redacted]	[redacted]	,547
Warrington, PA ,1897		05/21/2020	Dealer: PA050 Gateway KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

1. Spoke to Kara (SVC)
2. Informed Kara calling to speak to Mike (SVCA)

Kara states
1. He is off today
2. Will leave a note for him

Wtr states
1. Thank you

*** Phone - Call - Outbound created on 01/25/2021 09:19:17 and created by Michael Jablonowski ***
Wtr contacted PA050

Wtr states
1. Spoke to Mike (SVCM)
2. Informed Mike following up on concerns with vehicle

Mike states
1. Have looked at vehicle
2. Cust does not want to keep vehicle here to diagnose
3. CND without vehicle being here

Wtr states
1. Thank you for the update
2. Will follow up with cust

*** Phone - Call - Outbound created on 01/26/2021 09:13:39 and created by Michael Jablonowski ***
Wtr contacted cust @ [redacted]

Wtr states
1. Informed cust spoke to Mike @ Dlr
2. Mike states cust unwilling to leave vehicle here to be diagnosed

Cust states
1. That is not true
2. Car alarm keeps going off
3. I have called every time alarm went off
4. Am willing to drop off vehicle
5. Will be going to dealer tomorrow
6. Want to be compensated for my time

Wtr states
1. Will follow up with Dlr once vehicle is there
2. Will follow up with cust with any updates

Cust states
1. Thank you for calling

*** Phone - Call - Outbound created on 01/26/2021 09:34:59 and created by Michael Jablonowski ***
Wtr contacted PA050

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC7LG[redacted]	[redacted]	,547

Warrington, PA ,1897 05/21/2020 Dealer: PA050 Gateway KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Wtr states
1. Spoke to Mike (SVCA)
2. Informed Mike cust is coming in tomorrow
3. Willing to keep vehicle @ Dlr

Mike states
1. Just got off the phone with cust
2. We are going to have rental ready for him
3. Do not plan on driving vehicle

Wtr states
1. Thank you for the update
2. Will follow up next week

*** Phone - Call - Outbound created on 01/27/2021 12:36:23 and created by Michael Jablonowski ***
Wtr contacted PA050

Wtr states
1. Spoke to Mike (SVCA)
2. Informed Mike following up on concerns with vehicle

Mike states
1. Cust came in and had service done (On the house)
2. Cust did not leave vehicle here

Wtr states
1. Spoke to cust yesterday
2. Was told by cust he was willing to keep vehicle at Dlr

Mike states
1. Believe cust is trying to get out of vehicle at this point
2. Has been speaking to SM and GM

Wtr states
1. Thank you for the update
2. Will follow up with cust

*** Phone - Call - Outbound created on 01/27/2021 12:47:07 and created by Michael Jablonowski ***
Wtr contacted cust @ [redacted]

Wtr states
1. Following up on the concerns with vehicle
2. Understand that vehicle was not left at Dlr

Cust states
1. SM and GM are trying to get me out of this vehicle
2. Supposed to be reaching out to me to let me know what they find out
3. May be calling you

Wtr states

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC7LG[redacted]	[redacted]	,547
Warrington, PA ,1897		05/21/2020	Dealer: PA050 Gateway KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

1. Thank you for that information
2. Will be following up next week

Cust states
1. Thank you

*** 02/10/2021 11:35:28 (GMT-07:00) Arizona ***
Assigned to WIPBin RO recap of Heather Orosco by Jeremy Carrifee
Reason:

*** Phone - Call - Inbound created on 02/10/2021 14:22:46 (GMT-07:00) Arizona and created by Heather Orosco ***
Writer Called Owner [redacted] @ ([redacted]

1.Left VM
2.Introduced self from the escalated Division
3.Please contact me to discuss Case, Buyback/Lemon law request
4.I do Apologize
5.Case# 800#

*** 02/10/2021 14:31:31 (GMT-07:00) Arizona ***
Email is sent on 02/10/2021 14:25:50 by Heather Orosco
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 02/10/2021 14:25:50 (GMT-07:00) Arizona and created by Heather Orosco ***
[redacted]

Dear [redacted]

My name is Heather from the Escalated Division and I will be taking over your Case for Michael the escalated Case Manager that you were previously working with. Please contact me regarding your Case. I apologize for any inconveniences. I look forward to speaking with you.

Thank you,

Heather Orosco (800) 333-4542
Sincerely,
Kia Motors America

*** Phone - Call - Inbound created on 02/10/2021 13:49:01 and created by Benjamin Litten ***
Writer received call from David (owner) @ [redacted]

Writer states
1. Introduced self, asked customer for case #/VIN
2. Confirmed customer name & vehicle
3. Asked customer what I could help them with.

Customer states

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC7LG[redacted]	[redacted]	,547
Warrington, PA ,1897		05/21/2020	Dealer: PA050 Gateway KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

1. I got an email from Heather saying she was going to be taking over my case
2. Can i speak with the CM please?

Writer states
1. Let me see if the CM is available
2. The CM is not available
3. I will notate you called and request the CM F/U

cust states
1. OK, thank you
2. My PMOC is: [redacted]

*** Phone - Call - Inbound created on 02/10/2021 14:53:58 (GMT-07:00) Arizona and created by Heather Orosco ***
Writer Called Owner [redacted] @ [redacted]

Writer States :

1.Introduced self from the Escalated Division
2.I received your Case & will be taking over for Michael ECR
3.Request for Lemon law /Buyback ?

Customer States :

1.Based on the information tell me what the resolution there is ?
2.I want a reliable vehicle that does not have issues
3.In 5 or 6 x's for service
4.The Radar cameras and alarms going off
5.Engine motor drivers idle , car window has an issue
6.Car alarm is still going off
7.They cannot figure it out
8.Michael was working with me on this

Writer States :

1.I do apologize , I will be taking over case for Michael he is currently out of the office
2.I will not be able to provide a resolution we will review as a company & I will contact you once a decision is made
3.I will do my best to assist with your concerns
4.What is Buyback ? What is the outcome ?

Writer States :

1.Buyback is you requesting for KIA to buy the vehicle back from you
2.I am not sure of the protocols
3.You can review Buyback in your WCIM guide for your state of PA
4.I will email you an Acknowledgment Letter please submit all requested Documents & we will review

Customer States:

1.When I lock the car remotely, walk away alarm goes off
2.I have to go in the car start car shut car off lock the car and alarm goes off
3.They Replaced the laser in the car also

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC7LG[redacted]	[redacted]	,547
Warrington, PA ,1897		05/21/2020	Dealer: PA050 Gateway KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

4.The vehicle seems to be flawless
5.Safety issue
6.If they can get me in a reliable car
7.The dealer is looking into a trade for me

Writer States :

1.I understand your frustrations
2.We are here to help, all concerns are Documented and kept on record

Customer States :

1.I Enjoy the car
2.Great record great availability
3.My car does not fall under that category
4. I want Compensation or exchange
5.Vehicle is still not running properly
6.For the Aggravation KIA can send me something
7.Michael said that he would compensate me

Writer States:

1.I will email you the letter
2.I will also keep in contact with you
3.We will review all your requests

Customer States :

1.What is my email ?

Writer States :

1[redacted]

Customer States :

1.Thank you for the call Heather

Writer States:

1.You're welcome
2.Call ended

*** Phone - Call - Inbound created on 02/11/2021 06:39:17 (GMT-07:00) Arizona and created by Heather Orosco ***
[redacted]

Good Morning [redacted]

I have attached the Acknowledgement Letter, please upload all Documents to KIA.COM Portal/contact us/ add note to attachment or existing Case or you can fax to 866-631-2877. Please reach out to me if you have any questions. I understand your frustrations and I do apologize for any inconveniences.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC7LG[redacted]	[redacted]	,547

Warrington, PA ,1897 05/21/2020 Dealer: PA050 Gateway KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Thank you,

Sincerely,

KIA Motors

*** Phone - Call - Inbound created on 02/11/2021 06:41:51 (GMT-07:00) Arizona and created by Heather Orosco ***
Writer Called Dealer PA050 @ (215) 491-1400

Writer States:

1.Requesting all invoices for Mr. [redacted]
2.Request for Buyback

Scott Service Manager states:

1.What email address can i email these too?

Writer States :

1.horosco@kiaconsumeraffairs.com

Scott Service Manager states:

1.I will get these invoices to you sometime today

Writer States:

1.Thank you
2.Call ended

*** Phone - Call - Inbound created on 02/11/2021 14:45:35 and created by Linda English ***
Caller: [redacted] owner

Wrt states:
1 How can I help you today?

Cust states:
1 Can I be transferred to Heather Orosco, she is my CM

WRt states:
1 Apologize

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC7LG[redacted]	[redacted]	,547
Warrington, PA ,1897		05/21/2020	Dealer: PA050 Gateway KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

2 contacted ECR - No response
3 Notated case for follow up from ECR

Cust states:
1 Thank you

*** Phone - Call - Inbound created on 02/12/2021 11:21:56 and created by Kevin Harrell ***
Inbound call

David states
1. Is the Cm there

riter states
1. Asked how can i help

Customer states
1. I called yesterday no response from the CM

Writer states
1. Advised will let the CM klnow you called In

*** Phone - Call - Inbound created on 02/12/2021 13:38:09 (GMT-07:00) Arizona and created by Heather Orosco ***
Writer Called Owner [redacted] @ ([redacted]

Left VM
1.Following up, returning your call
2.I apologized I missed your call
3.Please contact me if you have any questions or concerns
4.Scott service manager emailed me all 8 invoices & i have attached them to your Case
5.Please submit all other requested Documents stated in the Acknowledgement Letter
6.Case# 800#

*** 02/12/2021 13:53:04 (GMT-07:00) Arizona ***
Email is sent on 02/12/2021 13:46:20 by Heather Orosco
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 02/12/2021 13:46:20 (GMT-07:00) Arizona and created by Heather Orosco ***
Dear [redacted]

I am following up with you returning your call, Please contact me if you have any questions or concerns. I will be in the office Until 3:00 PM today Pacific time and will return on Monday. Scott the service manager emailed me Eight invoices and i have attached them all to your case. You would just send in all other Requested Documents stated in the Acknowledgment Letter. Please take as much time as you need. I apologize for any inconveniences.

Thank you,

Heather Orosco (800) 333-4542

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC7LG[redacted]	[redacted]	,547
Warrington, PA ,1897		05/21/2020	Dealer: PA050 Gateway KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Sincerely,
Kia Motors America

*** Phone - Call - Inbound created on 02/12/2021 13:57:04 (GMT-07:00) Arizona and created by Teri Donnelly ***
Customer States([redacted] owner):
1. Advised case#
2. Need to speak to ecr, Heather
3. She just left me a vm

Writer States:
1. Confirmed was speaking to owner [redacted]
2. Confirmed phone#
3. Asked customer to hold will see if able to get Heather
4. Message sent to Heather inquiring if able to speak
5. Thanked customer for holding
6. Heather is on another line but did indicate she will call when off the other line
7. No response from customer
8. Advised unable to hear customer will hang up if customer can hear ecr will be calling customer back
9. Thanked customer for contacting kia

*** Phone - Call - Inbound created on 02/12/2021 13:58:56 (GMT-07:00) Arizona and created by Heather Orosco ***
Writer Called Owner [redacted] @ ([redacted]

Writer States:

1.Following up returning your call
2.I apologize for missed call
3.Do you have questions or any concerns?

Customer States :

1.I have a Copy of lease agreement
2.Copy of registration
3.I am sending to snail mail, I will send to KIA with the address on the letter
4.I am also filling out the form for concerns
5.I will be adding additional information that you may not have
6.Multiple concerns that were not resolved

Writer States :

1.Yes , take as much time as you need
2.We will review our request once all documents are received
3.Scott the service manager emailed me all eight invoices & they have been attached to your Case

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC7LG[redacted]	[redacted]	,547
Warrington, PA ,1897		05/21/2020	Dealer: PA050 Gateway KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Customer States :

1.Thank you for the call
2.Have a great day & a great weekend

Writer States :

1.You're welcome
2.Please stay safe

*** Note - Others created on 02/26/2021 12:42:19 and created by Kayla Erwin ***
**** DUPLICATE CASE NOTES FROM 14005083 ****

*** 02/25/2021 07:00:58 ***
Web - Note created on 02/25/2021 07:00:58 and created by [redacted]

Attn: Heather Orosco
Case #: [redacted]

Based upon the string of problems & issues I've encountered with my 2020 Telluride, attached is the information requested.

-[redacted]

*** 02/25/2021 07:01:00 ***
20210215_144219.jpg added by [redacted] on 02/25/2021 07:00:59

*** 02/25/2021 07:01:00 ***
SEBASTIAN-ALARM.jpg added by [redacted] on 02/25/2021 07:01:00

*** 02/25/2021 07:01:02 ***
20200905_131625.jpg added by [redacted] on 02/25/2021 07:01:00

****

*** Phone - Call - Inbound created on 03/01/2021 07:59:20 and created by Lindsey Herron ***
Customer [redacted] (owner)
1. I am wanting to talk to Heather my CM

Wrt.
1. Advised unavailable will message her for call back.

Customer [redacted] (owner)
1. Thank you

*** Phone - Call - Inbound created on 03/01/2021 15:22:18 (GMT-07:00) Arizona and created by Heather Orosco ***
Writer Called Owner [redacted] @ ([redacted]

Writer States :

1.Following up returning your call

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC7LG[redacted]	[redacted]	,547
Warrington, PA ,1897		05/21/2020	Dealer: PA050 Gateway KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

2.Apologize for the delays on reaching out to you
3.Requesting Registration, information request formed enclosed in the acknowledgement Letter

Customer States :

Writer States :

1.I sent in all the Documents
2.I can email to you
3.Stay on the phone , i want to make sure you get them

Writer States :

1.horosco@kiasconsumeraffairs.com
2.Yes i will wait on the line
3.I just received all Documents & i will attach them to your case
4.We will review your request as a company & i will be sure to contact you once a decision is made
5.Buyback/Lemon law is based off of your State law

Customer States:

1.I want a car that i can rely on & feel safe
2.Whatever proposal you decide
3.Compensation will be acceptable if Buyback is not an option
4.Getting me into another car or getting this vehicle fixed is all i want
5.To feel Safe

Writer States :

1.I do understand
2.Thank you for taking my call today
3.Call ended

*** Phone - Call - Inbound created on 03/05/2021 09:04:30 and created by Lindsey Herron ***
Customer [redacted]
1. I'd like to speak with Heather

Wrt.
1. Advised CM is unavailable
2. Will request a call back.

Customer [redacted]
1. Thank you

*** Phone - Call - Inbound created on 03/08/2021 10:30:36 (GMT-07:00) Arizona and created by Heather Orosco ***
Owner [redacted] INBOUND:

Customer States :

1.Update on my case ?
2.I have been contacting you

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC7LG[redacted]	[redacted]	,547
Warrington, PA ,1897		05/21/2020	Dealer: PA050 Gateway KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Writer States:

1.Currently under review
2.I will be sure to contact you once a decision has been made
3.Apologized for the delays

Customer States :

1.It's ok
2.I will wait for your call

Writer States :

1.I will follow up with you on Wednesday of this week
2.Call ended

*** Phone - Call - Inbound created on 03/16/2021 10:18:47 (GMT-07:00) Arizona and created by Heather Orosco ***
Owner [redacted] INBOUND :

Customer States:

1.Update ?

Writer States :

1.Apologized for delays on my end, under process /review
2.I will be sure to follow up once a decision is made

Customer States :

1.Thank you

Writer States :

1.You're welcome
2.Call ended

*** Phone - Call - Inbound created on 03/22/2021 08:07:36 (GMT-07:00) Arizona and created by Heather Orosco ***
Owner [redacted] Inbound:

Customer States :

1.Update ?

Writer States :

1.Apologized under review

Customer States:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC7LG[redacted]	[redacted]	,547
Warrington, PA ,1897		05/21/2020	Dealer: PA050 Gateway KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

1.The alarm went off twice
2.I had to reset it
3.Problem is not solved
4.Keeps going off which is an inconvenience to me
5.I have to shut off the car reset it & then start the car again
6.If there is a compensation i would appreciate it
7.I have not taken the vehicle back to Dealer

Writer States:

1.If Buyback is not an option we can review for Goodwill courtesy
2.Call ended

*** Note - Others created on 03/23/2021 13:37:27 and created by Christina Lucas ***
***Hard Copy Documentation from 02/22/2021

COMMENTS:
Inbound call from Customer
davdid sebastian

Writer states
1. Introduced self
2. How may i assist

Customer states
1. i need to speak to heather or roscoe

Writer states
1. Apologized for concerns
2. advised systems are updating so we dont have access to our programs and resources at this time

Customer states
1. you've been out for a week now
2. need to speak to heather so i can send in this documentation

Writer states
1. apologized for inconvience
2. advised will reach out to heather to see if she is able to give a call back

Customer states
1. thank you

placed customer on hold
sent message to HOrosco

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC7LG[redacted]	[redacted]	,547
Warrington, PA ,1897		05/21/2020	Dealer: PA050 Gateway KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Writer states
1. apologized for wait
2. advised CM is on call with customers at this time
3. CM stated she will try to give you a call back

Customer states
1. very good
2. thank you

***

*** Phone - Call - Inbound created on 03/29/2021 14:15:24 (GMT-07:00) Arizona and created by Heather Orosco ***
Writer Called Owner [redacted] @ [redacted]

Writer States :

1.Following up under process for review
2.I will be sure to contact you

Customer States:

1.The Alarm has went off 5 x's again
2.I just want this documented
3.If Lemon law or Buyback are not an option i want some sore of compensation

Writer States :

1.If not an option we will review for possible complesnation

Customer States :

1.Thank you
2.Call ended

*** Phone - Call - Inbound created on 04/01/2021 05:36:01 (GMT-07:00) Arizona and created by Heather Orosco ***
Writer Called Owner [redacted] @ [redacted]

Left VM:

1.Following up on case
2.Case reviewed
3.Requesting copy of Sales contract
4.Please contact me to discuss
5.Case# 520# Ext#
6.Thank'd

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC7LG[redacted]	[redacted]	,547
Warrington, PA ,1897		05/21/2020	Dealer: PA050 Gateway KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

*** 04/01/2021 05:42:35 (GMT-07:00) Arizona ***
Email is sent on 04/01/2021 05:39:20 by Heather Orosco
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 04/01/2021 05:39:20 (GMT-07:00) Arizona and created by Heather Orosco ***
Dear [redacted]

Good Moring! This is Heather reaching out to you regarding your Case. Your Case has been reviewed. Requesting a copy of your Sales contract, i will reach out to Finance with the Selling Dealer and try to obtain but if you are able to send in to me that would be great. Please contact me when you have a chance to discuss. I apologize for the delays and inconveniences.
Thank you,

520 274-1098 ext 27170

Sincerely,
Kia Motors America

*** Phone - Call - Inbound created on 04/01/2021 06:07:27 (GMT-07:00) Arizona and created by Heather Orosco ***
INBOUND call [redacted]

Customer States :

1.I received your VM

Writer States :

1.Thank you for returning my call
2.Requesting copy of lease agreement
3.I'd like to offer you compensation for the inconveniences as consideration

Customer States :

1.I can email you the lease agreement now
2.horosco@kiaconsumeraffairs.com

Writer States :

1.Thank you for sending the lease agreement i have attached to your Case
2.I will review & follow up on Offer /Release letter
3.I will be sure to contact you

Customer States :

1.Thank you for the call

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC7LG[redacted]	[redacted]	,547
Warrington, PA ,1897		05/21/2020	Dealer: PA050 Gateway KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Writer States :

1.You're welcome
2.Call ended

04/01/2021 11:06:29
Email is received on 04/01/21 11:06:21 from [redacted]

*** Email - External Email Received created on 04/01/2021 11:06:26 (GMT-07:00) Arizona and created by Heather Orosco ***
Hi Heather,
Were you able to email the form(s) I need to sign? I haven't received it yet.
Thanks, [redacted]
On Thursday, April 1, 2021

*** 04/01/2021 11:29:02 (GMT-07:00) Arizona ***
Email is sent on 04/01/2021 11:27:52 by Heather Orosco
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 04/01/2021 11:27:52 (GMT-07:00) Arizona and created by Heather Orosco ***
Dear [redacted]

I emailed you the Offer and Release Letter. I apologize for the delays on sending it out to you. Please reach out to me if you have any questions.

Thank you,

Sincerely,
Kia Motors America

*** 04/02/2021 06:11:54 (GMT-07:00) Arizona ***
Goodwill #: 185812 Submitted

*** Phone - Call - Inbound created on 04/02/2021 06:29:36 (GMT-07:00) Arizona and created by Heather Orosco ***
On Thursday, April 1, 2021 Heather Orosco
Thank you for sending in the Documents. I will now submit the process, please allow four to six weeks. You will receive an automated email on when your Check will be mailed out to you, preferably within the sixth week . I will be sure to contact you once i receive notification on that. Please reach out to me if you have any questions or concerns. Have a Safe and Happy Easter.

Thank you,

Sincerely.
KIA Motors

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC7LG[redacted]	[redacted]	,547
Warrington, PA ,1897		05/21/2020	Dealer: PA050 Gateway KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Thu 4/1/2021 12:29 PM

Thanks Heather.
Happy Easter to you and yours too!
[redacted]

*** 04/27/2021 07:40:39 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 185812 Final Approved

*** 04/27/2021 07:40:40 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 04/27/2021 07:40:40 (GMT-08:00) Pacific Time (US & Canada) by Siebel System - Auto Message
To: [redacted]
Cc: [redacted]
Title: Update from Kia, Case # [redacted]

Dear [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

*** 04/29/2021 11:07:45 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin = Inbox to Queue ECR Goodwill Submitted by Ashley Lewis
Reason:

*** 04/30/2021 10:00:25 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue = ECR Goodwill Submitted to WIPBin Inbox

*** 04/30/2021 10:00:34 (GMT-05:00) Eastern Time (US & Canada) ***
Closed by Ashley Lewis with Resolution Code : Goodwill Issued
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2019 K900	Case Number	Mileage
[redacted]	[redacted]	KNAS24J 1K [redacted]	[redacted]	15,000
Delray Beach FL 33483		12/04/2018	Dealer: FL152 KIA Delray	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

Case History

Techline case ([redacted] created on 04-AUG-20 by TN035.
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--
TL Case created by (Dealer Technician) : Corey Sloan
TL Case creator phone :
TL Case creator email : corey.sloan@hotmail.com
Below are the notes from the TL case describing the concern:

[Problem Description]
Customer states Idle Stop and Go does not operate correctly. ISG indicator on dash turns yellow.

[Diagnostics Performed]
Verified concern. Monitored ISG data. It shows No Idle Stop By Battery Condition SOC/ Battery temp. Tested the battery, Tested good with the B2Q. All test results are above the minimum show in the service for ISG operation. Battery temp shows to ambient temp of inside the building. No DTC's stored

*** Dispatched to Queue Service Alert / Techline on 08/05/2020 01:11:28 (PST)

*** Case note has been appended from duplicated auto-case on 08/12/2020 01:04:02 (PST)

Comments from Service Alert - TL

Dealer : Rusty Wallace KIA of Knoxville
Technician : Corey Sloan
Service Manager : Allison Richards
Dealer Phone :
DPSM : Johna Hollis
Vehicle Model : K900 LUXURY
Model Year : 2019
Mileage : 5509
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
Customer states Idle Stop and Go does not operate correctly. ISG indicator on dash turns yellow.

[Diagnostics Performed]
Verified concern. Monitored ISG data. It shows No Idle Stop By Battery Condition SOC/ Battery temp. Tested the battery, Tested good with the B2Q. All test results are above the minimum show in the service for ISG operation. Battery temp shows to ambient temp of inside the building. No DTC's stored

*** Case note has been appended from duplicated auto-case on 08/20/2020 01:00:30 (PST)

Comments from UPER

Last name	First name	VIN of 2019 K900	Case Number	Mileage
[redacted]	[redacted]	KNAS24J 1K [redacted]	[redacted]	15,000
Delray Beach FL 33483		12/04/2018	Dealer: FL152 KIA Delray	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

Part ordered for customer vehicle has been placed into the UPER status on08/19/2020 00:00:00

Dealer Name : RUSTY WALLACE AUTO II, LLC Rusty Wallace Kia of Knoxville
Dealer Contact name : ALLISON
Dealer Phone : 865 688 8886
Part No# : 82307 J6030REQ Rusty Wallace Kia of Knoxville
Order No# : P72120
Order Qty# : 1

*** 09/28/2020 12:39:27 ***
Accepted from Queue Service Alert / Techline to WIPBin Default by Myra Davis

*** 09/28/2020 12:40:22 ***
Dispatched from WIPBin Default to Queue ZZ Benjamin Litten by Myra Davis

*** Phone - Call - Outbound created on 09/29/2020 11:13:03 and created by Benjamin Litten ***
Called [redacted] (owner) at ([redacted]

writer states

1 Introduced self, following up regarding vehicle concern

2 Asked Customer if vehicle is in their possession

3 Asked customer if vehicle is running well

cust states

1 OK

2 None of it's been fixed, the vehicle is still having issues

3 I am also waiting for a panel from last year

4 This is the last opportunity you have to get the vehicle repaired. If the vehicle isn't fixed this time the dealer is going to take it back.

writer states

1. apologize for the vehicle concerns

2. verified customer information and mileage

3. No open SC's

4. what is your preferred method of contact?

cust states

Last name	First name	VIN of 2019 K900	Case Number	Mileage
[redacted]	[redacted]	KNAS24J 1K [redacted]	[redacted]	15,000
Delray Beach FL 33483		12/04/2018	Dealer: FL152 KIA Delray	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

1. Phone is the best method of contact

2. My current mileage is around 7500

3. Everything that Kia has attempted to fix is still having issues.

4. This vehicle has been at the dealer more than I've been driving it.

5. Replacing the 3 of the tires worked for a week, then the sterring wheel started to vibrate again.

writer states

1. When you decide to take the vehicle back to the dealer, please contact us and let us know so we can follow up with you a couple days later to ensure the vehicle has been repaired.

writer states

1. Gave case#, contact#

2. Is there anything else I can help you with?

3. We appreciate you being the best part of KIA.

cust states

1 ok thank you

*** Phone - Call - Outbound created on 09/29/2020 11:38:57 and created by Benjamin Litten ***
Called TN035 at (865) 688-8886 spoke with Chris

Customer Name: [redacted]

Customer phone #: ([redacted]

Customer address: [redacted] Boynton Beach, FL[redacted]

Mileage: 5510

Most recent RO #: [redacted]

Open Date: 8/3/2020

Close Date: 9/14/2020

Most recent Repair Issue and Diagnosis:

Customer states

Dealer states

Repeat Repair (Y/N). If so, how many times?: N

Last name	First name	VIN of 2019 K900	Case Number	Mileage
[redacted]	[redacted]	KNAS24J 1K[redacted]	[redacted]	15,000

Delray Beach FL 33483 | 12/04/2018 | Dealer: FL152 KIA Delray

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

ETA for completion of repairs (if applicable): N/A

Parts on order (Y/N). If so obtain part#, order#:

Rental / Loaner Provided? N

Vehicle repaired?: Y

Customer has possession?: Y

Dealer states

1. First time the vehicle was here was in May, for driver side inner door, has damage to the seatbelt; smell of anti-freeze; slight spots on tires; and vibration steering after is sits over nights; lane track doesn't work correctly; headlights look down too far (shining too low); tapping noise when cold, engine first starting; trunk will not always open, makes noise when buttons pressed but not opening.

2. Second time was July, driver side inner door, has damage to the seatbelt, new door panel installed; When making left turn on hard acceleration steering wheel will vibrate for 1.5 miles then stop, replaced passenger front tire; when wipers are first used they will swipe 2 times then stop; **CRUISE CONTROL** stops working for no reason.

3. Third time was 8/3/2020 - 9/14/2020, Vibration while driving, ordered passenger front tire and installed it; Auto stop would not engage while vehicle is warm and comes to a stop, replaced battery sensor; park sensor will sometimes not alert when parking the vehicle, told customer to see if this works better since battery sensor replacement, no call back yet.

4. Customer brought vehicle back after the repair on 9/14 saying the auto stop was not working. We rode with the customer for the auto stop fix, the auto stop was working fine during the ride along.

5. The auto stop issues WAS mentioned all 3 times customer came in, but we could not duplicate the issue.

*** Note - Others created on 09/29/2020 11:52:00 and created by Benjamin Litten ***
Forwarding to ECR.
1. Customer states vehicle is experiencing multiple issues.
2. TN035 states vehicle was repaired, but is still experiencing the issue.
3. DPSM has been advised.
4. Dispatching because vehicle has been into dealer 3x for auto stop issue.
5. Please review and follow up accordingly.

*** 09/29/2020 11:54:07 ***
Email is sent on 09/29/2020 11:53:50 by Benjamin Litten
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 09/29/2020 11:53:50 and created by Benjamin Litten ***
Your Case Number: [redacted]
VIN: KNAS24J61K6[redacted]

Dear [redacted]

Thank you for the opportunity to address your concerns. At this time, your case will be escalated for additional

Last name	First name	VIN of 2019 K900	Case Number	Mileage
[redacted]	[redacted]	KNAS24J 1K [redacted]	[redacted]	15,000
Delray Beach FL 33483		12/04/2018	Dealer: FL152 KIA Delray	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

review and you will get a call back in 2 to 3 business days with an updated status.

If you have any questions in the meantime, please feel free to contact the Kia Consumer Assistance Center at (800) 333-4542, please 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 working with Kia Motors America regarding the concern with your vehicle.

Sincerely,

Benjamin
Kia Motors America

*** 09/29/2020 11:55:30 ***
Dispatched from WIPBin = 2 Tuesday to Queue Southern Region ECR by Benjamin Litten
Reason:

*** 09/30/2020 05:04:46 ***
Accepted from Queue Southern Region ECR to WIPBin 10. Southern by Kayla Erwin

*** 09/30/2020 07:54:41 ***
Case moved into WIPBin 10. Southern and Sub Status of Working

*** 09/30/2020 08:01:39 ***
Assigned to WIPBin Inbox of Jason Henry by Kayla Erwin
Reason:

*** Phone - Call - Outbound created on 10/09/2020 12:28:15 and created by Jason Henry ***
ECR Called Cust to f/u:
1. Intro Self, Region, apologized for concerns
2. Wanted to get more information.

Cust states:
1.Someone from your office called me on Monday
2. I told them straight out that everything the dlr has attempted
3. Vibration in the tires and steering, the whole car shakes, put 3 new tires
4. Door panel that was due in 3 months ago won't be in until November
5. The wipers work by themselves
6. The auto
7. I'm a retired technician, I know how this works
8. You guys getting in the middle of the dlr isn't helping anything
9. I'll give you one last chance to fix it, then you're taking it back, this is ridiculous.
10. This has been going on for 4 months.

Wrt states:
1. Apologized throughout
2. Wrt would be glad to make another appt at another dlr to get a fresh set of eyes on it.

Cust states:
1. I can't fault TN035, they've been great, but their hands are tied by what Kia is telling them to do
2 You guys getting in the way of the techs doesn't help
3. Find out when the factory rep is gonna be there, I'll schedule when they're gonna come.

Last name	First name	VIN of 2019 K900	Case Number	Mileage
[redacted]	[redacted]	KNAS24J 1K [redacted]	[redacted]	15,000

Delray Beach FL 33483 12/04/2018 Dealer: FL152 KIA Delray

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

Wrt states:
1. Wrt is unsure that the reps are traveling much during COVID, but can look into it
2. We can schedule an appt once they lighten travel restrictions, but Wrt would hate to schedule an appt and the rep not be there for a month.
3. Wrt will f/u with the DPSM to see when they're going to cycle through
4. Wrt will f/u once we have more info to schedule.

Cust states:
1. Ok, thank you

*** Email - External Email Received created on 10/12/2020 08:50:13 and created by Jason Henry ***
DPSM responded that she is not traveling during COVID, and will trust the dlr's diagnosis on the veh

*** 10/22/2020 14:58:23 ***
Closed by Jason Henry with Resolution Code : Concerns Recorded
[Resolution Summary]
Temp closing case pending FTS or DPSM travel

*** 11/30/2020 07:54:49 (GMT-07:00) Arizona ***
Reopened by Brenda Hernandez with Sub Status of Working

*** Phone - Call - Inbound created on 11/30/2020 07:55:07 (GMT-07:00) Arizona and created by Brenda Hernandez ***
Customer states:
1 The vehicle has been in the shop for 90 days
2. I was supposed to leave to go to FL for the winter
3. There have been multiple concerns with the vehicle
4. Michelin tires had authorized 4 new tires
5. The tires that they are sending are not good and will not pass the road force test
6. Kia needs to take the car back and give me my money back
7. I do not have any confidence in this vehicle
8. The dealership has been trying to fix the electrical concerns with the vehicle
9. This is 6th Kia that I have owned

Writer states:
1 Apologized
2. Advised that we can get the repair information from the dealership
3. Advised that we can escalate case after speaking to the dealership
4. Advised of WCIM

Customer states:
1. I will bury Kia with this problem if I do not get this car bought back
2. I am leaving to go to FL
3. I have tried to work with Kia in getting the vehicle
4. Kia is holding me hostage here at this time
5. I have been working with Allison on this at the dealership

*** Phone - Call - Inbound created on 11/30/2020 11:23:50 (GMT-07:00) Arizona and created by Brenda Hernandez ***

Last name	First name	VIN of 2019 K900	Case Number	Mileage
[redacted]	[redacted]	KNAS24J 1K [redacted]	[redacted]	15,000
Delray Beach FL 33483		12/04/2018	Dealer: FL152 KIA Delray	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

Call to Action
1. Contact dealership for repair information
2 Escalate to ECR for being down over 10 days

*** 11/30/2020 11:24:23 (GMT-07:00) Arizona ***
Dispatched from WIPBin = default to Queue Callcenter by Brenda Hernandez
Reason:

*** 11/30/2020 13:37:44 ***
Accepted from Queue Callcenter to WIPBin Default by Myra Davis

*** 11/30/2020 13:42:45 ***
Dispatched from WIPBin Default to Queue ZZ Paxton Kerns by Myra Davis

*** Phone - Call - Inbound created on 12/02/2020 08:46:51 and created by Ryan Hale ***
Customer (owner) [redacted] ([redacted] called in and states
1. DLR just called me and got the car back after a month
2. DLR wants me to pay mounting and balancing on the tires
3. They're saying it's not a warranty concern.
4. I don't know why I would have to pay for this
5. In order to avoid lemon Law I think you guys should cover it.

writer states
1. Apologized for concerns
2. Verified customer information
3. Advised how tires have manufacture warranty through them.
4. Case is being escalated
5. Will note case of cust concerns

cust states
1. Thank you
2. Put it in there that I can't pick it up until I pay and I don't feel like I should because it's been down a a month

*** 12/02/2020 12:44:28 ***
Accepted from Queue ZZ Paxton Kerns to WIPBin Default by Paxton Kerns

*** 12/10/2020 05:49:49 ***
Email is sent on 12/10/2020 05:49:44 by Paxton Kerns
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case# [redacted]

*** Email - External Email Sent created on 12/10/2020 05:49:44 and created by Paxton Kerns ***
Your Case Number: [redacted]
VIN: KNAS24J61K6 [redacted] Dear [redacted] Thank you for the opportunity to address your concerns. At this time, your case will be escalated for additional review and you will get a call back in 2 to 3 business days with an updated status.If you have any questions in the meantime, please feel free to contact the Kia Consumer Assistance Center at (800) 333-4542, please 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.In the event that you believe Kia has been unable to satisfactorily address the concern, a special alternative resolution program called BBB AUTO LINE is available to you. This independent program is administered by BBB National Programs and is provided at no cost to you. You may contact them at: BBB AUTO LINE a Division of BBB National

Last name	First name	VIN of 2019 K900	Case Number	Mileage
[redacted]	[redacted]	KNAS24J 1K [redacted]	[redacted]	15,000
Delray Beach FL 33483		12/04/2018	Dealer: FL152 KIA Delray	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

Programs, Inc. 1676 International Drive, Suite 550, McLean, VA 22102; Ph: (800) 955-5100.Thank you for working with Kia Motors America regarding the concern with your vehicle. Sincerely,Kia Motors America

*** Note - Others created on 12/10/2020 05:50:46 and created by Paxton Kerns ***
1. Customer claims being charged for mounting and balancing of tires
2. TN035 has completed repairs.
3. Customer claiming potential Lemon Law, escalating
4. Please review and follow up accordingly

*** 12/10/2020 05:52:28 ***
Dispatched from WIPBin = 2.Tuesday to Queue Southern Region ECR by Paxton Kerns
Reason: cust claiming possible lemon law

*** 12/11/2020 05:02:34 ***
Accepted from Queue Southern Region ECR to WIPBin 10. Southern by Kayla Erwin

*** 12/11/2020 08:41:30 ***
Case moved into WIPBin 10. Southern and Sub Status of Working

*** 12/11/2020 08:45:24 ***
Assigned to WIPBin 0- Inbox of Tracey Icenhour by Kayla Erwin
Reason:

*** Phone - Call - Outbound created on 12/15/2020 08:50:44 and created by Tracey Icenhour ***
SECR calls [redacted] @ [redacted]
Writer states:
1. Calling from KIAs Escalations Office
2. Advised writer is reaching out due to recent vehicle concern to see how wrt can be of assistance.

Cust states
1 They charged for 3 tires for mounting and balancing tires that came from Michelin from vibration
2 Veh has been there since bought car
3 DLR does was Kia says
4 Am a retired master tech
5 14 new tires on veh as of this date

Wrt states
1 Apologized for issue
2 What is causing the vibration?

Cust states
1 The tires
2 Michelin didn't give a hard time
3 They offered to replace tires
4 The tires won't pass the road force test
5 There are other issues
6 Trunk don't open, it unlatches half way
7 Wipers work randomly
8 Auto shut off has not worked since day car was new
9 Don't know if working now
10 Got car back after a month
11 Delayed travel to FL

Last name	First name	VIN of 2019 K900	Case Number	Mileage
[redacted]	[redacted]	KNAS24J 1K [redacted]	[redacted]	15,000

Delray Beach FL 33483 12/04/2018 Dealer: FL152 KIA Delray

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

Wrt states
1 Understand frustration
2 What is cust requesting of KMA?

Cust states
1 Gave 3 choices
2 Take veh back
3 Replace veh with another one
4 Give extended warranty (10 years longer)

Wrt states
1 Advised will send ACK and request for info email
2 Advised Kia participates in a third-party arbitration program through BBB AUTO LINE (this service is free of charge to Kia customers). Please reference your Warranty and Consumer Information Manual (WCIM) for more details about the BBB arbitration program.

Cust states
1 This is 8th Kia owned
2 Just want Kia to do the right thing

Wrt states
1 Thank you for being a loyal customer
2 Advised will get ACK to cust sometime today and we'll review cust request

Cust states
1 Thank you

Wrt states
1 Thank you

*** 12/16/2020 06:01:56 ***
Email is sent on 12/16/2020 06:01:40 by Tracey Icenhour
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case# [redacted]
Attachments:
[redacted] [redacted] ACK.pdf

*** Email - External Email Sent created on 12/16/2020 06:01:40 and created by Tracey Icenhour ***
[redacted]

I have attached a document outlining the documentation we need to proceed with your repurchase/replacement request. The manufacturer replacement policy would be in accordance with your state policies so consult the Warranty and Consumer Information Manual for additional details. You may email or fax these documents directly to me. If Emailing, please try to attach all the documents in 1 PDF file. Once received, I will follow up to advise of the review.

Thank you,

Last name	First name	VIN of 2019 K900	Case Number	Mileage
[redacted]	[redacted]	KNAS24J 1K [redacted]	[redacted]	15,000

Delray Beach FL 33483 12/04/2018 Dealer: FL152 KIA Delray

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

Tracey I
T (520) 274-1162 F (866) 852-6617
Kia Motors America

*** Phone - Call - Outbound created on 12/23/2020 09:35:07 and created by Tracey Icenhour ***
SECR calls TN035 @ (865) 688-8886

RINGS ONCE AND DISCONNECTS / TRIED TWICE

*** Email - Internal Email Sent created on 12/23/2020 09:51:31 and created by Tracey Icenhour ***
wrt sent email to SVCM about veh concern for cust

*** Email - Internal Email Received created on 12/23/2020 09:53:22 and created by Tracey Icenhour ***
****wrt rec'd auto reply email from DLR - Rusty Wallace Kia of Knoxville will be closed December 21st-Decemeber 25th so our staff may enjoy the holidays with their families.***

*** Phone - Call - Outbound created on 12/29/2020 13:08:23 and created by Tracey Icenhour ***
SECR calls [redacted] @ [redacted]
Wrt states
1 Calling from Regional Office
2 Advised calling to discuss case
3 No answer, LVM to return call

*** 12/29/2020 13:09:46 ***
Email is sent on 12/29/2020 13:09:39 by Tracey Icenhour
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 12/29/2020 13:09:39 and created by Tracey Icenhour ***
[redacted]

I attempted to reach you by phone today to discuss your case. If you would kindly return my call or let me know when you are available and I'll be more than happy to call you back.

Thank you,

Tracey I
T (520) 274-1162 F (866) 852-6617
Kia Motors America

*** Phone - Call - Outbound created on 12/31/2020 10:26:14 and created by Tracey Icenhour ***
SECR calls [redacted] @ [redacted]
Wrt states
1 Calling from Regional Office
2 Advised got ROs from Allison
3 Advised confirmed Michelin covered tires but but cust responsible for labor for installation.

Cust states
1 Let me stop you there
2 14 tires have been replaced
3 Been trying to fix the problem since purchased

Last name	First name	VIN of 2019 K900	Case Number	Mileage
[redacted]	[redacted]	KNAS24J 1K [redacted]	[redacted]	15,000

Delray Beach FL 33483 12/04/2018 Dealer: FL152 KIA Delray

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

Wrt states
1 Understand frustration and apologized
2 Advised if cust having issues still, veh will need to be diag by dealer

Cust states
1 Complaints are all the same
2 Nothing has changed
3 ISG, wipers, trunk
4 Must be electrical issue
5 Something causing all these to malfunction
6 Been a tech for 50 years
7 Veh has 95 days out of service
8 Some get an attempt to be fixed some are not looked at
9 All cust wants is extended warranty

Wrt states
1 Advised will review but no guarantees as veh is still covered under wty until 11/30/2024

Cust states
1 Thank you

Wrt states
1 Thank you

*** 01/07/2021 06:00:35 ***
Email is sent on 01/07/2021 06:00:24 by Tracey Icenhour
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case# [redacted]

*** Email - External Email Sent created on 01/07/2021 06:00:24 and created by Tracey Icenhour ***
[redacted]

I just wanted to touch base with you and advise we are still reviewing your request. I will be in touch with you soon.

Thank you,

Tracey I

*** Phone - Call - Outbound created on 01/13/2021 07:56:02 and created by Tracey Icenhour ***
SECR calls [redacted] @ [redacted]
Wrt states
1 Calling from Regional Office
2 Advised we have reviewed cust reqeust
3 Advised KMA is not willig to pursue repurchase/replacement at this time.
4 Advised appeaers issue is due to Michelin manufacturing.
5 Recommend customer to contact Michelin for reimbursement of the mount/balancing of tires.

Cust states
1 Already talked to Michelin about it
2 They said they would provide tires but not not mount and balance

Last name	First name	VIN of 2019 K900	Case Number	Mileage
[redacted]	[redacted]	KNAS24J 1K [redacted]	[redacted]	15,000
Delray Beach FL 33483		12/04/2018	Dealer: FL152 KIA Delray	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

3 What about the vibration
4 There is an intermittent vibration

Wrt states
1 Advised unless the dealer is able to duplicate issue, there is no repair or attempt to be made

Cust states
1 Ok, not going to argue as it is pointless
2 Will do what cust has to do
3 I'm sure you will be hearing from me again
4 Thank you

Wrt states
1 Thank you

*** 01/13/2021 08:01:32 ***
Closed by Tracey Icenhour with Resolution Code : Concerns Recorded
[Resolution Summary]

*** 11/01/2021 08:44:18 ***
Reopened by Judith Mcginnis with Sub Status of Working

*** Phone - Call - Inbound created on 11/01/2021 08:52:43 and created by Judith Mcginnis ***
[redacted]

Customer states:
1. Same six problems he has had since he bought the car
2. Has owned multiple KIAs
3. Never had this kind of problem
4. Extremely upset

Writer states:
1. Apologized for customer experience
2. We are escalating your case to the appropriate office. A representative will be notified and will follow up accordingly.

*** Phone - Call - Inbound created on 11/01/2021 09:55:26 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
Call To Action:

1 Customer states he is having the same problems he had since he bought the car
2 TN035 unable to duplicate the issues
3 Dispatching because customer considering legal action, mentions lemon law, previous ECR case, closed
4 Please review and follow up accordingly

*** 11/01/2021 11:39:45 (GMT-07:00) Mountain Time (US & Canada) ***
Dispatched from WIPBin = Charles Default to Queue Southern Region ECR by Charles Chastain
Reason:

Last name	First name	VIN of 2019 K900	Case Number	Mileage
[redacted]	[redacted]	KNAS24J 1K [redacted]	[redacted]	15,000

Delray Beach FL 33483 12/04/2018 Dealer: FL152 KIA Delray

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

*** 11/02/2021 04:49:27 ***
Accepted from Queue Southern Region ECR to WIPBin 8. Southern ECR by Tracey Icenhour

*** 11/02/2021 05:45:57 ***
Case moved into WIPBin 8. Southern ECR and Sub Status of Working

*** 11/02/2021 05:59:59 ***
Case moved into WIPBin MB and Sub Status of Working

*** 11/02/2021 06:02:17 ***
Assigned to WIPBin Inbox of Maya Baker by Tracey Icenhour
Reason:

*** Phone - Call - Outbound created on 11/09/2021 06:21:27 and created by Maya Baker ***
Wrt called Richard @ [redacted]

no answer - left VM

wtr states
1. Introduced self as ECR
2. Following up on case wtr received for review
3. Provided case # and wtr phone.
4. Can also respond via as well.
5. Thank you

*** Phone - Call - Inbound created on 11/09/2021 07:50:37 and created by Maya Baker ***
[redacted] called

Wtr states:
1. Introduced as ECR
2. Following up on case wtr received for review.
3. Case was sent in request of lemon law.

Cust states
1. Has the same issue that It has had since day one.
2. There are new issues they painted the roof molding different form the car. The color is six shade off.
3. The veh was in for service two months ago.
4. While on the road the stop and go does not work right.
5. The electrical is doing what it wants and when it wants.
6. It affects the wipers, trunk, and other system.
7. I currently live in FL now and no longer go to TN035.
8. The last message I received was they advised it was his concern.
9. The last message they could not do anything with the tires since they are not manufactured by Kia.
10. I am a dealer mechanic and retired.
11. I have 50 years' experience.
12. I wish Kia would stay out of it and allow the technicians to handle it.
13. This is the last time I am bringing it in.
14. It will not be me trying to go through arbitration but putting ads in the paper and asking people to call me.
15. The car has had more than 90 days out of service.
16. The car has had 24 tires on the car.
17. The very last time I had to pay for an alignment.

Last name	First name	VIN of 2019 K900	Case Number	Mileage
[redacted]	[redacted]	KNAS24J 1K [redacted]	[redacted]	15,000

Delray Beach FL 33483 12/04/2018 Dealer: FL152 KIA Delray

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

18. I did not request for lemon law
19. I requested to have an extended warranty for 10 years since there has been problems since I purchased w/in 90 days.

wtr states:
1. Apologized for the concerns.
2. Understood cust experience.
3. Advised will help where can
4. Advised Kia provided Techline for assistance with dlr.
5. Advised we can only go off of Kia specifications.
6. Advise can see Kia Delray is an authorized K900 dealer.
7. Advised if cust would not mind setting an appt to see if the dlr is able to address concerns.
8. Advised will email the SVCM Vincent to give him a heads up.
9. Advised it is not guaranteed
10. Advised extended warranties are not always through Kia.
11. Advised can review to see if we can provide a maintenance plan for cust.

Cust states
1. I can do that
2. Hoping it can be fixed and resolved.
3. it will cost Kia more money in the long run.
4. Thank you.

*** Case [redacted] is sent on 11/9/2021 8:16:26 by Maya Baker
To: vcajano@kiadelray.com
Cc: nverna@kiausa.com
Title: ACTION REQUIRED - Goodwill (Out of Warranty) :FL152, [redacted] [redacted]

*** Email - Internal Email Sent created on 11/09/2021 08:16:33 and created by Maya Baker ***
Wrt emailed SVCM Vincent @ FL152 & DPSM (SO02)

Wtr states:
1. Introduced as ECR
2. Provided customers multiple concerns with 2019 K900.
3. Advised cust will be setting an appt with FL152
4. If needed, can dlr involve FTS
5. T/L has been involved in past.
6. Please keep wrt updated
7. Thank you

*** 11/09/2021 08:57:29 ***
Email is sent on 11/09/2021 08:56:15 by Maya Baker
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case# [redacted]
Attachments:
Acknowledgement Letter - [redacted] - [redacted] pdf

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2019 K900	Case Number	Mileage
[redacted]	[redacted]	KNAS24J 1K [redacted]	[redacted]	15,000

Delray Beach FL 33483 12/04/2018 Dealer: FL152 KIA Delray

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

*** Email - External Email Sent created on 11/09/2021 08:56:15 and created by Maya Baker ***
Dear [redacted]
Per our conversation, please reply to this email with a copy of your an up to date registration or sales contract to show proof of ownership. Please find our review documents attached. Please print, complete, and return all pages, as well as the list of requested documents to me by email, or you may fax to 866.852.6617, ATTN: Maya - Case ID # [redacted]
If you fax, please still reply to this email letting me know when, so that I may find it in that day's received faxes. Once received all documentation, our review may take up to 2 weeks, and if your repairs are finished during this review, you will need to pick up your vehicle pending our review being completed. For more information, see your Warranty Consumer Information Manual.
Sincerely,
Maya
Kia America

*** Email - Internal Email Sent created on 11/15/2021 05:14:58 and created by Maya Baker ***
Wrt emailed SVCM Vincent @ FL152

1. Please send all RO's
2. Thank you

*** Email - Internal Email Sent created on 11/15/2021 05:32:42 and created by Maya Baker ***
Vincent, SVCM @ FL152 emailed

1. We have not had this vehicle in for Service of any kind.

*** Email - Internal Email Sent created on 11/15/2021 05:33:19 and created by Maya Baker ***
Wrt emailed Allison , SVCM @ TN035

Wtr states:
1. Introduced as ECR
2. Please send all Ro's
3.. Thank you.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC9LG[redacted]	[redacted]	12,880

Buford , GA 30518 | 08/30/2019 | Dealer: GA053 KIA Mall of Georgia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Peripheral Devices Operation

Case History

Dealer : KIA Mall of Georgia
Technician : Shawn Morris
Service Manager : Mark personale
Dealer Phone :
DPSM : Johna Hollis
Vehicle Model : TELLURIDE EX V6 FWD AUTO
Model Year : 2020
Mileage : 12880
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
SCC not keeping distance

[Diagnostics Performed]
no codes in any systems,i drove the car on highway the regular cruise works fine i deactivate the cruise hold down the smart cruise button couple seconds it activates the smart cruise op on the cluster however it fails to keep the distance between the vehicle ahead or if some one cuts me off.

*** Dispatched to Queue Telluride Auto-Created Cases on 08/07/2020 01:05:55 (PST)

*** 08/07/2020 05:12:16 ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Default by Mike Meadows

*** Phone - Call - Outbound created on 08/07/2020 08:12:38 and created by Mike Meadows ***
Called customer [redacted] @ [redacted]
Customer Call - Standard Resolution:
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. Provided case #[redacted] and writer's contact information 8003334542 ext 27178
4. Requested callback if additional assistance is needed.

*** Phone - Call - Outbound created on 08/07/2020 08:21:58 and created by Mike Meadows ***
called dealer SA Lindsay. GA053 @ (678) 804-2000
writer states
1 introduced self needing ro info

Customer Name:[redacted]
Customer phone #:[redacted]
Customer address [redacted] GRAYSON Ga [redacted]
Mileage:12880
Most recent RO #[redacted]
Open date ? 07/07/2020
Closed or still open? open
Most recent Repair Issue and Diagnosis:
Customer states, vehicle not reading mph indication of cars infornt of customer
Dealer states,**LANE ASSIST**ance sensor not working crash indicator light on.
Repeat Repair (n). If so, how many times?:

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC9LG[redacted]	[redacted]	12,880

Buford , GA 30518 08/30/2019 Dealer: GA053 KIA Mall of Georgia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Peripheral Devices Operation

ETA for completion of repairs (N/a):
Parts on order (Y/N)n/a. If so obtain part# order#:
Rental / Loaner Provided?y rental
Vehicle repaired?: n
Customer has possession?: n

Writer states:
1. was also transferred to SA voice mail for additional info on repair.

No answer, left voicemail.
Writer states:
1. KCAC calling in regards to customer concern.
2. Provided customer's information and last 8 of VIN.
3. Provided case #[redacted] and writer's contact information. 8003334542 ext 27178
4. Requested callback for assistance.

*** Phone - Call - Outbound created on 08/13/2020 10:09:48 and created by Mike Meadows ***
Called customer [redacted] @ ([redacted]
Customer Call - Standard Resolution:
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. Provided case #[redacted] and writer's contact information 8003334542 ext 27178
4. Requested callback if additional assistance is needed.

*** Phone - Call - Outbound created on 08/17/2020 11:30:26 and created by Mike Meadows ***
Called customer [redacted] @ ([redacted]
Writer states:
1. called customer inquired if vehicle repairs completed.

Customer states:
1. Yes, repairs completed and issues have been resolved.

Writer states:
1. Okay, great. That is our goal.
2. Thank you for being the best part of kia.

*** 08/17/2020 11:34:05 ***
Closed by Mike Meadows with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP5DHC3MG[redacted]	[redacted]	1,355

Garden Grove CA 92843 0 /20/2020 Dealer: CA245 Garden Grove KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Lamp Operation

Case History

Techline case ([redacted] created on 11-AUG-20 by CA245.
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--
TL Case created by (Dealer Technician) : Brady Mohn
TL Case creator phone :
TL Case creator email : bgm714@yahoo.com
Below are the notes from the TL case describing the concern:

[Problem Description]
Customer states **SMART CRUISE CONTROL** lamp turned on.

[Diagnostics Performed]
Scanned systems. C16B687, C163808, and B100152 are active. no accidents and module is plugged in. Please advise.

*** Dispatched to Queue Telluride Auto-Created Cases on 08/12/2020 01:12:32 (PST)

*** 08/12/2020 08:27:52 ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Default by Icela Pereida

*** Case [redacted] is sent on 8/17/2020 15:29:32 by Icela Pereida
To: jlawyer@kiausa.com
Cc: ipereida@kiaconsumeraffairs.com
Title: ACTION REQUIRED - No Dealer Contact:CA245, [redacted]

*** Phone - Call - Outbound created on 08/17/2020 15:29:46 and created by Icela Pereida ***
Wrtr called CA245 and spoke with a service advisor who asked for us to send an email and would agree to respond with RO template filled as best as possible depending if the specific service advisor was available. Sent email with ro template.

*** Note - Others created on 08/19/2020 16:31:51 and created by Icela Pereida ***
Wrtr found per previous techline case:

*** 08/12/2020 11:06:59 ***
Web - Note created on 08/12/2020 11:06:58 and created by Brady Mohn

Customer wants to know if they can take vehicle for now?

*** Web - Advice created on 08/12/2020 12:44:19 and created by Eric Patterson ***
1: Yes, since its not a safety concern at this time.

*** Case note has been appended from duplicated auto-case on 08/25/2020 01:04:35 (PST)

Comments from Service Alert - TL

Dealer : Garden Grove KIA

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP5DHC3MG[redacted]	[redacted]	1,355

Garden Grove CA 92843 0 /20/2020 Dealer: CA245 Garden Grove KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Lamp Operation

Technician : Jesus Basurto
Service Manager : Michael Kelly
Dealer Phone :
DPSM : Janet Lawyer
Vehicle Model : TELLURIDE SX V6 AWD AUTO
Model Year : 2021
Mileage : 1355
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
Customer states **SMART CRUISE CONTROL** lamp turned on.

[Diagnostics Performed]
Scanned systems. C16B687, C163808, and B100152 are active. no accidents and module is plugged in. Please advise.

*** Phone - Call - Outbound created on 08/25/2020 12:46:40 and created by Icela Pereida ***
Wrtr called CA245 and spoke with Rudy in serv dept
1. introduced self
2. trying to get RO info please?
3. provided last 6 of cin

Rudy states
1. the cust had taken the vehicle home originally and it just came back this morning 8/25 with same issues
2. original ro # [redacted] and now the current one is
ro# [redacted]
3. there is a new techline case also as we havn't been able to diagnose the issue and have a resolution yet
4. the advisor working on this case is busy however

Wrtr states
1. ok great thanks for the info
2. will look out for the techline case and follow up at a another time

*** Phone - Call - Outbound created on 09/09/2020 10:11:20 and created by Icela Pereida ***
Wrtr called CA245 and spoke with Andrea
1 introduced self
2 trying to get status update please

Andrea states
1 vehicle no longer here
2 ro # is [redacted]
3 all i see here is that we replaced a part with new one

Wrtr states
1 okay thank you for looking

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC3MG[redacted]	[redacted]	1,355

Garden Grove CA 92843 0 /20/2020 Dealer: CA245 Garden Grove KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Lamp Operation

*** Phone - Call - Outbound created on 09/09/2020 10:16:58 and created by Icela Pereida ***
Wrtr called cust and spoke with Owner [redacted]
1 introduced self
2 wanted to follow up with vehicle
3 having same issues or concerns?

Owner states
1 no longer having issues
2 my only concern was that it took so long to be repaired
3 i picked it up yesterday and havnt had issue yet

Wrtr states
1 apologies on having issues with new vehicle
2 thank you for patience with us and dlrship
3 may i send you an email with this case number and our cb#?
4 confirmed email

Owner states
1 yes thats fine
2 thank you

*** 09/09/2020 10:21:27 ***
Email is sent on 09/09/2020 10:21:23 by Icela Pereida
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 09/09/2020 10:21:23 and created by Icela Pereida ***
Your Case Number: [redacted] 5XYP5DHC3MG[redacted]

Dear [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 by the dealer that your vehicle has now been repaired. We wanted to follow up with you to make sure all of your concerns have been resolved.If you have any further questions or concerns, 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 being the best part of 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] .----------
-

*** 09/09/2020 10:22:32 ***
Closed by Icela Pereida with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC7LG[redacted]	[redacted]	14,130

Lithia Springs GA 30122 | 01/03/2020 | Dealer: GA082 Atlanta West KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Devices(Keys; ECU; ISG)

Case History

Dealer : Atlanta West KIA
Technician : Stephen Waller
Service Manager : Quincy Mosley
Dealer Phone :
DPSM : Harrison Baik
Vehicle Model : TELLURIDE S V6 FWD AUTO
Model Year : 2020
Mileage : 14130
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
front collision avoidance error message keeps popping up and when vehicle is placed in **CRUISE CONTROL** was turned on a message said radar is blocked

[Diagnostics Performed]
scanned for dtcs and none found did a few road tests on the highway and on streets and after riding with customer i was able to see what it does the the picture of a grash with a star thats yellow in color popped up

*** Dispatched to Queue Telluride Auto-Created Cases on 08/14/2020 01:05:54 (PST)

*** 08/14/2020 08:03:18 ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Default by Icela Pereida

*** Phone - Call - Outbound created on 08/17/2020 10:12:35 and created by Icela Pereida ***
Wrtr called GA082 and spoke with Denzel the service advisor
1. introduced self
2. may i have RO template ?

Denzel states

Customer Name:[redacted]
Customer phone#:[redacted]
Customer Address:[redacted] Douglasville, GA[redacted]
email :[redacted]
RO#[redacted]
Open Date / Closed Date: vehicle is still here
Most recent Repair Issue and Diagnosis:
Concern -
Cause -
Correction -
Vehicle repaired (Y/N): no
Customer has possession (Y/N):no
ETA for completion of repairs:n/a
cust currently has rental vehicle

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP 4HC7LG[redacted]	[redacted]	14,130
Lithia Springs GA 30122		01/03/2020	Dealer: GA082 Atlanta West KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Devices(Keys; ECU; ISG)

*** 08/17/2020 10:52:45 ***
Email is sent on 08/17/2020 10:52:23 by Icela Pereida
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 08/17/2020 10:52:23 and created by Icela Pereida ***
Your Case Number: [redacted]
VIN: 5XYP64HC7LG[redacted]

Dear [redacted]

This email is a status update to your case. We wanted to let you know we are still working with the dealer to try to research your concerns as quickly as possible. As soon as additional information has been obtained, we will reach back out to you with updated status.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,

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].----------
-

*** Phone - Call - Outbound created on 08/26/2020 13:43:23 and created by Icela Pereida ***
Wrtr called GA082 and spoke with Trey the serv advisor
1. introduced self
2. trying to get some ro info please
3. provided last 6 of vin
4 confirmed cust name

Trey states
1. vehicle is still here
2. we are still trying to figure out reason for concern
3. dont believe cust has a rental

Wrtr states
1. okay thank you for info and your time, have a good night!

*** 08/26/2020 13:47:52 ***
Email is sent on 08/26/2020 13:47:43 by Icela Pereida
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 08/26/2020 13:47:43 and created by Icela Pereida ***
Your Case Number: [redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC7LG[redacted]	[redacted]	14,130
Lithia Springs GA 30122		01/03/2020	Dealer: GA082 Atlanta West KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Devices(Keys; ECU; ISG)

VIN: 5XYP64HC7LG[redacted]

Dear [redacted]

Thank you for the opportunity to address your concerns. At this time, your case will be escalated for additional review and you will get a call back in 2 to 3 business days with an updated status.If you have any questions in the meantime, please feel free to contact the Kia Consumer Assistance Center at (800) 333-4542, please 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 working with Kia Motors America regarding the concern with your vehicle.

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].----------
-

*** Note - Others created on 08/26/2020 13:48:52 (GMT-07:00) Arizona and created by Bonnie Bauer ***
Dispatching Case to ECR

1.Customer states front collision avoidance message keeps popping up on dash and blocks radar

2. Dealer states no diagnosis yet

3. Dispatching because vehicle has been down 14 days RO#[redacted] and <Open date 8/14/20>

4. Review of Case for Additional Assistance Determination.

*** 09/02/2020 09:24:07 (GMT-07:00) Arizona ***
Dispatched from WIPBin = Inbox to Queue Southern Region ECR by Bonnie Bauer
Reason:

*** 09/03/2020 05:05:49 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Southern Region ECR to WIPBin Southern ECR by Tracey Icenhour

*** 09/03/2020 07:40:13 (GMT-05:00) Eastern Time (US & Canada) ***
Case moved into WIPBin Southern ECR and Sub Status of Working

*** 09/03/2020 10:43:01 (GMT-05:00) Eastern Time (US & Canada) ***
Assigned to WIPBin Inbox of Billy Wells by Tracey Icenhour
Reason:

*** Phone - Call - Outbound created on 09/23/2020 12:05:09 and created by Billy Wells ***
called GA082 service
spoke with Denzel
1. intro self
2. calling to get repair update
3. provided cust info

dlr states

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC7LG[redacted]	[redacted]	14,130
Lithia Springs GA 30122		01/03/2020	Dealer: GA082 Atlanta West KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Devices(Keys; ECU; ISG)

1. repair was completed, cust picked up 9/14
2. cust ins paid the repair, damage to the rebar and radar

wrt states
1. thank you

*** Phone - Call - Outbound created on 09/23/2020 12:09:37 and created by Billy Wells ***
called [redacted] LVM
1. Intro self
2. follow up on recent vehicle concern.
3. Advised writer wanted to make sure vehicle is repaired and doing well.
4. Provided case # and direct contact information if any additional questions or concerns.

*** 09/23/2020 12:11:05 ***
Email is sent on 09/23/2020 12:10:51 by Billy Wells
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 09/23/2020 12:10:51 and created by Billy Wells ***
Dear [redacted] I attempted to reach you by phone today to follow up on your recent vehicle repairs. I wanted to make sure the vehicle is operating properly, and to answer any further questions or address any concerns you may have. Please feel free to provide me with your availability and I will be happy to follow up with you. I am available Monday – Friday 9:30a – 5:00p EST.

*** Phone - Call - Outbound created on 10/13/2020 07:43:34 and created by Tracey Icenhour ***
SECR calls [redacted] @ [redacted]
Writer states:
1. Calling from KIAs Regional Office
2. Calling to follow up on recent vehicle repairs and to see if cust has any questions or concerns.
3. No answer, LVM to return call if needed

*** 10/13/2020 07:46:26 ***
Email is sent on 10/13/2020 07:46:16 by Billy Wells
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 10/13/2020 07:46:16 and created by Billy Wells ***
Your Case Number: [redacted]
VIN: 5XYP64HC7LG[redacted]

Dear [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 (800) 333-4542 and refer to your case number and we will be happy to assist you.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC7LG[redacted]	[redacted]	14,130

Lithia Springs GA 30122 01/03/2020 Dealer: GA082 Atlanta West KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Devices(Keys; ECU; ISG)

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

*** 10/13/2020 07:46:45 ***
Closed by Billy Wells with Resolution Code : No Cust Contact
[Resolution Summary]

*** 10/13/2020 13:05:35 ***
Reopened by Tracey Icenhour with Sub Status of Working

*** Phone - Call - Inbound created on 10/13/2020 13:05:59 and created by Tracey Icenhour ***
[redacted] ([redacted]

Cust states
1 [redacted]
2 They had veh for over a month
3 They gave a loaner but a bracket was bent
4 Had to file it on insurance
5 They fixed it and it was great
6 There is damage on veh behind the gas tank where a dent and paint is missing
7 They didn't want to do the wa**LKA**round
8 They hit another car with cust car door
9 He said he didn't know when it happened
10 He said they'd take pics and call cust back
11 Told them cust not getting rental for something that is not cust fault
12 They want to cust to drop veh off on a Wednesday and then pick it up on the following Wednesday
13 So glad y'all called

Wrt states
1 Apologized for issue with veh and that dealer damaged veh
2 Advised would be more than happy to contact dealer to see if we can sway their decision however since this is not a warranty related issue, not much we can do from our end

Cust states
1 Think cust will just call dealer and see if it can be worked out and if need any assistance, will call you back
2 Thank you

Wrt states
1 Thank you

*** 10/13/2020 13:06:35 ***
Closed by Tracey Icenhour with Resolution Code : Concerns Recorded
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC MG[redacted]	[redacted]	14,991
Shelby , NC 28152		07/2 /2020	Dealer: NC0 7 Renaldo KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Suspension
Kia Case Type Lvl4: Noise(Suspension)

Case History

Techline case [redacted] created on 14-AUG-20 by SC025.
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--
TL Case created by (Dealer Technician) : David Gailey
TL Case creator phone :
TL Case creator email : gailey.evan@yahoo.com
Below are the notes from the TL case describing the concern:

[Problem Description]
Customer states ratlle in rear of vehicle installed chassy ear and found noise comeing from left rear strut bearing attemted to retork strut plate but it was tight has there been other concerns like this or am I ok to replace the strut bearing assembly

[Diagnostics Performed]
Made checks

*** Dispatched to Queue Telluride Auto-Created Cases on 08/15/2020 01:27:19 (PST)

*** 08/17/2020 05:31:29 ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Default by Mike Meadows

*** Phone - Call - Outbound created on 08/17/2020 08:18:10 and created by Mike Meadows ***
Called customer [redacted] @ [redacted]
Customer Call - Standard Resolution:
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. Provided case # [redacted] and writer's contact information 8003334542 ext 27178
4. Requested callback if additional assistance is needed.

*** Phone - Call - Outbound created on 08/17/2020 08:32:07 and created by Mike Meadows ***
called dealer SA Dawn. SC025 @ (864) 328-0542
writer states
1 introduced self needing ro info.

Customer Name:Wendell [redacted]
Customer phone #:[redacted]
Customer address [redacted] LITTLE MOUNTAIN SC [redacted]
Mileage:769
Most recent RO # [redacted]
Open date ? 08/14/2020
Closed or still open? open
Most recent Repair Issue and Diagnosis:
Customer states, rattling sound coming from second row seat, white spot on dash behind steering wheel that wont come off size of head of pin. material around seams of driver and passanger front seat getting wrinkled and worn.

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC MG[redacted]	[redacted]	14,991
Shelby , NC 28152		07/2 /2020	Dealer: NC0 7 Renaldo KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Suspension
Kia Case Type Lvl4: Noise(Suspension)

Dealer states, ordered parts. left rear strut plate.
Repeat Repair (n). If so, how many times?:
ETA for completion of repairs (n/a):
Parts on order (Y/N)Y. If so obtain part#55310s1100,55326s9000,1326210007k order#814sb: est maybe tomorrow
Rental / Loaner Provided? N
Vehicle repaired?:N
Customer has possession?:y

*** Phone - Call - Inbound created on 08/17/2020 10:06:06 and created by Ryan Hale ***
Customer (owner) [redacted] ([redacted] called in and states
1. I've not heard anything from you guys or the DLR
2. I don't know where I stand
3. Is there any update from the DLR

writer states
1. Apologized for concerns
2. Verified customer information
3. Advised Cm reached out to DLR and eta for repairs should be tomorrow for parts
4. DLR ordered left rear strut plate

cust states
1. Thank you
2. I've always had the DLR call me but they haven't.

*** Phone - Call - Inbound created on 08/19/2020 12:28:43 and created by Melissa Atanacio ***
[redacted] owner
1. Have not heard from the dealer
2. I have had it in there twice and they did not fix it
3. Had it last Friday, after i called yous guys
4. I hate to say this but don't think i would have purchased this vehicle if i knew that this was going to happen
5. The service manager is always gone and they found a bad strut, and that happened on the day i got it
6. They still haven't told me that if the vehicle is safe to drive
7. I have problem with the two front seats and and the dash too!
8. The sad part is that i live about 2 hrs away from this dealer and they still hasn't fixed it

Wrt states
1. Apologized, advised we can reach out to the dealer to obtain more information
2. Advised only update here is that parts have been ordered
3. Advised can reach out to the dealer to see an ETA

Cust states
1. If i don't get anything by the end of Friday afternoon
2. I will get my attorney involved in this
3, I will contact my attorney
4. I will not just sit here and wait for them to take more time away from this vehicle

Wrt states
1. Advised will escalate for further review and handling
2. Advised to review WCIM
3. And agent will reach out in 2-3 businesses days

Cust states

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP3DHC MG[redacted]	[redacted]	14,991

Shelby , NC 28152 07/2 /2020 Dealer: NC0 7 Renaldo KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Suspension
Kia Case Type Lvl4: Noise(Suspension)

1. Will give you till Friday and if i dont receive anything by then will get m attorney to call in
2 Thank you

*** Phone - Call - Outbound created on 08/19/2020 12:42:28 and created by Melissa Atanacio ***
Wrt called SC025
Wrt states
1. Following up on customer vehicle
2. Advised he has not heard an update
3. He has mentioned about reaching out to legal action if there is nothing that has been done

Haley Service Adviser states
1. I know we ordered a strut and still waiting to hear from the GM and the DPSM about that the seats but have
2. The strut needs to be replaced and we thought it came front he second row seating and once it was test driven they noticed it was the strut
3. The driver and passenger seat and around the seam is wrinkling about
4. The flat spot has a really small white dot and he tried to wipe it off or clean it
5. Customer came on 8/11 for the rattling and 8/14 for the seat and white spot
6. We have to send pictures to the tech line for the seats and the white spot
7. The RO for the rattling was #[redacted]

Wrt states
1. Understand
2. Thank you

*** Note - Others created on 08/19/2020 15:49:40 (GMT-05:00) Eastern Time (US & Canada) and created by Jada Jones ***
****Call to Action****
1 Customer states dealer is not following up and repairs on a 2021 telluride for a brand new vehicle should not happen.
2 (SC025) states the parts have arrived still working with techline regarding customer concern with seats
3 Dispatching because customer states getting or filing (attorney)
4 Customer referred to WCIM
5 Please review and follow up accordingly

*** 08/20/2020 09:19:47 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin = Inbox to Queue Southern Region ECR by Jada Jones
Reason:

*** 08/21/2020 05:11:28 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Southern Region ECR to WIPBin 4. Southern by Kayla Erwin

*** 08/21/2020 09:13:25 (GMT-05:00) Eastern Time (US & Canada) ***
Case moved into WIPBin 4. Southern and Sub Status of Working

*** 08/21/2020 12:15:16 (GMT-05:00) Eastern Time (US & Canada) ***
Assigned to WIPBin 00-ECR Inbox of Eric Swecker by Kayla Erwin
Reason:

*** Phone - Call - Inbound created on 08/21/2020 11:11:45 and created by Sarah Samples ***
[redacted] (owner)

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP3DHC MG[redacted]	[redacted]	14,991

Shelby , NC 28152 07/2 /2020 Dealer: NC0 7 Renaldo KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Suspension
Kia Case Type Lvl4: Noise(Suspension)

1. My vehicle is at the dealership and they have found alot of issues with it and I just dont feel safe in it anymore
2. They found a bad strut, the inside finishings are shoddy, the mirrors have frozen up and then start working on their own
3. The dealership are keeping it to work on it and they gave me a rental vehicle

wrt states:
1. apologized
2.advised your case has already been escalated up to our regional office and someone will be reaching out to you first of next week.

cust states:
1. Ok thank you

*** Phone - Call - Outbound created on 08/24/2020 09:02:01 (GMT-05:00) Eastern Time (US & Canada) and created by Eric Swecker ***
SECR calls customer

Writer states:
1. Advised we are calling to follow up on his vehicle concern.
2. Apologize for the inconvenience he has encountered.
3. Ask him how can we help?

Cust states:
1. I just purchased this vehicle at the beginning of this month.
2. The vehicle started making noises from the rear, then white spots on the dash behind the steering wheel, and the passenger front seat getting wrinkled and worn.
3. The dealer said they would need to order a strut plate, and they would have to drill a hole for a bolt because it did not have it.
4. I feel like I got a lemon, and I just want another Telluride.

Writer states:
1. Apologize for the inconvenience.
2. Adv him we understand his frustration, and we will be happy to fix the vehicle under the terms and conditions of the warranty.
3. Ask him what is requesting of Kia?

Cust states:
1. I would like to be swap out of this vehicle.
2. I don't feel safe in this vehicle, and I truly love this vehicle.

Writer states:
1. Apologize for the inconvenience.
2, Adv him we understand his concern and request.
3. Verified contact information (Update address)
4. Adv him we will be sending him a form requesting more information.
5. Adv we will follow up with the dealership and then we will follow up with him.

Cust states:
1. Verified contact information.
2. Okay, thank you.

*** 08/24/2020 09:55:16 (GMT-05:00) Eastern Time (US & Canada) ***

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP3DHC MG[redacted]	[redacted]	14,991

Shelby , NC 28152 07/2 /2020 Dealer: NC0 7 Renaldo KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Suspension
Kia Case Type Lvl4: Noise(Suspension)

Email is sent on 08/24/2020 09:54:08 by Eric Swecker
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]
Attachments:
Acknowledgment Letter - [redacted] - [redacted]pdf

*** Email - External Email Sent created on 08/24/2020 09:54:08 (GMT-05:00) Eastern Time (US & Canada) and created by Eric Swecker ***
Dear [redacted]

Good Morning, thank you for speaking with me today. As discussed, I would like to ensure we make a comprehensive and accurate review of your vehicle history, so that we can provide the best-suited assistance possible. To that end, would you please review and provide the requested information?
I am also contacting the dealership to request they provide available information regarding your vehicle's history.

I will review upon receipt and follow-up with you to further discuss a resolution.

Sincerely,

Eric S.
Phone: (520) 274-1674
Kia Motors America

*** Email - External Email Sent created on 08/24/2020 10:00:12 (GMT-05:00) Eastern Time (US & Canada) and created by Eric Swecker ***
*** Sent email to Service Manager at SC025 requesting copies of ROs. ***

*** Phone - Call - Inbound created on 08/27/2020 15:13:20 and created by Haley Shaffer ***
Inbound call from [redacted] (owner)
Cust states
1. I called and left a message for Eric
2. He was in today
3. I bought a new Telluride 3 weeks ago
4. It had a rattle while driving home
5. It has been to the shop 3x
6. It has been in since last Friday
7. It had a defective spoiler, seats have bad places, scratches on the vehicle, the back seats had stitching coming out where they seal off the bottom of the seat
8. They said everything has been fixed
9. They are saying they are not going to fix the seats
10. It had 10 miles on it
11. It was turned in less than a week
12. It had a bad strut after a week
13. They had to tap one of the holes because the bolt was in there wrong
14. I love the vehicle
15. They need to give me a new vehicle
16. How am I going to know nothing is wrong?
17. The dlr says KCAC has to handle that
18. They wont deal with
19. The SVM will not call me directly

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP3DHC MG[redacted]	[redacted]	14,991

Shelby , NC 28152 07/2 /2020 Dealer: NC0 7 Renaldo KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Suspension
Kia Case Type Lvl4: Noise(Suspension)

20. He has the service writer call me
21. I have never been treated lke this
22. This is my first Kia
23. I dont know what to do
24. They dont want me to come get it and I dont want to
25. They need to swap and put me in another one
26. If it has more equipment i will pay the difference
27. They are pushing it on me with something wrong
28. They said the dlr would have to approve a buyback and give another vehicle
29. No one is calling me back

Writer states
1. Apologized
2. Advised CM is unavailable
3. Advised CM was trying to get all the information from the dlr
4. Advised there is a follow up date for tomorrow
5. Phone call or email?

Cust states
1. I would prefer a phone call
2. I would like record through email

Writer states
1. Advised will notate for CM

Cust states
1. I was excited about the Telluride
2. I made the switch and now I have a problem
3. Thank you

*** Phone - Call - Inbound created on 08/28/2020 09:56:34 (GMT-05:00) Eastern Time (US & Canada) and created by Eric Swecker ***
SECR received a voicemail from customer @ ([redacted]

Cust states:
1. The dealership says they are not going to fix the front seat.
2. My case number is [redacted]
3. I don't appreciate that a vehicle has been sent to a body shop to be repaint and fixed because it came from the factory that way.
4. It came with a bad strut and bad trim
5. Now they are saying you are not going to fix the front seats. 6. That's bull hockey.
7. You fix those front seats and I get a different vehicle.
8. I am not accepting a brand vehicle that has problems because I don't know what else is going to happen to it.
9. So, you guys better get on the ball and make up your mind.
10. I am just going any further with this. The phone number is ([redacted]

*** Email - External Email Received created on 08/28/2020 10:20:53 (GMT-05:00) Eastern Time (US & Canada) and created by Eric Swecker ***
DPSM states:

1. Dlr replaced the dash crash pad dup little white speck
2. Dlr touched up the stone chip looking marks on the spoiler.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP3DHC MG[redacted]	[redacted]	14,991

Shelby , NC 28152 07/2 /2020 Dealer: NC0 7 Renaldo KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Suspension
Kia Case Type Lvl4: Noise(Suspension)

3. Dlr replaced the rear shock mount and re-tapped the cross-threaded mounting bolt that caused the rattle in the rear
4. Dlr re-secured the Velcro strap which was pulled loose on the rear seat.
5. He reviewed the front seat concern and found it was normal wear on a vehicle with 1100 miles on it.
6. Dlr states they will not return the loaner if everything is not fixed.

*** Phone - Call - Outbound created on 08/28/2020 10:33:41 (GMT-05:00) Eastern Time (US & Canada) and created by Eric Swecker ***
SECR calls customer

Writer states:
1. Adv we are following up on request for callback and voicemail.
2. Ask how can we help?

Cust states:
1. The vehicle is less than a month old, and we have had too many problems.
2. They told me that they are not able to fix my front seats because that is the normal wear of the seats.
3. Cust restates previous complaints about bodywork and struts.

Writer states:
1. Apologize for the inconvenience and adv that we understand his frustration.
2. Adv him that we would be happy to review his request.
3. Adv the review process does take time and he would need to pick up the vehicle and return the loaner vehicle.
4. Adv him if the vehicle needs to be brought back in that will be discussed at a later time.

Cust states:
1. I did not really pick up the vehicle until 08/07 because my tool would not fit in the vehicle.
2. I took the pictures of the damage on that day even before I left.
3. I feel like it did come from the factory that way cause it only had 10 miles on it.
4. I understand and I will have the loaner vehicle back this afternoon.
5. If you all could just replace the seat covers, I would be happy with that.
6. I really love this vehicle, and I paid for a new vehicle that shouldn't have this many problems.

Writer states:
1. Adv we understand, and adv him we will follow up with the dlr advising the vehicle will be returned.
2. Adv once we have an update we will follow up with him.
3. Refer back to WCIM.

Cust states:
1. Okay, thank you.

*** Phone - Call - Outbound created on 09/01/2020 11:49:14 (GMT-05:00) Eastern Time (US & Canada) and created by Eric Swecker ***
SECR calls customer

Writer states:
1. Adv we are calling to follow up on his case.
2. Adv that we have been working within the DPSM and dealership.
3. Adv we have not followed up with them today, but we will follow up later this week.
4. Ask if he had any further questions.

Cust states:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP3DHC MG[redacted]	[redacted]	14,991

Shelby , NC 28152 07/2 /2020 Dealer: NC0 7 Renaldo KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Suspension
Kia Case Type Lvl4: Noise(Suspension)

1. Well, the inside rocker panel was scuffed and it was not black anymore.
2. I called them yesterday about that.

Writer states:
1. Apologize for the inconvenience.
2. Adv him we will follow up with the dlr to see if we can look into it.
3. Adv him we will follow up within a week.

Cust states:
1. Okay, thank you.

*** Case note has been appended from duplicated auto-case on 09/03/2020 01:00:25 (PST)

Comments from UPER

Part ordered for customer vehicle has been placed into the UPER status on09/02/2020 00:00:00

Dealer Name : BOBBY WOOD CARS OF ANDERSON, L Kia of Anderson
Dealer Contact name : CHUCK C
Dealer Phone : 864 328 0542
Part No# : 88160 S9081ONC Kia of Anderson
Order No# : E11740
Order Qty# : 1

*** Phone - Call - Outbound created on 09/09/2020 10:24:40 and created by Eric Swecker ***
SECR calls DL SC025 to speak with Service Manager (Chuck Crumpton) - LVM
Writer states:
1. Calling to check on the status of the vehicle?
2. Please call back to provide info, provided contact info?

*** Phone - Call - Outbound created on 09/09/2020 10:33:00 and created by Eric Swecker ***
SECR calls customer

Writer states:
1. Adv we are calling to provide an update.
2. Adv of the dlr still working on his concern.
3. Adv we will be following up with the dealership on 09/11.
4. Adv we will follow up with him on 09/14.

Cust states:
1. Okay, thank you.

*** Phone - Call - Outbound created on 09/11/2020 08:39:52 and created by Eric Swecker ***
SECR calls DL SC025 to speak with the Service Manager (Chuck Crumpton) - LVM
Writer states:
1. Calling to check on the status of the vehicle?
2. Please call back to provide info, provided contact info

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP3DHC MG[redacted]	[redacted]	14,991

Shelby , NC 28152 07/2 /2020 Dealer: NC0 7 Renaldo KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Suspension
Kia Case Type Lvl4: Noise(Suspension)

*** Phone - Call - Outbound created on 09/14/2020 13:21:28 and created by Eric Swecker ***
SECR calls customer

Writer states:
1. Adv we are calling to touch base with him about his vehicle.
2. Adv him we reached out to the dealership and they have not responded back to us yet.
3. Adv him if he heard anything from the dealership?

Cust states:
1. Yes, thank you for following up.
2. Chuck says the vheicle is ready to be picked up.
3. He said they sent the chairs to the upholstery shop, and they are back.
4. I told him I would be able to pick up the vheicle on Friday.

Wrtier states:
1. Adv him that we will follow back up within on Friday afternoon or next Monday.

Cust states:
1. Okay, thank you.

*** Phone - Call - Inbound created on 09/18/2020 10:54:48 and created by Eric Swecker ***
SECR recieves a call from customer

Cust states:
1. Well, I just picked up my vehicle.
2. After the 2 hour drive, I got home and the seats are puckering on the sides, and the bottom part where it meets the back, it is starting to make a "V" and puckering as well.
3. The other is the windshield glare on speedometer if sun is above you or behind it, you can't see any of the digital information.
4. If you put your hand where the rearview mirror is, it will fix it.
5. I am going to place a tint strip on the windshield. Hopefully it fixes it.

Writer states:
1. Apologize for the incovneineiniece.
2. Adv him if he could send us pictures by replying to one of my emails.
3. Adv we will be able to attach to the case, and we further review this concern.
4. Adv he will need to follow up with the dealership as well, and adv we will follow up with the DPSM to let him know of the issue.
5. Adv him of the concern with the windshield we will note this case about the customer and advise we will let our PQ know about the concern.
6. Adv him we will follow up with him on Tuesday to see if we have an update on what to do next.

Cust states:
1. I was totally happy with the way it looked when I left, but when I got home the seats did not look good.
2. I really love this vehicle.

Writer states:
1. Adv him we understand his concern, and adv we truly apologize for the inconvenience this has caused.
2. Adv we will follow up with him on 09/22.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP3DHC MG[redacted]	[redacted]	14,991

Shelby , NC 28152 07/2 /2020 Dealer: NC0 7 Renaldo KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Suspension
Kia Case Type Lvl4: Noise(Suspension)

Cust states:
1. Okay, thank you.

*** Phone - Call - Inbound created on 09/24/2020 07:51:43 and created by Eric Swecker ***
SECR received call from customer

Cust states:
1. I am calling to see if you have heard anything?

Writer states:
1. Apologize for the delay and inconvenience.
2. Adv we did speak with the DPSM and he advised the PQ said there was nothing wrong with the seats.
3. Adv him we could have our department look into this further.
4. Adv him it could take some time, but we can see if we may be able to assist.

Cust states:
1. Okay, that is fine.
2. He restates that it is only the drivers seat and the replacement of the passenger seat fixed the issue.

Writer states:
1. Adv him that we will follow up with him on 09/30 even if we do not have an update.

Cust states:
1. Okay, thank you.

*** Email - External Email Sent created on 09/24/2020 08:42:46 and created by Eric Swecker ***
*** Sent email to Service Manager requesting customer pictures. ***

*** 09/30/2020 10:32:01 ***
Email is sent on 09/30/2020 10:31:46 by Eric Swecker
To: TONYLEDFORD@EHVCON.COM
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 09/30/2020 10:31:46 and created by Eric Swecker ***
Dear [redacted]

Good Afternoon, I just wanted to touch base with you on your case. We did receive the pictures you sent to the dealership and they have been attached to your case. We are still working on a resolution, and once we do receive an update, I will follow up with you. Again, we apologize for the inconvenience this has caused.

Sincerely,

Eric S.
Kia Motors America

*** Email - Internal Email Sent created on 09/30/2020 10:33:04 and created by Eric Swecker ***
*** Sent email to review concern with APM ***

*** Email - External Email Sent created on 10/02/2020 07:36:46 and created by Eric Swecker ***
*** Sent email to Service Manager requesting the cost of new seat coverings. ***

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP3DHC MG[redacted]	[redacted]	14,991

Shelby , NC 28152 07/2 /2020 Dealer: NC0 7 Renaldo KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Suspension
Kia Case Type Lvl4: Noise(Suspension)

*** Email - External Email Received created on 10/06/2020 07:00:13 and created by Eric Swecker ***
Chuck - Service Manager

Chuck states:
1. A new seat cover is $500.26 and
2, The part number is 88160 S90810NC

*** Phone - Call - Inbound created on 10/06/2020 08:00:31 and created by Eric Swecker ***
SECR received calls from customer

Cust states:
1. I am calling to follow up on vehicle.
2. I have not heard anything and just want to know what is going on.

Writer states:
1. Apologize for the inconvenience.
2. Adv him we follow up with him last week advising that we were still working on a resolution.
3. Verified contact email & it was correct.
4. Adv him to check his spam or search with case number.
5. Adv him we are still researching this further, and advised him we would like to have a copy of his sales contact.
6. Adv him once we have that information we would be able to see what other assistance we can do.

Cust states:
1. Verified contact information.
2. Okay, thank you.
3. I will have my wife bring the sales contract back home from Florida.
4. Again, thank you for your help.

*** Phone - Call - Inbound created on 10/09/2020 10:41:21 and created by Eric Swecker ***
SECR received a call from customer

Cust states:
1. I am calling to advise you that my driver's side is getting worst.
2. I sent another picture to the dealership, and I wanted to know if you have an update.

Writer states:
1. Apologize for the inconvenience.
2. Adv we are still working with our other resources.
3. Adv him we will be following up with him once we have an update.

Cust states:
1. Okay, thank you.

*** Phone - Call - Inbound created on 10/26/2020 09:33:04 and created by Eric Swecker ***
SECR received a call from customer

Cust states:
1. I am calling to follow up on my case.

Writer states:
1. Apologize for the delay and inconvenience.
2. Adv him we did have it reviewed his request.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP3DHC MG[redacted]	[redacted]	14,991

Shelby , NC 28152 07/2 /2020 Dealer: NC0 7 Renaldo KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Suspension
Kia Case Type Lvl4: Noise(Suspension)

3. Adv him that we are not able to replace the seat cover because it is a characteristic of the seat cover.
4. Adv him we would be happy to review for goodwill assistance due to the inconvenience this has caused.

Cust states:
1. Don't understand how this is normal for this vehicle.
2. Okay, could I take it to a 3rd party upholstery shop to have them see if they can help.
3. I love this vehicle and I love the way it drives. I just want to get past this issue.

Writer states:
1. Advised him we would be happy to review his request.
2. Adv him we would need a copy of an estimate and a copy of his sales contract.
3. Verified contact information (email address)

Cust states:
1. Verified contact information.
2. I did not get the last email.

Writer states:
1. Apologize for the inconvenience.
2. Adv him we would send him another email.

Cust states:
1. Okay, thank you.

*** 10/26/2020 10:33:43 ***
Email is sent on 10/26/2020 10:31:43 by Eric Swecker
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 10/26/2020 10:31:43 and created by Eric Swecker ***
Dear [redacted]

Good Afternoon, here is the email I spoke about during our phone conversation. If you would kindly reply back with a copy of your sales contract and estimate, we will be happy to review your request. Again, we apologize for the inconvenience this has caused.

Sincerely,

Eric S.
Kia Motors America

*** Note - Others created on 11/04/2020 04:42:04 and created by Eric Swecker ***
*** No Documents Received / Closing Pending ***

*** 11/04/2020 04:44:37 ***
Closed by Eric Swecker with Resolution Code : Concerns Recorded
[Resolution Summary]

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP3DHC MG[redacted]	[redacted]	14,991

Shelby , NC 28152 07/2 /2020 Dealer: NC0 7 Renaldo KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Suspension
Kia Case Type Lvl4: Noise(Suspension)

*** 11/04/2020 09:52:54 ***
Reopened by Eric Swecker with Sub Status of Working

*** Phone - Call - Inbound created on 11/04/2020 09:53:08 and created by Eric Swecker ***
SECR received a call from customer

Cust states:
1. I have found another issue with the vehicle.
2. I hate being a pest, but the the paint looks like an orange peel all around it.
3. I don't know what I should do? I do not want to go back to Kia of Anderson.

Writer states:
1. Apologize for the inconvenience.
2. Adv him that he would not have to go back to SC025.
3. Adv him he could take it back to any dealership.

Cust states:
1. Okay, there is one in Shelby, NC I would like to go to.

Writer states:
1. Ask if he would like for me to set up an appt or would he like phone number to call himself?

Cust states:
1. If you could just give me the number that would be fine.
2. I am still working on the upholstery estimate and I will get that to you as soon as I can.

Writer states:
1. Okay, adv we will note the case, and adv him to contact us back once he has an appt.

Cust states:
1. Okay, thank you.

*** 11/04/2020 10:12:17 ***
Closed by Eric Swecker with Resolution Code : Referred to Dlr
[Resolution Summary]

11/06/2020 07:01:18
Email is received on 11/06/20 07:01:09 from [redacted]

*** Email - External Email Received created on 11/06/2020 07:01:15 and created by Eric Swecker ***
Good Morning Eric

Per our earlier conversation, I have an appointment set up with Kia-Shelby this Saturday (11/07) at 11:30

Thanking you again for your help. Have a blessed day…. [redacted]

11/07/2020 05:58:49
Email is received on 11/07/20 05:58:41 from [redacted]

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP3DHC MG[redacted]	[redacted]	14,991

Shelby , NC 28152 07/2 /2020 Dealer: NC0 7 Renaldo KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Suspension
Kia Case Type Lvl4: Noise(Suspension)

*** Email - External Email Received created on 11/07/2020 05:58:46 and created by Eric Swecker ***
ERIC MY APPOINTMENT WITH KIA IN SHELBY WITH MIKE THE SERVICE MGR. IS THIS MORNING AT 11:30 AM HIS # IS 704-751-9169 THANKS

*** Phone - Call - Outbound created on 11/09/2020 08:25:30 and created by Eric Swecker ***
SECR calls DL NC067

Mike - Service Manager

Writer states:
1. Provide cust & veh information.
2. Ask if the cust brought veh back into the dealership on 11/06.

Mike states:
1. Yes, he brought the vheicle in on Saturday morning.
2. I took pictures of the seat and I am going to send them to the DPSM to see if we could get the driver seat replaced.
3. I tried to look at the paint, but I could not see the orange peel on the vehicle, but I told him we would like to see if we could get the DPSM to looking to it.
4. I advised him once I know when the DPSM is going to be in, we will reach out to the customer.

Writer states:
1. Okay, thank you.

*** Phone - Call - Outbound created on 11/09/2020 08:42:54 and created by Eric Swecker ***
SECR calls customer

Writer states:
1. Adv we are calling to follow up with him about appt on 11/07.
2. Adv we spoke with Mike at the dealership, and adv of the information provided.
3. Adv him that we will follow up with him once the DPSM has reviewed the vehicle and pictures.
4. Adv him that we have sent an email to Service Manager to advise us when the DPSM has visited the dealership.

Cust states:
1. Okay, thank you.
2. I will also send you an email once I am contacted by the dealership.

*** Email - External Email Sent created on 11/09/2020 08:54:04 and created by Eric Swecker ***
*** Sent email to Service Manager requesting email once he has DPSM scheduled. ***

*** 11/09/2020 08:55:25 ***
Closed by Eric Swecker with Resolution Code : Referred to Dlr
[Resolution Summary]
Veh not down / waiting on DPSM visit for paint.

11/23/2020 23:30:33
Email is received on 11/23/20 23:24:54 from [redacted]
Attachments:
car document.pdf

*** Email - External Email Received created on 11/23/2020 23:30:26 and created by Eric Swecker ***

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP3DHC MG[redacted]	[redacted]	14,991

Shelby , NC 28152 07/2 /2020 Dealer: NC0 7 Renaldo KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Suspension
Kia Case Type Lvl4: Noise(Suspension)

Good Evening Eric Sorry for the delay see the attached file showing window tag and copy of our loan agreement . NOTE: Per Window tag we paid almost 2,000 dollars for a special coating on the car: And as noted on loan papers paid an additional approx.. 800 dollars for extra coverage on Interior and Exterior of vehicle

FYI We were at the KIA Dealer on FRIDAY they had us go to the Body Shop they always use to get an Estimate to Repaint the car due to extensive orange peel with Estimate being sent to RINALDO KIA Service MGR by today also the Drivers Door panel has been scratched from all the work done on that side Thank You for Your Attention feel free to call me anytime [redacted] [redacted]

*** Phone - Call - Outbound created on 12/01/2020 08:18:26 and created by Eric Swecker ***
SECR calls NC067

Sandy - Service Cashier

Writer states:
1. Provide custom & veh information.
2. Ask if the vehicle has been into the dealership.

Sandy states:
1. We don't have a visit in the system.

Writer states:
1. Okay, thank you.

*** Phone - Call - Inbound created on 12/01/2020 08:23:01 and created by Eric Swecker ***
SECR received a call from DL NC067

Mike - Service Manager

SVCM states:
1. Did you just call about [redacted] vehicle?

Writer states:
1. Adv that we did just call.
2. Adv we just got an email from the customer and we just wanted to know what is going on.

SVCM states:
1. I am just waiting on the body shop to get back with the estimates and then I will be able to send the estimate and pictures for the seats to DPSM for approval.

Writer states:
1. Okay, thank you for your help

*** 12/13/2020 18:12:27 ***
Case moved into WIPBin a. Thursday 12/10 and Sub Status of Working

*** Phone - Call - Outbound created on 12/14/2020 06:26:20 and created by Eric Swecker ***
SECR calls DL NC067 to speak with SVCM - Unable to leave msg due to being placed on hold for 3+ mins.

*** Phone - Call - Outbound created on 12/14/2020 06:32:05 and created by Eric Swecker ***
SECR calls customer - LVM
Writer states:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC MG[redacted]	[redacted]	14,991
Shelby , NC 28152		07/2 /2020	Dealer: NC0 7 Renaldo KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Suspension
Kia Case Type Lvl4: Noise(Suspension)

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.

*** Email - External Email Sent created on 12/14/2020 06:33:48 and created by Eric Swecker ***
*** Sent email to SVCM asking if the DPSM had made his decision. ***

*** Phone - Call - Inbound created on 12/14/2020 06:36:35 and created by Eric Swecker ***
SECR received a call from customer

Cust states:
1. I am returning your call.

Writer states:
1. Thanked for returning the call.
2. Adv him we were just touching base.
3. Adv that we have not heard anything back from the dlr.

Cust states:
1. Well, I am getting towed up to the dealership today.
2. I hit a bump and all the lights came on.
3. The SVCM did submit everything to DPSM and he did not hear anything back yet.
4. That was last week.

Writer states:
1. Apologize for the inconvenience.
2. Adv him that we will be following back up with the dlr later this week.
3. Adv we will follow up with after that.

Cust states:
1. Okay, thank you.

*** Phone - Call - Inbound created on 12/15/2020 11:23:31 (GMT-07:00) Arizona and created by Noel Vizzo ***
1. Been talking to Eric about the seats.
5xyp3dhc6mg[redacted]
2. Look at the record with you guys aboiut the problems with the vehicle.
3. It has been in the shop more than out of the shop.
4. Back to the shop yesterday with it.
5. All the warning lights came on in the dash and the steering was tight.
6. Went to service on a roll back.
7. Service called and stated that the vehicle will not start.
8. They had the vehicles for strut for weeks.
9. There is a paint problem with the vehcile.
10. Have a claim in on that.
11. Have had nothing but problems.
12. I want the vehicle bought back.
13. Will gladly go and buy something out.l
14. Missing four days of work because of this vehicle.
15. You are going to fix it, buy it back. one of the two.
16. This vehicle should not have ever left the factory.
17. I want it fixed.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP3DHC MG[redacted]	[redacted]	14,991

Shelby , NC 28152 07/2 /2020 Dealer: NC0 7 Renaldo KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Suspension
Kia Case Type Lvl4: Noise(Suspension)

18. Needed the seat replaced.
19. On National Back Order.
20. So they sent to an apolstry shop to fix the seat and not it is worse than when the vehicle went in.
21. They screwed the seat in wrong and that had to be redone.
22. Then the paint problem.
23. Now they say there is a wiring harness issue.
24. Paying for something that I am not even able to drive.
25. They said they are waiting to here from your technical folks.
26. Feels like I got a Lemon

Writer stated
1. Sorry for the trouble.
2. NoSC.
3. CM will reach out to the service department.
4. As soon as the needed response is received.
5. See that the case is already escalated.

Customer stated
1. Just want it fixed.
2. They can't even give me a loaner.
3. Eric knows about all of this, talked to him yesterday.
4. You have 30 days to fix this, then pursuing other options.

*** Email - External Email Received created on 12/16/2020 13:26:00 and created by Eric Swecker ***
Mike - Service Manager

SVCM states:
1. He has spoken with the customer about his vehicle.
2. Customer actually had to have it towed to us for an electrical diagnosis.
3. DPSM has not gotten back to me as yet.

*** Phone - Call - Inbound created on 12/16/2020 15:27:38 (GMT-07:00) Arizona and created by Debra Rustin ***

Caller: [redacted]

Writer states
1.introduced self
2.How can we help?

customer states
1.is eric available?

writer states
1.Apologized
2.i dont show he is available

customer states
1. its been in dlr
2. could start till next morning
3. was locked and dead
4.i just called them

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP3DHC MG[redacted]	[redacted]	14,991

Shelby , NC 28152 07/2 /2020 Dealer: NC0 7 Renaldo KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Suspension
Kia Case Type Lvl4: Noise(Suspension)

5. its running but wont come out of factory mode
6. have had everything from a bad strut to bad seats and a damaged spoiler
7. also paint is orange peeled all over this car
8. im at wits end
9. i love the car
10. im not getting any answers
11. keep giving me the run around
12. they can buy it back or give me a new one
13. i work and they didnt even have a loaner till just now
14. its getting on my nerves
15. now they want pictures to look at the paint
16. if it has orange peel whats the big deal about a pictuire

writer states
1.what is orange peel?

customer states
1. under the clear coat it looks like an orange skin
2. this is the 2nd dlr ive been to

writer states
1. Eric is the person who works with these cases
2. he is working with the dlr
3. i have documented concerns
4. eric will see this in the am

*** Phone - Call - Inbound created on 12/17/2020 08:43:27 and created by Eric Swecker ***
SECR received a call from customer

Cust states:
1. My vehicle is back in the shop because all the dash light were on.
2. I have not heard anything back about my seat and paint.
3. I really feel like the vehicle but all these issues have me worrying that it could be a lemon.

Writer states:
1. Apologize for the inconvenience.
2. Adv him that we will follow up with the dealer.
3. Refer him back to WCIM for information about guidelines.
4. Adv him we will be following up with dlr and him afterward.

Cust states:
1. Okay, thank you.

*** Phone - Call - Outbound created on 12/17/2020 09:00:00 and created by Eric Swecker ***
SECR calls DL NC067

Mike - Service Manager

Writer states:
1. Provided cust & veh information.
2. Ask if the vehicle was diagnosed?

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC MG[redacted]	[redacted]	14,991
Shelby , NC 28152		07/2 /2020	Dealer: NC0 7 Renaldo KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Suspension
Kia Case Type Lvl4: Noise(Suspension)

Mike states:
1. Yes, we found out that someone has cut into the wiring harness in at least two places.
2. This repair will not be covered under warranty because it looks like they installed some type of lights.
3. I was going to call the customer later on today to advise him.

Writer states:
1. Okay, thank you.

*** Phone - Call - Inbound created on 12/21/2020 05:32:23 and created by Eric Swecker ***
SECR received a request for a callback from customer

Writer states:
1. Adv we are returning a request for a callback.
2. Ask how can we help?

Cust states:
1. Well, it has already been resolved.
2. We are just waiting on the decision from the DPSM.

Writer states:
1. Adv we will follow up with the dlr and adv SVCM to notify us once the decision has been made.

Cust states:
1. Okay, if I need anything else, I will let you know.
2. Thank you for calling me back.

*** 12/21/2020 05:38:05 ***
Closed by Eric Swecker with Resolution Code : Referred to Dlr
[Resolution Summary]
Vehicle no down

*** 01/11/2021 08:34:39 ***
Reopened by Eric Swecker with Sub Status of Working

*** Phone - Call - Inbound created on 01/11/2021 08:34:47 and created by Eric Swecker ***
SECR received a request for a callback from customer

Writer states:
1. Adv we are returning a request for a callback
2. Ask how can we help?

Cust states:
1. Well, nobody has followed up with me from the dealership.
2. It has been over 5 months now, and it seems like I have not gotten anywhere.
3. Mike told me that DPSM would need more pictures but I don't understand why they could not take them when it was there.
4. I am about to get mad now.
5. I just want to know if they are going to fix it or not.

Writer states:
1. Apologize for the inconvenience.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP3DHC MG[redacted]	[redacted]	14,991

Shelby , NC 28152 07/2 /2020 Dealer: NC0 7 Renaldo KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Suspension
Kia Case Type Lvl4: Noise(Suspension)

2. Adv him that we will follow up with the dealership and find out more information about the DPSM request.
3. Adv him once we have an update, we will contact him back directly.

Cust states:
1. Okay, thank you.

*** Phone - Call - Outbound created on 01/11/2021 09:00:44 and created by Eric Swecker ***
SECR calls DL NC067

Mike - Service Manager

Writer states:
1. Provides cust & veh information.
2. Adv him of cust concern.

SVCM states:
1. I have been trying to get the body shop to provide us the pictures that they took.
2. They say they cannot find them and they will look for them.
3. I was about to call the customer to follow up.

Writer states:
1. Okay, thank you.

*** Email - External Email Sent created on 01/15/2021 11:50:00 and created by Eric Swecker ***
*** Sent email to SVCM asking if the DPSM had reviewed the paint concern. ***

*** Phone - Call - Outbound created on 01/20/2021 10:28:02 and created by Eric Swecker ***
SECR calls DL NC067 to speak with SVCM - LVM
Writer states:
1. Provide cust & veh information.
2. Ask if SVCM had heard a response from DPSM.
3. Requested callback or email. Provide contact information.

*** Email - External Email Received created on 01/20/2021 13:00:01 and created by Eric Swecker ***
Mike - Service Manager

SVCM states:
1. We got a response from the DPSM.
2. He is requesting another estimate on the paint.
3. I am going to be following up with the customer later on today.

*** Phone - Call - Outbound created on 01/22/2021 10:59:49 and created by Eric Swecker ***
SECR calls customer

Writer states:
1. Adv we are calling to follow up on his case.
2. Adv him of the information provided by the dlr.
3. Ask if he had time to get the second estimate.

Cust states:
1. No, I have not been able to get one.
2. The SVCM called me this morning and he told me that.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP3DHC MG[redacted]	[redacted]	14,991

Shelby , NC 28152 07/2 /2020 Dealer: NC0 7 Renaldo KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Suspension
Kia Case Type Lvl4: Noise(Suspension)

3. However, the DPSM is going to be replacing the seat cover.
4. The other body shop closed today at 12, so I will have to wait until next Friday.
5. I am having an issue with the windshield with it being specked, and the service manager could see it.
6. He tried to get a picture of it, but it was hard for him to get it.

Writer states:
1. Apologize for the inconvenience.
2. Adv him that we will follow up with dlr and him on 02/01.
3. Adv him if the dlr could see the windshield issue, then he should be able to advise either TL or DPSM about the concern.

Cust states:
1. Okay, thank you.

*** Phone - Call - Outbound created on 02/01/2021 08:48:59 and created by Eric Swecker ***
SECR calls DL NC067 to speak with SVCM - Unable to speak with SVCM due to he was with another customer.

*** Email - External Email Sent created on 02/01/2021 08:53:04 and created by Eric Swecker ***
*** Sent email to SVCM asking if customer had provided the second estimate. ***

*** Phone - Call - Outbound created on 02/01/2021 08:54:00 and created by Eric Swecker ***
SECR calls customer

Writer states:
1. Adv we are calling to follow up on his case.
2. Ask him if he had sent the dealership the 2nd estimate?

Cust states:
1. Yes, I had the second estimate completed on Friday.
2. The body shop was suppose to send the estimate to the dlr.
3. I was about to call the SVCM to see if they got the estimated.

Writer states:
1. Adv him we did try to reach out to the dealer this morning.
2. Adv him we sent an email to follow up and we have not heard anything back yet.
3. Adv him that we will follow up with the dealership and him later on this week.

Cust states:
1. Okay, thank you.

*** 02/01/2021 09:02:45 ***
Email is sent on 02/01/2021 09:02:32 by Eric Swecker
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 02/01/2021 09:02:32 and created by Eric Swecker ***
Dear [redacted]

Good Afternoon, here is the email I spoke of during our phone conversation. Here is Mike Fussell's email address if the body shop needs it. mfussell@drivedag.com

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP3DHC MG[redacted]	[redacted]	14,991

Shelby , NC 28152 07/2 /2020 Dealer: NC0 7 Renaldo KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Suspension
Kia Case Type Lvl4: Noise(Suspension)

Sincerely,

Eric S.
Kia Motors America

*** Email - External Email Received created on 02/02/2021 05:12:33 and created by Eric Swecker ***
Mike - Service Manager

SVCM states:
1. Yes, he received the 2nd estimate on Friday.
2. He has submitted the estimate to the DPSM

*** 02/10/2021 16:52:35 ***
Case moved into WIPBin a. Friday 02/05 and Sub Status of Working

*** Phone - Call - Outbound created on 02/11/2021 06:22:29 and created by Eric Swecker ***
SECR calls DL NC067

Mike - Service Manager

Writer states:
1. Provide cust & veh information.
2. Ask if he spoke with the DPSM?

SVCM states:
1. The DPSM is going to cover the seat.
2. We are still working on paint quotes.
3. DPSM wants me to reach out to the body shops.

Writer states:
1. Okay, thank you.
2. Adv we will note the case.

SVCM states:
1. Okay, thank you.

*** Phone - Call - Outbound created on 02/11/2021 06:29:12 and created by Eric Swecker ***
SECR calls customer

Writer states:
1. Apologize for the delay.
2. Adv him of the information provided by dlr.
3. Adv him we would follow up with dlr next week.

Cust states:
1. Okay, thank you.
2. However, the **CRUISE CONTROL** and the **LANE ASSIST** does not work properly, when it is below 20 degrees outside.
3. I have an appt with them tomorrow, and they said they would check it out.

Writer states:
1. Apologize for the inconvenience.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP3DHC MG[redacted]	[redacted]	14,991

Shelby , NC 28152 07/2 /2020 Dealer: NC0 7 Renaldo KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Suspension
Kia Case Type Lvl4: Noise(Suspension)

2. Adv him we will follow up with them next week, and then we will follow up with him.
3. Adv him if he needs any beforehand to reach back out to us.

Cust states:
1. Okay, thank you.

*** 02/25/2021 05:38:17 ***
Case moved into WIPBin f. Wednesday 02/17 and Sub Status of Working

*** Note - Others created on 03/17/2021 07:59:50 and created by Christina Lucas ***
***Hard Copy Documentation from 02/18/2021

SECR calls customer

Writer states:
1. Adv we are calling to touch base about their case.
2. Adv that our systems are being updated, and adv we will follow up with them once they come up.

Cust states:
1. Okay, thank you for following up with me.

***

*** Phone - Call - Outbound created on 03/18/2021 05:49:16 and created by Eric Swecker ***
SECR calls DL NC067

Mike - Service Manager

Writer states:
1. Provide cust & veh information
2. Ask if the DPSM reviewed everything or could we get an update.

SVCM states:
1. Well, DPSM will be in on 03/22 and the customer is going to bring the vehicle in so he can review the vehicle himself.
2. The customer was okay with that.

Writer states:
1. Okay, thank you.
2. Adv we will follow up on 03/29.

SVCM states:
1. Okay, thank you.

*** Phone - Call - Outbound created on 03/18/2021 06:00:00 and created by Eric Swecker ***
SECR calls customer

Writer states:
1. Adv we are calling to follow up on his case.
2. Adv him that we understand that you all have an appointment next week with the dlr and the DPSM.

Cust states:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP3DHC MG[redacted]	[redacted]	14,991

Shelby , NC 28152 07/2 /2020 Dealer: NC0 7 Renaldo KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Suspension
Kia Case Type Lvl4: Noise(Suspension)

1. Well, it is supposed to be tomorrow because I marked it on my calendar.
2. I am going to be out of town next Friday.

Writer states:
1. Apologize for the confusion.
2. Adv we will follow up with the SVCM to make sure that it is tomorrow.
3. Adv him we will follow up with him and the dealer next week.

Cust states:
1. Okay, thank you.

*** Web - Note created on 03/26/2021 08:28:11 and created by DPSM User KMA ***

<For Internal Use Only
DPSM met with customer @NC067 and inspected vehicle 2021-03-19. Please contact DPSM to discuss details, thanks.

Houkal, Mark A DPSM SO08>

*** 03/29/2021 05:04:29 ***
Case moved into WIPBin f. Friday 03/26 and Sub Status of Working

*** 04/01/2021 13:06:41 ***
Case moved into WIPBin 00. WIP Bin and Sub Status of Working

*** 04/01/2021 13:09:47 ***
Case moved into WIPBin 1.0 - Monday 4/5 and Sub Status of Working

*** Phone - Call - Outbound created on 04/07/2021 12:58:14 and created by Eric Swecker ***
SECR calls DPSM - LVM
Writer states:
1. Provide case and dealer information
2. Adv we were calling to follow up on the customer request.
3. Requested callback and provide contact information.

*** Phone - Call - Inbound created on 04/07/2021 13:27:03 and created by DPSM User KMA ***

<For Internal Use Only
DPSM Houkal and SECR reviewed case this dt; next follow-up 4-9
>

*** Phone - Call - Inbound created on 04/19/2021 09:43:13 and created by Eric Swecker ***
SECR received a request for a callback from customer

Writer states:
1. Adv we are returning a request for a callback.
2. Ask how may we help?

Cust states:
1. I am calling because I spoke with the DPSM a month ago, and he was going to see to me an appt at the Gerry Wood Kia.
2. I have been patient throughout this whole process, but I need to know something by Friday.

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC MG[redacted]	[redacted]	14,991
Shelby , NC 28152		07/2 /2020	Dealer: NC0 7 Renaldo KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Suspension
Kia Case Type Lvl4: Noise(Suspension)

3. I don't want to do it, but I will start the buyback process.

Writer states:
1. Apologize for the inconvenience.
2. Adv him that we have been working with the DPSM, and confirmed that is what the DPSM is trying to assist.
3. Adv him that DPSM suggested that KCAC provide a GW gesture.
4. Adv him that we submitted our request for GW and we have not received a response.
5. Adv him we will follow up with him by Friday.

Cust states:
1. Well, I will be out of town on May 1.
2. But I want to know what is going on before then
3. Thank you for calling me back.

*** Phone - Call - Outbound created on 04/21/2021 08:48:19 and created by Eric Swecker ***
SECR called DPSM - LVM
Writer states:
1. Provided customer & vehicle information.
2. Adv him we did receive a response for KCAC goodwill.
3. Adv him the case manager want to follow up with to see if an appointment was scheduled.
4. Requested a callback or email. Provide contact information.

*** Phone - Call - Outbound created on 04/21/2021 08:52:02 and created by Eric Swecker ***
SECR calls NC067

Mike - Service Manager

Writer states:
1. Provide cust & veh information.
2. Ask if we could get an update.
3. Adv we spoke with DPSM and he was suppose to setup an appt with Gerry Wood Kia for the paint concern.

SVCM states:
1. I have not heard any thing back from DPSM.
2. I would to know what we are going to do.

Writer states:
1. Okay, thank you.
2. Adv we will note the case.

*** Email - External Email Sent created on 04/21/2021 09:01:00 and created by Eric Swecker ***
*** Sent email to DPSM requesting an update. ***

*** 04/23/2021 05:25:31 ***
Case moved into WIPBin f Thursday 04/22 and Sub Status of Working

*** Phone - Call - Outbound created on 04/26/2021 06:11:50 and created by Eric Swecker ***
SECR calls DPSM

Writer states:
1. Provide cust & veh information.
2. Ask if he had an update on the vehicle.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP3DHC MG[redacted]	[redacted]	14,991

Shelby , NC 28152 07/2 /2020 Dealer: NC0 7 Renaldo KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Suspension
Kia Case Type Lvl4: Noise(Suspension)

DPSM states:
1. He would be able to assist in having the spots on the Hood and any other spot found from Gerry Wood Kia.
2. He would also be covering the windshield, seat, and side trim.
3. The customer would need to make an appt with the Gerry Wood body shop and let us know when he is going to bring it in.
4. He advised we are not going to repaint the whole vehicle.

*** Phone - Call - Inbound created on 04/26/2021 06:40:49 and created by Eric Swecker ***
SECR received a request for a callback from customer

Writer states:
1. Adv we are returning a request for a callback.
2. Ask how may we help?

Cust states:
1. I was calling because I had not heard anything from the dealership.

Writer states:
1. Apologize for the inconvenience.
2. Adv him we did speak with the DPSM, and adv him of the information from the DPSM.
3. Adv him we would like for him to bring his vehicle into Gerry Wood Kia, so the body shop could go over the paint concern.
4. Adv him of the items the DPSM would be covering.

Cust states:
1. Well, I don't think just painting the hood is going to fix it.
2. I have been patient with this whole process, but I want this vehicle to be bought back.

Writer states:
1. Adv him we would be happy to review his request again.
2. Refer him back to his WCIM.
3. Adv him if he had any questions he can find the state guidelines in WCIM or the state's DMV website.
4. Adv him of the goodwill approved from KCAC, and adv him once everything is completed, we would be able to provide him with the offer form to review and sign.

Cust states:
1. Well, I will tell you what.
2. If you can get NC067 to order all the parts for the windshield, seat, and door, I will take the goodwill and then have someone else just paint the vehicle.

Writer states:
1. Adv him we will be happy to pass the information on to the DPSM and SVCM of NC067.
2. Adv him we will ask for the dealership to call him once the parts are in.

Cust states:
1. Okay, thank you.
2. I am just disappointed in Kia.
3. I might as well go back to Dodge.
4. Thank you again.

door panel

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP3DHC MG[redacted]	[redacted]	14,991

Shelby , NC 28152 07/2 /2020 Dealer: NC0 7 Renaldo KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Suspension
Kia Case Type Lvl4: Noise(Suspension)

windshield
seat cover

*** Email - External Email Sent created on 04/30/2021 06:10:05 and created by Eric Swecker ***
*** Sent email to SVCM & DPSM advising of the requests from the customer & ask SVCM to make an appointment once the parts have arrived. ***

*** 05/05/2021 09:41:34 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue ZZ Collado Ortega by Ashley Lewis

*** 05/17/2021 16:02:32 ***
Accepted from Queue ZZ Collado Ortega to WIPBin 0. ECR by Collado Ortega

*** Phone - Call - Inbound created on 05/25/2021 10:33:29 and created by Collado Ortega ***
Contact NC067

Wrt states
1. Intro self
2. Following up on parts
3. Left contact info

*** 06/01/2021 10:59:34 ***
Email is sent on 06/01/2021 10:59:27 by Collado Ortega
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 06/01/2021 10:59:27 and created by Collado Ortega ***
Dear [redacted]
Hello, I am reaching out to follow up on the current status of your case. If you are still in need of assistance, please feel free to give us a call back. Thank you.
Sincerely,
Kia America

*** Phone - Call - Outbound created on 06/03/2021 05:43:51 and created by Eric Swecker ***
SECR calls DL NC067

Wilkie - Service Manager

Writer states:
1. Provided cust & veh information.
2. Ask if we could get an update on veh & parts status?

SVCM states:
1. Yes, the parts are here, windshield and seat cover.
2. We are just waiting for the customer to make an appt.

Writer states:
1. Okay, thank you.

*** Phone - Call - Inbound created on 06/03/2021 05:50:52 and created by Eric Swecker ***

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP3DHC MG[redacted]	[redacted]	14,991

Shelby , NC 28152 07/2 /2020 Dealer: NC0 7 Renaldo KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Suspension
Kia Case Type Lvl4: Noise(Suspension)

SECR received a request for a callback from customer - LVM
Writer states:
1. Introduced self and advised calling from Kia's escalation team.
2. Advised writer is following up on a recent request for a callback.
3. Advised him we spoke with SVCM at dlr, and SVCM states all the parts are in.
4. Advised him that there is a new SVCM, provide his name, and advised SVCM that we will request the customer to set up appt because the writer knows cust has certain days he can come in.
4. Provided case # and direct contact information.
5. Requested callback for further assistance.

*** Phone - Call - Inbound created on 06/03/2021 06:23:40 and created by Eric Swecker ***
SECR received a request for a callback from customer
Writer states:
1. Introduced self and advised calling from Kia's escalation team.
2. Advised writer is reaching out to follow up on a callback request.
3. Provided case # and direct contact information.
4. Requested callback for further assistance.

*** Phone - Call - Inbound created on 06/03/2021 07:04:18 and created by Eric Swecker ***
SECR received a request for a callback from customer

Writer states:
1. Adv we are returning a request for a callback.
2. Ask how may we help?

Cust states:
1. I just want to follow up with the case.
2. I left you a message last week.
3. I thought you might have been following up with me.

Writer states:
1. Apologize for the inconvenience and delay.
2. Adv him another colleague was helping and they currently have the case.
3. Repeated information left in previous voicemail.
4. Adv him that the new SVCM was going to follow up with him.

Cust states:
1. Well, my schedule changed and what happen to the check for what the other dealers put on the vehicle?

Writer states:
1. Apologize for the inconvienience.
2. Adv him that the SVCM know your schedule is not a standard schedule.
3. Adv him the reimbursement check will be sent once the vehicle has been repair.
4. Adv him we may want to offer additional goodwill but we would not be able to if we have already provided the goodwill.
5. Adv him we would be happy to send out the offer forms. If you understand no further goodwill.

Cust states:
1. Well, I have been jumping through hoops for 9 months, and I am sick and tired of it.
2. I will just trade it in on a Dodge at least I will know they will fix faster.
3. You all can keep your goodwill, and I am done with this vehicle.
4. Bye.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP3DHC MG[redacted]	[redacted]	14,991

Shelby , NC 28152 07/2 /2020 Dealer: NC0 7 Renaldo KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Suspension
Kia Case Type Lvl4: Noise(Suspension)

*** Email - External Email Sent created on 06/01/2021 10:59:27 and created by Eric Swecker ***
Dear [redacted]
Hello, I am reaching out to follow up on the current status of your case. If you are still in need of assistance, please feel free to give us a call back. Thank you.
Sincerely,
Kia America

*** 06/03/2021 07:30:24 ***
Closed by Eric Swecker with Resolution Code : Concerns Recorded
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC5LG[redacted]	[redacted]	24,40
,	,	10/07/2019	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Air Bag Nondeployment

Case History

*** 08/18/2020 07:47:58 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 08/18/2020 07:48:05 and created by Lisa Maynard ***
[redacted] (0wner)
cust states
1 my husband had cruise set and was in an accident
2 the veh jerked left and took off into 3 lanes of traffic
3 went in to ditch
4 air bags did not deploy
5 there is damage to veh steering column broke on veh
6 we cant remember if **LANE ASSIST** did not go off

Writer states
1 Apologized
2 advi will send to national team
3 advi they will follow up in 2 to 3 business days
4 what is best contact

cust states
1 ([redacted]
2 thank you

<For Internal Use Only
***RAN ACCIDENT SCRIPT ***>

*** 08/18/2020 09:45:51 ***
20200817_081106878~1.jpg added by [redacted] on 08/18/2020 09:45:50

*** 08/18/2020 09:45:51 ***
20200817_082033471~1.jpg added by [redacted] on 08/18/2020 09:45:51

*** 08/18/2020 09:45:53 ***
IMG_20200815_171010785_HDR.jpg added by [redacted] on 08/18/2020 09:45:51

*** 08/18/2020 09:45:55 ***
IMG_20200815_171037443.jpg added by [redacted] on 08/18/2020 09:45:53

*** 08/18/2020 09:45:56 ***
IMG_20200815_170959774_HDR.jpg added by [redacted] on 08/18/2020 09:45:55

*** 08/18/2020 09:45:58 ***
IMG_20200815_170848887.jpg added by [redacted] on 08/18/2020 09:45:56

*** 08/18/2020 09:46:00 ***
IMG_20200815_170844656.jpg added by [redacted] on 08/18/2020 09:45:58

*** 08/18/2020 09:46:02 ***
IMG_20200815_170829599_HDR.jpg added by [redacted] on 08/18/2020 09:46:00

*** 08/18/2020 09:46:04 ***

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC5LG[redacted]	[redacted]	24,40
,	,	10/07/2019	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Air Bag Nondeployment

IMG_20200815_170704198.jpg added by [redacted] on 08/18/2020 09:46:02

*** 08/18/2020 09:46:06 ***
IMG_20200815_170607891.jpg added by [redacted] on 08/18/2020 09:46:04

*** 08/18/2020 09:46:07 ***
IMG_20200815_170549125_HDR.jpg added by [redacted] on 08/18/2020 09:46:06

*** 08/18/2020 09:46:09 ***
IMG_20200815_170545219_HDR.jpg added by [redacted] on 08/18/2020 09:46:07

*** 08/18/2020 09:46:11 ***
IMG_20200815_170532532.jpg added by [redacted] on 08/18/2020 09:46:09

*** 08/18/2020 09:46:14 ***
IMG_20200815_170350882_HDR.jpg added by [redacted] on 08/18/2020 09:46:12

*** 08/18/2020 09:46:16 ***
IMG_20200815_170346063_HDR.jpg added by [redacted] on 08/18/2020 09:46:14

*** 08/18/2020 09:46:18 ***
IMG_20200815_170933295.jpg added by [redacted] on 08/18/2020 09:46:16

*** 08/18/2020 09:46:19 ***
IMG_20200815_121348074.jpg added by [redacted] on 08/18/2020 09:46:18

*** 08/18/2020 09:46:20 ***
IMG_20200815_170459169_HDR.jpg added by [redacted] on 08/18/2020 09:46:19

*** 08/18/2020 09:46:21 ***
Web - Note created on 08/18/2020 09:46:21 and created by [redacted]
Major damage to left side
No airbags deployed
Minor damage to right side

*** Note - Others created on 08/18/2020 08:07:35 and created by Cinthya Espinoza-Peregrina ***
***CALL TO ACTION **
1. Customer alleges the airbags did not deploy during an accident.
2. Vehicle is currently down at tow yard
3. Customer is requesting _not sure at this time_____.
4. Please review and follow up accordingly

*** 08/18/2020 13:40:50 ***
Dispatched from WIPBin = Default to Queue National CA by Cinthya Espinoza-Peregrina
Reason:

*** Phone - Call - Inbound created on 08/18/2020 14:50:58 (GMT-07:00) Arizona and created by Chistopher Davis ***
[redacted] owner)states:
1.Called and opened claim earlier

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC5LG[redacted]	[redacted]	24,40
,	,	10/07/2019	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Air Bag Nondeployment

2.Since then i have brought car into a body shop and they advised that due to location of accident the airbags would not have gone off
3.I would like to cancel my claim and not waste mine and your time

Writer states:
1.Apologized
2.Advised i will note for NCA so that way they can see you no longer want to proceed and cancel claim out
3.Thank you for giving us a call and advising of findings

Customer states:
1.Thank you

*** 08/19/2020 07:13:24 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 08/19/2020 07:15:43 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin Need to File of Morgan Bell by Jeff Stroup
Reason:

*** Note - Others created on 08/21/2020 12:29:41 and created by Morgan Bell ***
Wrt closing case based on case notes

*** 08/21/2020 12:31:22 ***
Closed by Morgan Bell with Resolution Code : Concerns Recorded
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC1LG[redacted]	[redacted]	4 0
Lawton , OK ,73505		0 /23/2020	Dealer: OK02 Lawton KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Case History

Techline case ([redacted] created on 25-AUG-20 by OK026.
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--
TL Case created by (Dealer Technician) : Kerrick Gomez
TL Case creator phone : 5806996328
TL Case creator email : kerrickgomez0254@gmail.com
Below are the notes from the TL case describing the concern:

[Problem Description]
SMART CRUISE CONTROL does not work

[Diagnostics Performed]
ran dtcs had lost communication codes cleared codes test drove. 1 code keeps coming back and going to history(c166787 can timeout **SCC**)
checked connections at HECU MFC AND **SCC**. FOUND NO VISIBLE DAMAGE

*** Dispatched to Queue Telluride Auto-Created Cases on 08/26/2020 01:07:34 (PST)

*** 08/26/2020 09:27:01 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Case Distribution by Ashley Lewis

*** 08/26/2020 09:28:17 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Case Distribution to Queue ZZ Shyla Hill by Ashley Lewis

*** 08/26/2020 10:51:56 ***
Accepted from Queue ZZ Shyla Hill to WIPBin Default by Shyla Hill

*** Phone - Call - Outbound created on 08/26/2020 11:20:59 and created by Shyla Hill ***
Customer Call - Status Update:
No answer, left voicemail.
Writer states:
1. Advised KCAC contacting customer in regards to recent vehicle concern.
2. Advised following up to let you know resources are involved to assist in repair completion and writer will follow up with additional updates as they are available.
3. Provided case # and writer's contact information.
4. Requested callback if additional assistance is needed.

*** Phone - Call - Outbound created on 08/26/2020 11:30:55 and created by Shyla Hill ***

Dealer Call - Voicemail left
No answer, left voicemail.
Writer states:
1. KCAC calling in regards to customer concern.
2. Provided customer's information and last 8 of VIN.
3. Provided case # and writer's contact information.
4. Requested callback for assistance.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP 4HC1LG[redacted]	[redacted]	4 0
Lawton , OK ,73505		0 /23/2020	Dealer: OK02 Lawton KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

*** Phone - Call - Inbound created on 08/26/2020 14:09:23 and created by Jacob Adams ***
[redacted]owner) states
1 what is the status of my case
2 my vehicle is still at the dealer

writer states
1 we are trying to get in touch with the dealer to see what is going on
2 once we have an update we will follow up

customer states
1 thank you

*** 08/28/2020 06:01:29 ***
Case moved into WIPBin 5Friday and Sub Status of Working

*** Phone - Call - Outbound created on 08/28/2020 10:41:47 and created by Jacob Adams ***
writer called OK026 spoke with Frank

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted]
VIN: 5XYP64HC1LG[redacted]
Year and Model: 2020 TELLURIDE S V6 FWD AUTO
Mileage: 403
Most recent RO#: [redacted]
Open Date: 8/24/20
Close date (if applicable): open
Most recent Repair Issue and Diagnosis:
Concern: **SMART CRUISE CONTROL** does not work
Cause: still working with techline
Correction: unknown
Able to Duplicate (Y or N): Y
Repair History of current concern with DATE OPEN/CLOSE, RO#, MILLAGE, CORRECTION:
ETA for completion of repairs (if applicable): NA
Parts on order (Y/N): N
Techline Case (if applicable): [redacted]
Rental / Loaner Provided? : Y
If so, since when? : 8/24/20
Dealer contacted DPSM (if needed): N
Vehicle repaired? : N
Customer has possession? : N
Dealer Code: OK026
Original Owner (Y or N): Y

*** Phone - Call - Outbound created on 08/28/2020 10:50:39 and created by Jacob Adams ***
writer called [redacted] @ [redacted] no answer left voicemail

*** 09/01/2020 07:14:30 ***
Case moved into WIPBin 2Tuesday and Sub Status of Working

*** Phone - Call - Outbound created on 09/01/2020 14:44:16 and created by Jacob Adams ***
writer called OK026 parts

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC1LG[redacted]	[redacted]	4 0
Lawton , OK ,73505		0 /23/2020	Dealer: OK02 Lawton KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

1 asked about parts

Amanda states
1 we are ordering parts
2 order number 083120b

writer states
1 thank you

*** Phone - Call - Outbound created on 09/01/2020 14:55:07 and created by Jacob Adams ***
Writer called [redacted] @ ([redacted] no answer left voicemail

*** 09/03/2020 06:06:51 ***
Case moved into WIPBin 4Thursday and Sub Status of Working

*** Phone - Call - Outbound created on 09/03/2020 13:23:52 and created by Jacob Adams ***
writer called OK026 parts
1 asked about parts

Amanda states
1 we have not received it as of yet

writer states
1 thank you

*** 09/08/2020 08:38:21 ***
Case moved into WIPBin 2Tuesday and Sub Status of Working

*** Phone - Call - Outbound created on 09/08/2020 10:59:33 and created by Jacob Adams ***
writer called OK026 services
1 asked about vehicle

Amanda states
1 we are still working on it
2 part did not resolve the conern

writer states
1 thank you

*** Phone - Call - Inbound created on 09/08/2020 10:09:08 (GMT-07:00) Arizona and created by Yeimy Armenta ***
[redacted]
owner

writer states
1 showing case open
2 how can help

cust states
1 purchased car 8/15
2 had problem with the **CRUISE CONTROL** not shutting down
3 when passed someone it would slow down and will go faster and faster

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC1LG[redacted]	[redacted]	4 0

Lawton , OK ,73505 0 /23/2020 Dealer: OK02 Lawton KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

4 won't stop
5 the following day the forward collision warning went out
6 the next day something else went out
7 then something else
8 called them and said to take it back
9 took it in
10 and called them and occasionally they call me and said that replace everything underneath and problem keeps coming up
11 don't want the car any more
12 can't drive a car that they can't fix
13 they keep getting message
13 and saying that contracted engineer in CA
14 called frank and said don't know what to do
15 saying that wait for CA to tell us what to do
16 yesterday sales man called and asked why car still there
17 told them they ca't fix it
18 they said replaced entire system
19 they said got a part in and would see if fix it
20 don't wan this car any more
21 the dealer said just got a new part and will install it but don't want this car any more
22 want a buy return

writer states
1 apologized
2 understand concerns
3 sorry to hear about this concern
4 will need to escalate case
5 have ro info already so will escalate today
6 someone will follow up in the next 2-3 business days
7 referred to WCIM

cust stats
1 don't ahve access to that since it's in the car

writer states
1 apologized
2 can email to cust

cust states
1 thank you

writer states
1 will go ahead and escalate
2 CM will follow up one one assign

cust states
1 ok will wait for the call
2 thank you for your help

*** 09/14/2020 06:49:48 ***
Case moved into WIPBin 1Monday and Sub Status of Working

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC1LG[redacted]	[redacted]	4 0

Lawton , OK ,73505 | 0 /23/2020 | Dealer: OK02 Lawton KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

*** Note - Others created on 09/08/2020 11:03:41 (GMT-07:00) Arizona and created by Bonnie Bauer ***
** call to action **
1 customer states **SMART CRUISE CONTROL** does not work
2 OK026 states working with techline and FTS
3 dispatching due to vehicle being down since 8/24/20
4 please follow up accordingly

*** 09/16/2020 05:34:27 (GMT-07:00) Arizona ***
Dispatched from WIPBin = Inbox to Queue Southwest Region ECR by Bonnie Bauer
Reason: dispatching due to vehicle being down since 8/24/20

*** 09/17/2020 05:09:50 ***
Accepted from Queue Southwest Region ECR to WIPBin 11. Southwest by Kayla Erwin

*** 09/17/2020 06:52:52 ***
Assigned to WIPBin 0. Default of Melissa Lepe by Kayla Erwin
Reason:

*** Letter - Letter Received created on 09/18/2020 11:25:52 and created by Kimberly StalnakerGalvez ***

<For Internal Use Only
whitemail received, docs attached>

*** Phone - Call - Inbound created on 09/21/2020 09:47:17 (GMT-07:00) Arizona and created by Chistopher Davis ***
[redacted] owner)states:
1.Calling back on case
2.Wanted to see what is happening?

Writer states:
1.Apologized
2.I see case was escalated
3.No updates available yet
4.May i place you on hold and reach out to CM?

Customer states:
1.Yes thanks

Customer disconnected

*** Phone - Call - Inbound created on 09/21/2020 14:51:40 and created by Sandra Taylor ***
[redacted] (owner) states:
1. I was told someone will call me
2.I have not received a call

Wtr states:
1. Apologized
2. No updates as of yet
3. Melissa will review case & call you back when update is available

Cust states;

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC1LG[redacted]	[redacted]	4 0

Lawton , OK ,73505 0 /23/2020 Dealer: OK02 Lawton KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

1. OK
2. Thank you

*** Phone - Call - Outbound created on 09/23/2020 12:55:46 (GMT-07:00) Arizona and created by Melissa Lepe ***

Writer called cust ([redacted]
1. Introduced self
2. Calling from KMA Regional office
3. Apologized for **CRUISE CONTROL** concerns

Cust states
1. Still at the dlr
2. They gave me one update, but nothing this week so far
3. Last time I spoke with them, they said it was ready and to come get it
4. then they called me back (Frank) on the 17th, he said that when they went to start it it acted up again
5. Good thing I didn't pick up

Writer states
1. Apologized
2. See dlr working with TL, checking pins and connectors
3. Will be happy to reach out to dlr to see what new updates are available

Cust states
1. They said they recoded everything
2. Bought it 8/15 and they've had it over 30 days
3. I told them that I want a buyback
4. Accelerator got stuck and we had to shut off the veh to get it off

Writer states
1. Apologized
2. Completely understand cust frustration
3. Repurchase/ replacement is reviewed in accordance to state laws
4. Please refer to state lemon law and WICM
5. Since cust doesn't have veh, can view WICM on Kia.com owners portal
6. Will send cust a formal ack. letter for review.
7. Please send in all requested documents
8. Please note that as per the 1st page, some of the documents may not apply due to veh being new, such as LOF
9. Please send in all applicable documents and thoroughly complete page 2 and 3
10. In the meantime, writer will be working with dlr to gather more info and see what other resources we may need to involve to get veh repaired asap

Cust states
1. Yes, do that
2. I have talked to an attorney as well
3. Driving a much smaller veh (rental)
4. I haven't been able to enjoy the benefits of a Telluride
5. I do not want the veh back though

Writer states
1. Will note and send email by COB
2. thanked and ended call

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC1LG[redacted]	[redacted]	4 0

Lawton , OK ,73505 0 /23/2020 Dealer: OK02 Lawton KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

*** 09/23/2020 13:03:27 (GMT-07:00) Arizona ***
Email is sent on 09/23/2020 13:01:40 by Melissa Lepe
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]
Attachments:
Acknowledgement letter-[redacted] [redacted]pdf

*** Email - External Email Sent created on 09/23/2020 13:01:40 (GMT-07:00) Arizona and created by Melissa Lepe ***
Dear [redacted]
Thank you for speaking with me today. As discussed on the phone, please see the attached acknowledgement letter. I'll follow back up as soon as I have more information from the dealership. If you have any questions in the meantime, you can email me or give me a call. Thank you

Sincerely,
Melissa- Regional Analyst
Phone: 520.274.1156
Fax: 866.852.6617
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]

*** Phone - Call - Outbound created on 09/23/2020 13:07:49 (GMT-07:00) Arizona and created by Melissa Lepe ***

Writer called OK026 LVM for Barbara in SVC
1. Calling from KMA to follow up
2. May I please get update on RO#: [redacted]
3. Provided VIN, ECR Info
4. Requested CB

*** Email - Internal Email Sent created on 09/28/2020 13:56:21 (GMT-07:00) Arizona and created by Melissa Lepe ***

<For Internal Use Only
Writer emailed DPSM requesting SVCM info so email>

*** Email - External Email Sent created on 09/29/2020 09:47:37 (GMT-07:00) Arizona and created by Melissa Lepe ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP 4HC1LG[redacted]	[redacted]	4 0

Lawton , OK ,73505 0 /23/2020 Dealer: OK02 Lawton KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

<For Internal Use Only
Writer emailed SVCM Frank seeking update>

*** 09/30/2020 13:25:41 (GMT-07:00) Arizona ***
Email is sent on 09/30/2020 13:24:06 by Melissa Lepe
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 09/30/2020 13:24:06 (GMT-07:00) Arizona and created by Melissa Lepe ***
[redacted] I just wanted to touch basis on your case. I'm currently working on getting more information as well as an update from the service department. I wasn't able to get a hold of them via phone, so sent an email to the manager. I'll let you know as soon as I have any updates for you. Thank you for your patience. Sincerely,
Kia Motors America

*** Email - External Email Received created on 10/02/2020 12:01:47 (GMT-07:00) Arizona and created by Melissa Lepe ***

<For Internal Use Only
Per SVCM
Ms. [redacted] vehicle is repaired and the customer has her vehicle back. She was in a rental during the time of repairs. Leo the field engineer was able to help with this repair. It was the front cameras had faults in the hardware. We replaced both and it took care of her issues.>

*** 10/02/2020 12:13:31 (GMT-07:00) Arizona ***
Email is sent on 10/02/2020 12:13:14 by Melissa Lepe
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 10/02/2020 12:13:14 (GMT-07:00) Arizona and created by Melissa Lepe ***
Your Case Number: [redacted]
VIN: 5XYP64HC1LG[redacted]

Dear [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 by the dealer that your vehicle has now been repaired. We wanted to follow up with you to make sure all of your concerns have been resolved.

If you have any further questions or concerns, 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!

Sincerely,

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC1LG[redacted]	[redacted]	4 0

Lawton , OK ,73505 0 /23/2020 Dealer: OK02 Lawton KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

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]

*** 10/02/2020 12:14:35 (GMT-07:00) Arizona ***
Closed by Melissa Lepe with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA2 M7[redacted]	[redacted]	2,584
Conshohocken PA ,19428		05/2 /2020	Dealer: PA004 Murray KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

Case History

Techline case ([redacted] created on 27-AUG-20 by PA004.
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--
TL Case created by (Dealer Technician) : Radoslaw Wojtowicz
TL Case creator phone :
TL Case creator email : radwoj583@gmail.com
Below are the notes from the TL case describing the concern:

[Problem Description]
MULTIPLE DASH LIGHTS CAME ON DASH, CHECK FORWARD COLLISION, CHECK BLIND SPOT COLLISION, CHECK DOWN HILL BRAKE ASSIST, **SMART CRUISE CONTROL**, ELECTRONIC STABILITY CONTROL. CUSTOMER PROVIDED C174181, C162604, AND C136081 CODES, WHEN I SCANNED THE MODULES I HAD C162604 STORED IN ABS MODULE AND C169381 STORED IN BCW, BOTH WERE HISTORY.. ALSO CUSTOMER LOST RADIO PRESETS AND APPLE PLAY SETTINGS, NOT SURE IF RELATED

[Diagnostics Performed]
.

*** Dispatched to Queue Seltos Auto-Created Cases on 08/28/2020 01:12:05 (PST)

*** 09/01/2020 08:44:38 ***
Accepted from Queue = Seltos Auto-Created Cases to WIPBin Default

*** Phone - Call - Outbound created on 09/01/2020 08:45:07 and created by Michael Crandall ***
Writer states: Contacting dealer for RO
1 introduce self
2. Request RO information
3 provide

Spoke with:
No answer

*** Phone - Call - Outbound created on 09/01/2020 11:13:42 and created by Michael Crandall ***
Writer states: Contacting customer to advise of involvement
1. Voicemail
2. Introduced self
3. Advised of involvement
4. Contact information provided
5. Call concluded

*** Note - Others created on 09/02/2020 10:14:24 and created by Michael Crandall ***
x

*** Phone - Call - Outbound created on 09/03/2020 08:45:16 and created by Michael Crandall ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA2 M7[redacted]	[redacted]	2,584
Conshohocken PA 19428		05/2 /2020	Dealer: PA004 Murray KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

Writer states: Contacting dealer for RO

1 closed for evening Covid hours
Spoke with:

*** Phone - Call - Outbound created on 09/04/2020 13:04:12 and created by Michael Crandall ***
Writer states: Contacting dealer for RO

1 Introduce self
2 Request RO
3 Provide

Spoke with: dealer rep/ Michael service mgr

Dealer states:
1. let me transfer you to service manager

Writer states:
1. consent to hold

Dealer states:
1. this is gone
2. harness from factory not connected to steering wheel
3. provide RO information

Writer states:
1. thanked dealer for time
2. call concluded

Customer Name: [redacted]
Customer phone#: [redacted]
Customer Address:
[redacted]
Bluebell, PA[redacted]

RO#[redacted]
Mileage: 584
Open Date:08-25-2020
Closed Date: 08-27-2020

Most recent Repair Issue and Diagnosis:
Concern – multiple dash light on
Cause – steering wheel wiring harness not connected properly at factory
Correction - reconnected and fastened to steering column

Vehicle repaired (Y/N): Yes
Customer has possession (Y/N): yes
ETA for completion of repairs: Complete
Loaner provided? No
Returned if repairs complete? Yes

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SELTOS KNDETCA2 M7[redacted]	[redacted]	2,584

Conshohocken PA ,19428 05/2 /2020 Dealer: PA004 Murray KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

*** Phone - Call - Outbound created on 09/04/2020 13:14:57 and created by Michael Crandall ***
Writer states: contacting customer to verify performance
1.introduced self
2. advised following up on repair performance

Customer states:
1. I have really only driven it once since I picked it up
2. I have been doing a lot of work from home so I am not driving it
3. I have to drive out to my office next week it is a 30 mile commute each way
4. that will be the real test

writer states:
1. understand i have been working from home as well
2. if you do have any problems next week feel free to reach out to me
3. thanked customer for time
4. call concluded

*** 09/04/2020 13:21:55 ***
Closed by Michael Crandall with Resolution Code : Repaired at Dlr
[Resolution Summary]
repaired at dealer

*** 10/26/2020 10:47:42 ***
Reopened by Rasheed Hardman with Sub Status of Working

*** Phone - Call - Inbound created on 10/26/2020 10:47:51 and created by Rasheed Hardman ***
[redacted] callded
1.same issue with vehicle
2.drive assist warning lights
3. veh is at dlr now
4. they state theyre ordering a part

wrtr states
1. advised of tl notes
2. ordering hecu

Cust states
1. thank you

*** Case note has been appended from duplicated auto-case on 10/27/2020 01:04:20 (PST)

Comments from Service Alert - TL

Dealer : Murray KIA
Technician : Radoslaw Wojtowicz
Service Manager : Aaron Wolf
Dealer Phone :
DPSM : Jerry Toscani
Vehicle Model : SELTOS SX 1.6T AWD AUTO

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA2 M7[redacted]	[redacted]	2,584
Conshohocken PA ,19428		05/2 /2020	Dealer: PA004 Murray KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

Model Year : 2021
Mileage : 2661
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
MULTIPLE DASH LIGHTS CAME ON DASH, CHECK FORWARD COLLISION, CHECK BLIND SPOT COLLISION, CHECK DOWN HILL BRAKE ASSIST, **SMART CRUISE CONTROL**, ELECTRONIC STABILITY CONTROL. CUSTOMER PROVIDED C174181, C162604, AND C136081 CODES, WHEN I SCANNED THE MODULES I HAD C162604 STORED IN ABS MODULE AND C169381 STORED IN BCW, BOTH WERE HISTORY.. ALSO CUSTOMER LOST RADIO PRESETS AND APPLE PLAY SETTINGS, NOT SURE IF RELATED

[Diagnostics Performed]
.

*** Phone - Call - Outbound created on 11/02/2020 08:49:10 and created by Rasheed Hardman ***
Wrtr called [redacted]
1. Good day / intro
2. Update on veh performance after repair
3. Call back #
4. Case #

cust states
1. its good so far
2. were keeping an eye on it

wrtr states
1. good
2. give us a call if any assistance is needed

cust states
1. thank you

*** 11/02/2020 08:51:15 ***
Closed by Rasheed Hardman with Resolution Code : Repaired at Dlr
[Resolution Summary]
repaired at dealer

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA20M7[redacted]	[redacted]	,208
Salinas , CA 93907		02/12/2020	Dealer: CA083 My KIA	

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

Case History

Techline case ([redacted] created on 28-AUG-20 by CA083.
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--
TL Case created by (Dealer Technician) : Juan Tejeda
TL Case creator phone : 8312147738
TL Case creator email : jtejeda@mycars.com
Below are the notes from the TL case describing the concern:

[Problem Description]
WHILE DRIVING **CRUISE CONTROL** STOPPED WORKING, HILL DESCENT CONTROL LIGHT CAME ON, AUTO HOLD LIGHT CAME ON, ABS LIGHT CAME ON, TRACTION CONTROL LIGHT CAME ON.

[Diagnostics Performed]
INSPECTED AND CONFIRM VEHICLE HAS MULTIPLE CODES C162604 IMPLAUSIBLE CONTROL, C186286 INVALID SIGNAL OF **SCC**, C169381 ESC SIGNAL ERROR ALL THREE CODES ARE IN (HISTORY) NO FREEZE FRAME IS AVAILABLE (CUSTOMER IS PASSING THRU TOWN GOING HOME TO OREGON)

*** Dispatched to Queue Seltos Auto-Created Cases on 08/29/2020 01:13:33 (PST)

*** 09/01/2020 08:52:09 ***
Accepted from Queue = Seltos Auto-Created Cases to WIPBin Default

*** Phone - Call - Outbound created on 09/01/2020 08:51:45 and created by Michael Crandall ***
Writer states: Contacting dealer for RO
1 introduce self
2. Request RO information
3 provide

Spoke with:

Dealer states:
1. no record under VIN
2. no record under customer phone #
3. let me get an advisor

Writer states:
1. consent to hold

Dealer states:
1. tech has no record give me the information again and she is gonna look into it and email you

Writer states:
1. provided contact information
2. thanked dealer for time
3.call concluded

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA20M7[redacted]	[redacted]	,208
Salinas , CA 93907		02/12/2020	Dealer: CA083 My KIA	

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

Customer Name: [redacted]
Customer phone#: [redacted]
Customer Address:
RO#
Mileage:
Open Date / Closed Date:
Most recent Repair Issue and Diagnosis:
Concern –
Cause – tech doesn't know
Correction -
Vehicle repaired (Y/N):
Customer has possession (Y/N):

If N: capture part information from service or part dept.

Part#:
Order#:
ETA for completion of repairs:
Loaner provided?
Returned if repairs complete?

*** Phone - Call - Outbound created on 09/02/2020 10:32:30 and created by Michael Crandall ***
Writer states: Contacting customer to advise of involvement
Voicemail:
1 introduce self
2 advise of involvement
3 provide contact information & cs number
4. call concluded

*** Phone - Call - Outbound created on 09/03/2020 08:32:55 and created by Michael Crandall ***
Writer states: Contacting dealer for RO

1 Introduce self
2 Request RO
3 Provide VIN & last name

Spoke with: Service receptionist

Dealer states:
1. I can have them fax you something
Writer states advised that I cannot receive fax
2. I have provided email before and not received a response
3. provide phone number and case number
4. Thank dealer for time
5. Call concluded

*** Phone - Call - Outbound created on 09/04/2020 10:47:50 and created by Michael Crandall ***

INFORMATION REDACTED PURSUANT TOTHE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA20M7[redacted]	[redacted]	,208
Salinas , CA 93907		02/12/2020	Dealer: CA083 My KIA	

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

Writer states: Contacting dealer for RO

1 Introduce self
2 Request RO
3 Provide cust name / last eight of vin / phone #

Spoke with:

Dealer states:
1. I have no record of this vehicle

Writer states:
1. thanked dealer for time
2. call concluded

*** 09/04/2020 10:51:33 ***
Closed by Michael Crandall with Resolution Code : No Cust Contact
[Resolution Summary]
Contact dealer for RO/ contact customer advise of involvement/ per sup if no contact 09-03-20 close no contact

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP34HC LG[redacted]	[redacted]	8, 81
Irvine , CA 92 18		02/2 /2020	Dealer: CA273 KIA of Irvine	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Case History

Dealer : KIA of Irvine
Technician : Robert Ouellet
Service Manager : Amy Mesa
Dealer Phone :
DPSM : Janet Lawyer
Vehicle Model : TELLURIDE EX V6 FWD AUTO
Model Year : 2020
Mileage : 8681
Initial comments by Technician found in TL Case #13731305 :

[Problem Description]
customer states **LANE DEPARTURE** warning came on

[Diagnostics Performed]
confirm customer concern , check for registered codes , found codes
SCC C180581 **LKAS** CAN SIGNAL ERROR , MFC C160649 ECU SOFTWERE ERROR ,
inspect connection at multifuction camera , connector show ok , also check connectors at IPM all connectors and terminals show ok , no after market components ,

*** Dispatched to Queue Telluride Auto-Created Cases on 09/10/2020 01:04:18 (PST)

*** 09/10/2020 10:02:53 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Case Distribution by Ashley Lewis

*** 09/10/2020 10:04:09 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Case Distribution to Queue Callcenter by Ashley Lewis

*** 09/10/2020 11:58:32 (GMT-07:00) Arizona ***
Accepted from Queue Callcenter to WIPBin default by Brenda Hernandez

*** 09/10/2020 12:01:50 (GMT-07:00) Arizona ***
Dispatched from WIPBin default to Queue ZZ Heather Orosco by Brenda Hernandez

*** 09/15/2020 16:37:41 (GMT-07:00) Arizona ***
Accepted from Queue ZZ Heather Orosco to WIPBin Default by Heather Orosco

*** Phone - Call - Inbound created on 10/01/2020 11:12:00 (GMT-07:00) Arizona and created by Heather Orosco ***
Writer Called Dealer CA273 @ (949) 777-2300:

1.Service Rick
2.09/21/20 R/O# [redacted]
3.OIL CHANGE had a multi function camera and **CRUISE CONTROL** system replaced
4.Trailor brake light , two front windows were not rolling down
5.Intermittment issue with Windows
6.Electirical concerns with the windows
7.Vehicle done & gone
8.Customer has possession

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP34HC LG[redacted]	[redacted]	8, 81

Irvine , CA 92 18 02/2 /2020 Dealer: CA273 KIA of Irvine

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

.

*** 10/01/2020 11:22:06 (GMT-07:00) Arizona ***
Email is sent on 10/01/2020 11:21:59 by Heather Orosco
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Phone - Call - Inbound created on 10/01/2020 11:21:52 (GMT-07:00) Arizona and created by Heather Orosco ***
Writer Called Owner @([redacted]

1. Left VM
2.Introduced self
3.Following up after repairs complete, KIA of Irvine
4.Apologized
5.Please contact us if any further questions/concerns
6.case# ext# 800#

*** Email - External Email Sent created on 10/01/2020 11:21:59 (GMT-07:00) Arizona and created by Heather Orosco ***
(09/21/20) R/O#[redacted]

*** 10/01/2020 11:24:59 (GMT-07:00) Arizona ***
Closed by Heather Orosco with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA20M7[redacted]	[redacted]	1,429
Sunrise , FL 33323		04/02/2020	Dealer: FL122 Rick Case KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

Case History

Dealer : Rick Case KIA
Technician : daneil facey
Service Manager : Elvis Gamez
Dealer Phone :
DPSM : Nick Verna
Vehicle Model : SELTOS SX 1.6T AWD AUTO
Model Year : 2021
Mileage : 1429
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
CAR CAME IN WITH AUTONOMOUS EMERGENCY BRAKING RADAR AND **CRUISE CONTROL** LIGHT.

[Diagnostics Performed]
TECH VERIFY CUSTOMER CONCERN AND REPLACE RADAR AND CALIBRATE RADAR AND EVERYTHING IS WORKING AS DESIGN

*** Dispatched to Queue Seltos Auto-Created Cases on 09/16/2020 01:04:31 (PST)

*** 09/16/2020 08:43:24 ***
Accepted from Queue = Seltos Auto-Created Cases to WIPBin Default

*** Phone - Call - Outbound created on 09/16/2020 08:43:53 and created by Michael Crandall ***
Writer states: Contacting dealer for RO
1 introduce self
2 request RO
3 provide last 8 of VIN # M7[redacted]
Spoke with reception/ no answer

Dealer states:
1 transfer you to service
2 no answer service dept

*** Phone - Call - Outbound created on 09/16/2020 11:44:19 and created by Michael Crandall ***
Writer states: Contacting customer to advise of involvement

1 introduce self
2 advise of involvement
3 provide contact information & case #

Spoke with: customer

Customer states:
1 they fixed it already
2 they ordered the sensor and repaired it
3 everything is going great now

Writer states:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA20M7[redacted]	[redacted]	1,429
Sunrise , FL 33323		04/02/2020	Dealer: FL122 Rick Case KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

1 thanked customer for time
2 call concluded

*** 09/16/2020 11:48:27 ***
Closed by Michael Crandall with Resolution Code : Repaired at Dlr
[Resolution Summary]
Contact dealer for RO / contact customer

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC5LG[redacted]	[redacted]	10,000
Victoria , TX ,77904		01/03/2020	Dealer: TX118 Victory KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Dashboard Light Operation

Case History

Dealer : Victory KIA
Technician : Esteban Mendez
Service Manager : Walter Dixon
Dealer Phone :
DPSM : Michael Mulligan
Vehicle Model : TELLURIDE EX V6 FWD AUTO
Model Year : 2020
Mileage : 10000
Initial comments by Technician found in TL Case #13793176 :

[Problem Description]
Vehicle has a bad cluster. Will not turn on and I have no illumination on any buttons on the a/c controls and no **LKAS** or **SCC**.

[Diagnostics Performed]
I scanned the vehicle and have many CAN codes and I have no communication with the cluster, no data and no actuation available because it fails to communicate.
I have checked fuses and connections. I even pulled the cluster out to check connector at the cluster.
I have B+ and grounds are good. Customer is from out of town and says he just purchased this car.

*** Dispatched to Queue Telluride Auto-Created Cases on 09/17/2020 01:04:49 (PST)

*** 09/17/2020 17:41:39 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Case Distribution by Ashley Lewis

*** 09/17/2020 17:43:31 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Case Distribution to Queue Callcenter by Ashley Lewis

*** 09/18/2020 11:39:47 ***
Accepted from Queue Callcenter to WIPBin Default by Myra Davis

*** 09/18/2020 11:40:05 ***
Dispatched from WIPBin Default to Queue ZZ Debra Rustin by Myra Davis

*** 09/18/2020 13:27:05 (GMT-07:00) Arizona ***
Accepted from Queue ZZ Debra Rustin to WIPBin Call Customer by Debra Rustin

*** Phone - Call - Outbound created on 09/22/2020 13:09:32 (GMT-07:00) Arizona and created by Debra Rustin ***
Writer
1. Called,TX118 got Vm
2.Left name number ext & case# for return call
****NEED TEMPLATE***

*** Phone - Call - Outbound created on 09/25/2020 13:02:24 (GMT-07:00) Arizona and created by Debra Rustin ***
Writer Calls:TX118 (361) 333-4542/ got hung up on

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC5LG[redacted]	[redacted]	10,000
Victoria , TX ,77904		01/03/2020	Dealer: TX118 Victory KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Dashboard Light Operation

*** Case note has been appended from duplicated auto-case on 09/30/2020 01:00:26 (PST)

Comments from UPER

Part ordered for customer vehicle has been placed into the UPER status on09/29/2020 00:00:00

Dealer Name : VICTORIA MOTORS, INC. Victory Kia
Dealer Contact name : WALTER DIXON
Dealer Phone : 361 575 6375
Part No# : 94001 S9010 Victory Kia
Order No# : 4031
Order Qty# : 1

*** Phone - Call - Outbound created on 10/01/2020 13:53:47 (GMT-07:00) Arizona and created by Debra Rustin ***
Writer Calls:TX118 (361) 333-4542/

*** 10/02/2020 05:18:19 (GMT-07:00) Arizona ***
Dispatched from WIPBin Call Dlr to Queue Auto Case Assignment Queue by Debra Rustin

*** 10/06/2020 12:25:37 ***
Accepted from Queue = Auto Case Assignment Queue to WIPBin Default

*** Phone - Call - Outbound created on 10/06/2020 12:25:56 and created by Amber Skeens ***
Wrt call cust @([redacted]

Wrt call cust and left VM stating/states:
1. Introduce self
2. Follow up regarding veh concerns.
3. Provided 800# and case #

*** Note - Others created on 10/06/2020 12:28:13 and created by Amber Skeens ***
Per WebDCS shipped 9/30/2020

*** Phone - Call - Outbound created on 10/06/2020 12:53:29 and created by Amber Skeens ***
Wrt call dlr @(361) 575-6375

Wrt call (TX118) and no answer or VM

*** Phone - Call - Outbound created on 10/08/2020 06:19:35 and created by Amber Skeens ***
Wrt call dlr @(361) 575-6375

Wrt call (TX118) and no VM or answer

*** Case [redacted] is sent on 10/8/2020 6:21:30 by Amber Skeens
To: mmulligan@kiausa.com
Cc: askeens@kiaconsumeraffairs.com

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC5LG[redacted]	[redacted]	10,000
Victoria , TX ,77904		01/03/2020	Dealer: TX118 Victory KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Dashboard Light Operation

Title: ACTION REQUIRED - No Dealer Contact:TX118, [redacted]

*** Case [redacted] is sent on 10/9/2020 6:44:24 by Amber Skeens
To: mmulligan@kiausa.com
Cc: askeens@kiaconsumeraffairs.com
Title: ACTION REQUIRED - No Dealer Contact:TX118, [redacted]

*** 10/13/2020 07:18:45 ***
Email is sent on 10/13/2020 07:18:40 by Amber Skeens
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Note - Others created on 10/13/2020 07:15:35 and created by Amber Skeens ***
Per warranty history completed 10/06/2020

*** Phone - Call - Outbound created on 10/13/2020 07:18:19 and created by Amber Skeens ***
Wrt call cust @([redacted]

Wrt call cust and left VM stating:
1. Introduce self
2. Follow up regarding veh repairs.
3. Additional questions/concerns?
4. Provided 800# and case #

*** Email - External Email Sent created on 10/13/2020 07:18:40 and created by Amber Skeens ***
Your Case Number: [redacted] VIN: 5XYP34HC5LG[redacted] Dear [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 by the dealer that your vehicle has now been repaired. We wanted to follow up with you to make sure all of your concerns have been resolved.If you have any further questions or concerns, 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 being the best part of Kia!Sincerely,Kia Motors America

*** 10/13/2020 07:19:48 ***
Closed by Amber Skeens with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J27MG[redacted]	[redacted]	351

Wesley , FL 33543 09/01/2020 Dealer: FL154 KIA of Wesley Chapel

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

Case History

Techline case (13794298) created on 16-SEP-20 by FL056.
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--
TL Case created by (Dealer Technician) : gabriel gomez
TL Case creator phone : 8139470204
TL Case creator email : gabrielgomez813@icloud.com
Below are the notes from the TL case describing the concern:

[Problem Description]
customer states when driving the **LANE ASSIST** is not centering the car as well when i was driving the car for a test drive the **LANE ASSIST** was going crazy when i was driving straight it was going off and pushing ,e left at times and right at time when turn off the off ramp on the hwy it again started to go crazy even when i put my blinkers on

[Diagnostics Performed]
test drove

*** Dispatched to Queue Service Alert / Techline on 09/17/2020 01:07:57 (PST)

*** 09/18/2020 11:43:09 ***
Dispatched from WIPBin Default to Queue ZZ Michael Crandall by Cinthya Espinoza-Peregrina

*** 09/18/2020 15:11:29 ***
Accepted from Queue = ZZ Michael Crandall to WIPBin Default

*** Phone - Call - Outbound created on 09/18/2020 15:12:34 and created by Michael Crandall ***
Writer states: Contacting dealer for RO
1 No answer dealer has a flash
2

*** Email - External Email Received created on 09/24/2020 09:35:59 and created by Michael Crandall ***
Good afternoon,

per the flash for your dealership I am contacting you to request the RO and current status of the following case. Please copy and paste the template below with the missing information and return it asap. Thank you for your time, have a wonderful day.

Case # [redacted]

Customer Name: Nichole Rizzo
Customer phone#: ([redacted]
Customer Address:
3112 indigo way
Seffner, FL 33584

RO#

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J27MG[redacted]	[redacted]	351

Wesley , FL 33543 09/01/2020 Dealer: FL154 KIA of Wesley Chapel

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

Mileage:
Open Date: 09-16-2020
Closed Date:

Most recent Repair Issue and Diagnosis:
Concern – customer states when driving the **LANE ASSIST** is not centering the car
Cause –
Correction -

Vehicle repaired (Y/N):
Customer has possession (Y/N):

If N: capture part information from service or part dept.

Part#:
Order#:
ETA for completion of repairs:
Loaner provided?
Returned if repairs complete?

*** Phone - Call - Outbound created on 09/24/2020 09:46:58 and created by Michael Crandall ***
Writer states: contacting customer to advise of involvement
1 introduce self
2 advise of involvement
3 provide contact information & case #

Customer states:
1 no answer
2 voicemail full

*** Email - External Email Received created on 09/25/2020 09:11:04 and created by Michael Crandall ***
Good afternoon,

per the flash for your dealership I am contacting you to request the RO and current status of the following case. Please copy and paste the template below with the missing information and return it asap. Thank you for your time, have a wonderful day.

Case # [redacted]

Customer Name: Nichole Rizzo
Customer phone#: ([redacted]
Customer Address:
3112 indigo way
Seffner, FL 33584

RO#
Mileage:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J27MG[redacted]	[redacted]	351

Wesley , FL 33543 09/01/2020 Dealer: FL154 KIA of Wesley Chapel

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

Open Date: 09-16-2020
Closed Date:

Most recent Repair Issue and Diagnosis:
Concern – customer states when driving the **LANE ASSIST** is not centering the car
Cause –
Correction -

Vehicle repaired (Y/N):
Customer has possession (Y/N):

If N: capture part information from service or part dept.

Part#:
Order#:
ETA for completion of repairs:
Loaner provided?
Returned if repairs complete?

*** Note - Others created on 09/28/2020 09:50:11 and created by Michael Crandall ***
****Call to Action****
Forward to ECR
1 10 + days down
2 (FL056) states no response
3 Dispatching for 13 days down
4 Please review and follow up accordingly

*** 09/28/2020 09:52:32 ***
Dispatched from WIPBin = 1.Monday to Queue Southern Region ECR by Michael Crandall
Reason:

*** 09/29/2020 05:00:07 ***
Accepted from Queue Southern Region ECR to WIPBin Southern Region ECR by Tracey Icenhour

*** 09/29/2020 06:21:22 ***
Case moved into WIPBin Southern Region ECR and Sub Status of Working

*** 09/29/2020 06:24:07 ***
Assigned to WIPBin Inbox of Melissa Hight by Tracey Icenhour
Reason:

*** Phone - Call - Outbound created on 10/01/2020 15:02:42 and created by Melissa Hight ***
wtr called cust @ ([redacted]

no answer - left VM
wtr states
1. Introduced self as ECR
2. Advised wtr following up on case wtr received for review
3. Provided case # and wtr phone
4. Advised wtr will be contacting dlr for more info and will follow up

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 K5 5XXG 4J27MG[redacted]	[redacted]	351

Wesley , FL 33543 09/01/2020 Dealer: FL154 KIA of Wesley Chapel

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

*** 10/01/2020 15:03:31 ***
Email is sent on 10/01/2020 15:03:09 by Melissa Hight
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 10/01/2020 15:03:09 and created by Melissa Hight ***
Dear [redacted]
I attempted to reach you by phone today regarding your case which has been escalated to me for review. I contacted you to introduce myself and to further discuss your case. I will be reaching out to the dealership(s) involved to gather the necessary information to review your request, and I will follow up with you accordingly. If you would kindly let me know your preferred method of communication and your availability to speak with me, I will be happy to follow up with you.
Sincerely,
Melissa
520.274.1103
Kia Motors America

10/01/2020 16:32:22
Email is received on 10/01/20 16:32:16 from [redacted]

*** Email - External Email Received created on 10/01/2020 16:32:20 and created by Melissa Hight ***
Please call me back I am not sure what this is about.
[redacted]

[redacted]

Sent from my iPhone

*** Phone - Call - Outbound created on 10/02/2020 06:52:40 and created by Melissa Hight ***
*** auto call back ***

wtr called cust @ ([redacted]

no answer - left VM
wtr states
1. Introduced self as ECR
2. Advised wtr received call back request from this number
3. Advised wtr also received cust email stating cust did not know what the call was in reference to
4. Advised wtr following up regarding cust veh **LANE KEEP** assist
5. Advised wtr will be contacting dlr for more info and will follow up with cust
6. Request call back if have additional questions in the interim

10/02/2020 11:38:26
Email is received on 10/02/20 11:38:18 from [redacted]

*** Email - External Email Received created on 10/02/2020 11:38:23 and created by Melissa Hight ***
I do not know what this is in regards to.

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J27MG[redacted]	[redacted]	351

Wesley , FL 33543 09/01/2020 Dealer: FL154 KIA of Wesley Chapel

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

[redacted]

Sent from my iPhone

*** Email - Internal Email Sent created on 10/02/2020 12:25:40 and created by Melissa Hight ***
wtr emailed SVCM FL056 @ FMALTA@COURTESYCARS.COM

wtr states
1. Provided cust name/VIN/case #
2. Request if cust veh is down in service or if it has been repaired and returned to cust

10/03/2020 06:57:08
Email is received on 10/03/20 06:57:01 from [redacted]

*** Email - External Email Received created on 10/03/2020 06:57:05 and created by Melissa Hight ***
I know what this is in Reference to and I am in the process of trying to purchase a new Kia and would like to speak to someone immediately, please return my call ASAP.

I am currently working with Brandon Kia in Tampa, Fl.

[redacted]

[redacted]

Sent from my iPhone

*** Phone - Call - Inbound created on 10/05/2020 03:15:50 and created by Melissa Hight ***
cust left VM

cust states
1. You have called me a couple times and sent me an email
2. I don't know what this is regarding
3. My number is [redacted] if you can call me back

*** Phone - Call - Outbound created on 10/05/2020 08:12:02 and created by Melissa Hight ***
wtr called cust @ ([redacted]

wtr states
1. Introduced self as ECR
2. Advised wtr following up regarding case wtr received for review
3. Advised wtr received cust VM and email
4. Advised this was regarding **LANE KEEP** assist

cust states
1. I thought this was about something else
2. The **LANE KEEP** assist is fine
3. They got it worked out
4. We went to a different Kia dlr first

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J27MG[redacted]	[redacted]	351

Wesley , FL 33543 09/01/2020 Dealer: FL154 KIA of Wesley Chapel

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

5. I was at Wesley Chapel and the salesman cussed me out
6. We went to the GM because we felt like they should have done something about it
7. His last name was Mastro
8. This all started because we were looking at a used veh
9. We were looking to see if we could get 2 used veh for under $500
10. He was swearing at us and called us f*ing insane
11. I really didn't have time to go back and forth to try and get what I wanted for the payment

wtr states
1. Apologized
2. Advised wtr is happy to file complaint on cust behalf

cust states
1. They don't care
2. Thank you though

*** Phone - Call - Outbound created on 10/05/2020 08:26:43 and created by Melissa Hight ***
wtr called FL154 @ (844) 746-7657

*** not the correct # ***

*** Phone - Call - Outbound created on 10/05/2020 08:29:04 and created by Melissa Hight ***
wtr called FL154 @ 813-322-6128

wtr states
1. Introduced self as ECR
2. Advised wtr following up regarding cust sales complaint
3. Provided cust info
4. Provided name of sales manager cust worked with
5. Described sales complaint

Dave Currier states
1. I'll be happy to look into that and have our cust relations manager Scott look into this and follow up with the cust
2. Thank you for letting us know

wtr states
1. Thank you

*** 10/05/2020 08:36:10 ***
Closed by Melissa Hight with Resolution Code : Concerns Recorded
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP3DHC1LG[redacted]	[redacted]	1 ,409
, ,		10/22/2019	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Case History

*** 09/18/2020 10:57:56 ***
Contact = [redacted], Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 09/18/2020 10:42:39 and created by Bethany Merritt ***
wtr spoke with [redacted], owner

cust states
1 i am traveling cross country
2 i stopped and came back and got in my veh
3. the cruise is no longer working
4. it is saying to ck the **SMART CRUISE CONTROL**
5. i need this to work

wtr states
1 apologized
2. is cust near a dlr

cust states
1that is not an option right now
2. i am in Indiana in the middle of no where on the hwy

wtr states
1 has cust checked to make sure that it did not somehow become disabled
2. provided info per the OM
3 veh will need to go to dlr

cust states
1 i have a feeling that im going to have to pull off of the road
2. thank you for your help
3. nothing you can do
4. this is not good at all
5. i have to be somewhere by 8pm tonigh, Madison WI
6. nothing more you can do
7 thank you

*** 09/18/2020 10:58:27 ***
Closed by Bethany Merritt with Resolution Code : Referred to Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC0LG[redacted]	[redacted]	15,810

Fort Worth , TX 7 11 | 12/11/2019 | Dealer: TX071 Moritz KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

Case History

*** 09/21/2020 11:46:18 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 09/21/2020 11:43:36 and created by Melissa Atanacio ***
[redacted] Owner
1. I have been having trouble with to
2. The problem is, the camera.
3. the right side, it flutters at first started on the sides and then it started the back
4. I have take it in twice and found a door latch that they mentioned it was that
5. Then the A/C it drops down and goes to warm and then it slows comes back on but are not able to duplicate the concern
6. The problem is that this is a new vehicle
7. We purchased this vehicle because the of the safety features
8. 9/16 is the last time i took it there but they are not able to duplicate the concern

Wrt states
1. Apologized
2. What dealer are you working with? and who is your adviser?

Cust states
1. Ernesto in service
2. There were also other thing that i had wrong with the vehicle when i first purchased this vehicle
3. The tire pressure came on and i went to 4 other dealers and they could not figure out as to why it kept coming up
4. As a brand new car owner, i should not have to deal with this

Wrt states
1. Apologized
2. Advised would need to reach out to the dealer and find out more what is going on with your vehicle
3. We can then follow up

Cut states
1. Thank you

*** Phone - Call - Outbound created on 09/21/2020 12:01:57 and created by Melissa Atanacio ***
Call to TX073
writer states to service dept:
1. req confirmation of veh location/repairs status
2. req RO/history of concerns

Ernesto in service states:
1. She took a couple videos and pictures
2. But we have not been able to duplicate the concern

Wrt states
1. Have you opened up a TL case?

Ernesto states
1. No but we can

Wrt states
1. Please advised we will escalate the case for further review and handling

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	15,810
Fort Worth, TX 7 11		12/11/2019	Dealer: TX071 Moritz KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: Same on file
VIN: 5XYP5DHC0LG[redacted]
MY: 2020 Telluride
Mileage: 12545
Most recent RO#: [redacted]
Open Date: 9/16/2020
Close date:9/16/2020
Days Down: 1
>>>>Customer says, The back up camera
>>>>Cause: Could not duplicate
>>>>Correction: N/A
Able to Duplicate (Y or N): Y
Repeat Repair: Y

RO#: [redacted]
Mileage: 9212
Open Date: 7/6/2020
Close date: 7/9/2020
>>>>Correction: AV unit scrolling at times, and we were able to duplicate a little and the connecter the A piller on the passanger door

RO#: [redacted]
Mileage: 8504
Open Date: 6/15/2020
Close date: 6/15/2020
>>>>Correction: brakes are sticking, could not dulicate
the back up camera flickering when in reverse at times, we saw it in the service drive but the TL could not duplicate
ETA for completion of repairs: N/A

Parts on order: N
Techline Case: N
Rental / Loaner Provided: N
When?: N/A
Dealer contacted DPSM: N
Vehicle repaired?:N
Customer has possession?: Y
Original Owner (Y or N): Y
What is current Customer Request: assistance to have this completed
is the vehicle maintained at dlr:Y

writer states:
1. thank you
-call ended

*** Phone - Call - Outbound created on 09/21/2020 12:02:18 and created by Melissa Atanacio ***
Wrt called [redacted]
Wrt states

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	15,810

Fort Worth, TX 7 11 | 12/11/2019 | Dealer: TX071 Moritz KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

1. Following up on your concern
2. Advised we have reached out to the dealer and got the history
3, Advised we have requested to open up a TL case
4. Advised we will escalate your case for further review and handling

Cust states
1. Thank you, i appreciate it

*** Note - Others created on 09/21/2020 15:06:17 (GMT-05:00) Eastern Time (US & Canada) and created by Robyn Hall ***
**********call to action**********
1. contact customer, been having problems with the back up camera. Has been to dealer multiple times for same concern
2.TX073, were able to duplicate the concern, and have replaced an A pillar on the passenger door
3. Escalating due to vehicle being in for the same concern 3X
4. Please check and advise

*** 09/22/2020 07:11:03 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin = INBOX to Queue Southwest Region ECR by Robyn Hall
Reason:

*** 09/22/2020 05:13:47 ***
Accepted from Queue Southwest Region ECR to WIPBin 11. Southwest by Kayla Erwin

*** 09/22/2020 08:14:16 ***
Assigned to WIPBin 0. Default of Melissa Lepe by Kayla Erwin
Reason:

*** Phone - Call - Outbound created on 09/25/2020 12:23:13 (GMT-07:00) Arizona and created by Melissa Lepe ***
Writer called cust ([redacted] LVM
1. Introduced self
2. Calling from KMA Regional office
3. Case # and contact info

<For Internal Use Only
Cust needs to take veh in so dlr can contact TL due to multiple visits.>

*** Phone - Call - Inbound created on 09/28/2020 11:51:55 (GMT-07:00) Arizona and created by Melissa Lepe ***

Cust called in and states
1. [redacted]
2. [redacted]
3. Returning your call
4. Is this going to get fixed
5. I took it in, and they couldn't find anything wrong with it
6. They said that they have to physically see if themselves, and can't use the videos I show them
7. This is going on 4x
8. They told me that they reported it to Kia

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	15,810

Fort Worth , TX 7 11 | 12/11/2019 | Dealer: TX071 Moritz KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

9. Said that it's a veh, so they're learning just like we're learning
10. I purchased the veh due to the safety features like all the cameras
11. Now, i've had other problems with the veh also, which they couldn't find
12. I understand it's a new veh, and issues

Writer states
1. Apologized
2. Writer has not spoken with dlr quite yet
3. Advised of available resources such as TL
4. Do see that TL has not been contacted quite yet

Cust states
1. My daughter works for a dealership, and she told me to ask for Techline
2. I saw online that someone had an issue like this and it was a wiring issue
3. I researched this online to see if the dlr could use this or if they need help
4. I took it in for LOF and camera, but all they said was that they couldn't find it
5. Veh was sitting there for hours and they didn't touch it
6. I had 4 or 5 videos showing them when it happens
7. SVCM said to come back and let them keep it a few days to duplicate it
8. They had it 3 days, and CND
9. But said they found a loose door latch, and they thought that was it
10. SVCA Ernesto said that it did it for him one time, so that's why they looked into it further
11. Picture is not clear, it looks like someone rewinding a tape
12. They have the video

Writer states
1. Will reach out to dealer and gather more information
2. Will then request TL be contacted for review
3. Writer will follow up once able to get more information
4. thanked and ended call

*** Email - External Email Sent created on 09/28/2020 12:12:52 (GMT-07:00) Arizona and created by Melissa Lepe ***

<For Internal Use Only
Writer emailed SVCM Shelly>

*** Email - External Email Sent created on 10/02/2020 14:19:08 (GMT-07:00) Arizona and created by Melissa Lepe ***

<For Internal Use Only
Writer send 2nd email to SVCM Shelly seeking feedback.>

*** Email - External Email Received created on 10/02/2020 14:30:27 (GMT-07:00) Arizona and created by Melissa Lepe ***

<For Internal Use Only
Per SVCM Shelly

Ro#[redacted]
date-06/15/2020

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	15,810

Fort Worth , TX , 11 12/11/2019 Dealer: TX071 Moritz KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

miles-8504
Complaints: brakes sticking- could not duplicate
back up camera inop-flickering real bad- could not duplicate
when using **CRUISE CONTROL** veers to the right- could not verify
tpms light on- history code

Ro#[redacted]
date-07/06/2020
miles-9212
Complains: AVN unit screen is erratically scrolling- could not duplicate concern
TPMS warning came on- test drove 240 miles- could not recreate
Lube, oil and filter

Ro#[redacted]
date-09/16/2020
miles-12545
Lube, oil and filter
Complaints: Back up monitor has erratic screen again- could not duplicate
rattle from left side steering column- no problem found
A/c not cooling at idle- cooling at 425 degrees

***DPSM Advised dlr to open TL and provide videos that cust provided of camera flickering- pending TL to be opened and feedback from TL>

*** 10/12/2020 15:46:55 (GMT-07:00) Arizona ***
Email is sent on 10/12/2020 15:45:38 by Melissa Lepe
To:[redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 10/12/2020 15:45:38 (GMT-07:00) Arizona and created by Melissa Lepe ***
Dear [redacted] This is Melissa with the Kia regional office. We spoke on the phone a little over a week ago. I contacted the dealership and requested the open up a techline and provide them the videos you had. Looks like they were requesting certain test be done. Did you take your vehicle back into the dealer yet so they can complete that? Please advise. Thank you
Sincerely,Melissa
Kia Motors America

*** Phone - Call - Inbound created on 10/13/2020 12:39:37 (GMT-07:00) Arizona and created by Yeimy Armenta ***
[redacted]
owner

writer states
1 how can help today
2 showing case with escalation

cust states
1 ok
2 i have a case#

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	15,810

Fort Worth, TX 7 11 12/11/2019 Dealer: TX071 Moritz KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

3 don't understand have been talking to a lady opening an investigation with kia Telluride
4 thought had all hers
5 she started sending all info to my husband for some reason
6 but is my vehicle
7 now sending info to husband that is out of the country
8 she has husband if had taken to kia dealer but she reached my husband and not me
9 i didn't knew

writer states
1 understand
2 apologized
3 updated email address
4 messaged CM no response
5 will have cm follow up once is avail to do that

cust states
1 ok thank you

*** Phone - Call - Inbound created on 10/19/2020 09:44:47 (GMT-07:00) Arizona and created by Melissa Lepe ***
Cust called in and states
1. [redacted]
2. [redacted]
3. I keep getting email returns and saying it's not valid

Writer states
1. Did cust modify the subject line?

Cust states
1. Yes, I was trying to start a new email

Writer states
1. Email chain that KCAC starts is unique to cust case
2. If cust makes any changes to subject line, or tries to generate a new email to the same email address it will not work
3. Cust can go into any email from writer and hit reply

Cust states
1. I'm taking the veh in tomorrow
2. they said something about checking the mirrors
3. They don't know what they're going
4. Yesterday, I was in the veh and I went to make a phone call
5. I connected BT to my cell phone, and music was not playing
6. I can't get any of my contacts to show either
7. Then TPMS light came on
8. It says it's something wrong with the actual monitor itself

Writer states
1. Apologized
2. Writer contacted a few internal resources and requested TL be opened with the videos that cust provided
3. TL would need veh there at dlr to continue to run additional test

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	15,810

Fort Worth , TX , 7 11 12/11/2019 Dealer: TX071 Moritz KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

4. This is what dlr was referring to about checking mirrors
5. They were advised to check wires by TL
6. What time is appt? Who is SVCA?

Cust states
1. Tomorrow at 9-10am?
2. SVCA is Ernesto
3. Then last time I was there they were going to complete the recall
4. Then later on they told me they didn't do it because they needed a part
5. Then the part got there and they never told me about it

Writer states
1. Apologized
2. Please make sure to notify dlr about all the concerns you're having including the BT and TPMS
3. That way they're get everything documented on the RO and addressed
4. Will follow up with the dlr and keep an eye on TL to make sure they're doing as advised
5. thanked and ended call

*** Phone - Call - Outbound created on 10/20/2020 12:21:08 (GMT-07:00) Arizona and created by Melissa Lepe ***
Writer called TX073
1. Calling from KMA to follow up
2. Cust had appointment for today
3. May I please get RO # as well as any applicable updates on veh?
4. Will TL be reopened for the backup camera concerns?
5. Cust mentioned concerns with BT and TPMS light, was this all documented as well?

SVCM Shelly states
1. Veh is here
2. RO: [redacted] Opened 10/20
3. Nothing documented on the ticket, just the one for the backup camera and the recall, let me check with SVCA Ernesto

**Transferred call to SVCA

SCVA Ernesto states
1. yes, it's all documented
2. BT was just unpaired, we repaired it and working as it's supposed to
3. TPMS is documented as well, we'll scan it for codes but NVO as of now
4. There was a bulletin on the camera, so we'll perform that
5. Something to do with the Coax as TL mentioned
6. Service bulletin 213 in the electrician group for Oct 2020 SVM-AVM
7. Checking Pin tensions, on the coax table
8. Per the bulletin look like no parts are needed, it's just labor work checking connectors which is what TL was advising of as well

Writer states
1. Thanked end ended call

*** Phone - Call - Outbound created on 10/28/2020 13:27:05 (GMT-07:00) Arizona and created by Melissa Lepe ***

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	15,810
Fort Worth, TX 7 11		12/11/2019	Dealer: TX071 Moritz KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

Writer called TX073
1. Calling from KMA to follow up
2. May I please speak with SVC?

**receptionist answered and hung up

*** Email - External Email Sent created on 10/28/2020 13:30:36 (GMT-07:00) Arizona and created by Melissa Lepe ***

<For Internal Use Only
Writer emailed SVCM Shelly requesting update>

*** 10/28/2020 13:57:19 (GMT-07:00) Arizona ***
Email is sent on 10/28/2020 13:56:52 by Melissa Lepe
To: MISSI30114@YAHOO.COM
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 10/28/2020 13:56:52 (GMT-07:00) Arizona and created by Melissa Lepe ***
Your Case Number: [redacted]
VIN: 5XYP5DHC0LG[redacted]

Dear [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 by the dealer that your vehicle has now been repaired. We wanted to follow up with you to make sure all of your concerns have been resolved.If you have any further questions or concerns, 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. Thank you!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]

*** Email - External Email Sent created on 10/28/2020 13:56:52 (GMT-07:00) Arizona and created by Melissa Lepe ***
Your Case Number: [redacted]
VIN: 5XYP5DHC0LG066410

Dear [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 by the dealer that your vehicle has now been repaired. We wanted to follow up with you to make sure all of your concerns have been resolved.If you have any further questions or concerns, 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. Thank you!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

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC0LG[redacted]	[redacted]	15,810

Fort Worth , TX 7 11 | 12/11/2019 | Dealer: TX071 Moritz KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

the appropriate agent in a timely manner. Case#[redacted]

*** 10/28/2020 14:17:07 (GMT-07:00) Arizona ***
Closed by Melissa Lepe with Resolution Code : Repaired at Dlr
[Resolution Summary]
Dlr performed service bulletin for camera

10/28/2020 14:38:39
Email is received on 10/28/20 14:38:32 from missi30114@yahoo.com

*** Email - External Email Received created on 10/28/2020 14:38:36 (GMT-07:00) Arizona and created by Melissa Lepe ***
How did they fix the issue?
I would like to know that - I asked the service advisor but he couldn't really tell me. And it is not written down with any detail on the statement I was told to sign
No description or detail of why my vehicle was in for service.

Thank you
[redacted]

*** 10/30/2020 12:08:09 (GMT-07:00) Arizona ***
Email is sent on 10/30/2020 12:05:17 by Melissa Lepe
To: missi30114@yahoo.com
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 10/30/2020 12:05:17 (GMT-07:00) Arizona and created by Melissa Lepe ***
Dear [redacted] Kia Motors had put out a service bulletin earlier this month for a known concern for the camera. As a recap of the bulletin the dealer was advised to check and inspect the connection on the female coaxial cable terminals for the camera. The dealership followed the step by step instructions that Kia put out in the bulletin.

Sincerely,
Kia Motors America

*** Note - Others created on 10/30/2020 12:08:23 (GMT-07:00) Arizona and created by Melissa Lepe ***

<For Internal Use Only
Dlr performed TSB SVM/AVM Camera Display Image quality
#213 Group: Ele for 20-21MY Telluride>

*** Email - External Email Sent created on 10/30/2020 12:05:17 (GMT-07:00) Arizona and created by Melissa Lepe ***
Dear [redacted] Kia Motors had put out a service bulletin earlier this month for a known concern for the camera. As a recap of the bulletin the dealer was advised to check and inspect the connection on the female coaxial cable terminals for the camera. The dealership followed the step by step instructions that Kia put out in the

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	15,810
Fort Worth , TX 7 11		12/11/2019	Dealer: TX071 Moritz KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

bulletin.

Sincerely,
Kia Motors America

*** 11/02/2020 12:18:15 (GMT-07:00) Arizona ***
Closed by Melissa Lepe with Resolution Code : Repaired at Dlr
[Resolution Summary]

11/05/2020 07:41:56
Email is received on 11/05/20 07:41:24 from missi30114@yahoo.com
Attachments:
image0.jpeg
image2.jpeg
image2(1-7L7G1A).jpeg
image3.jpeg
texthtml1.0.htm

11/05/2020 07:50:19
Email is received on 11/05/20 07:49:47 from missi30114@yahoo.com
Attachments:
image0.jpeg
image0_11052020_075012.jpeg
image2.jpeg
image2_11052020_075014.jpeg
image2(1-7L804D).jpeg
image3.jpeg
image3_11052020_075018.jpeg
textplain5.txt

*** Phone - Call - Inbound created on 11/05/2020 07:54:00 and created by Shyla Hill ***
[redacted] owner)
1. Calling for updates.

WRT states:
1. Received Pictures, as of right now no more updates.

[redacted] owner)
1. Please have them call me at [redacted] that is my cell phone.

WRT states:
1. Thank you

*** Email - External Email Received created on 11/05/2020 08:49:52 (GMT-07:00) Arizona and created by Melissa Lepe ***
Hello,

Per my case #[redacted]

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	15,810
Fort Worth , TX 7 11		12/11/2019	Dealer: TX071 Moritz KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

Have have again gotten a warning

*** 11/05/2020 09:44:58 (GMT-07:00) Arizona ***
Email is sent on 11/05/2020 09:44:26 by Melissa Lepe
To: missi30114@yahoo.com
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 11/05/2020 09:44:26 (GMT-07:00) Arizona and created by Melissa Lepe ***
Dear [redacted] If the concerns are still present, please take the vehicle into a Kia dealership for further diagnosis.

Sincerely,
Kia Motors America

11/05/2020 16:59:41
Email is received on 11/05/20 16:59:34 from missi30114@yahoo.com

*** Email - External Email Received created on 11/05/2020 17:59:39 (GMT-07:00) Arizona and created by Melissa Lepe ***
Hello Kia Consumer,
I took my vehicle into a Kia dealership - at this dealership I was told I would be charged $100 to diagnose the problem with the TPM. I have already had my vehicle seen 3 times at the Kia where I had purchased the car and where I have all my services done, they have simply put it on a monitor that shows no problem found???? So because the machine/computer doesn't detect a problem they go NO further checking the TPM gauge to see if there could possibly be another problem causing this warning to come up, this has been going on since I bought the vehicle and the count so far taking the vehicle into dealerships from Texas to Florida is 7.
My husband called our dealership and spoke to a service advisor and he said this has been a BIG problem with the Teleuride and nothing has been reported on this to Kia corporation .....he told my husband that it has to do with the cell phone charger interrupting the frequency of the TPM .... so it apparently only interferes every couple of months?
I would like you as the Kia Consumer advisor of Kia Motors of America to advise me on how you plan to get this fixed.
Thank you
[redacted]

Sent from my iPhone

*** Email - External Email Received created on 11/05/2020 08:41:30 (GMT-07:00) Arizona and created by Melissa Lepe ***
Hello
Per my case #[redacted]
I have taken my vehicle in this will make my 7th time since owning this vehicle - that I am having to take it in to a Kia dealership for the TPM to be checked - I just was in to Van Griffith, they checked it they said., and AGAIN found no problem -
How many times do I have to go thru this ? With nothing again being done?

*** 11/11/2020 14:38:45 (GMT-07:00) Arizona ***
Email is sent on 11/11/2020 14:38:03 by Melissa Lepe
To: missi30114@yahoo.com

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	15,810

Fort Worth , TX 7 11 | 12/11/2019 | Dealer: TX071 Moritz KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 11/11/2020 14:38:03 (GMT-07:00) Arizona and created by Melissa Lepe ***
Dear [redacted] Did the dealership diagnose the concerns?

Sincerely,
Kia Motors America

11/11/2020 15:15:31
Email is received on 11/11/20 15:15:24 from missi30114@yahoo.com

*** Email - External Email Sent created on 11/11/2020 14:38:03 (GMT-07:00) Arizona and created by Melissa Lepe ***
Dear [redacted] Did the dealership diagnose the concerns?

Sincerely,
Kia Motors America

*** Email - External Email Received created on 11/11/2020 16:15:29 (GMT-07:00) Arizona and created by Melissa Lepe ***
No - He told me the Kia dealership was not under the Kia warranty program for my car and I would have to pay for it - So that is why I contacted you, since this makes the 6 or 7th time I had to have it checked...if you read my email - you would have seen this.....
Just because they hook it up to a computer and the computer reads its fine. After the second third fourth time NOW you need to physically take the wheel off and look at the TPM system and see what's wrong or replace the TPM,
When I physically checked the air myself it did NOT give the same info as the car TPM so something is wrong and this happens after driving for over 30 minutes to an hour or more.
So you explain and advise what I should do.,....to fix this problem.
Thank you

*** Email - External Email Sent created on 11/17/2020 14:36:26 (GMT-07:00) Arizona and created by Melissa Lepe ***

<For Internal Use Only
Writer emailed SVCM Shelly requesting additional info>

*** Email - External Email Received created on 11/20/2020 11:07:40 (GMT-07:00) Arizona and created by Melissa Lepe ***

<For Internal Use Only
Per sVCM
I spoke with the Service Advisor that is handling [redacted] he said that when it was here it was not duplicated but implied it only does it around the Airport>

*** 11/20/2020 11:09:12 (GMT-07:00) Arizona ***
Closed by Melissa Lepe with Resolution Code : Repaired at Dlr

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	15,810

Fort Worth , TX 7 11 | 12/11/2019 | Dealer: TX071 Moritz KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

[Resolution Summary]

*** 11/30/2020 12:55:19 ***
Reopened by Cinthya Espinoza-Peregrina with Sub Status of Working

*** Phone - Call - Inbound created on 11/30/2020 12:55:58 and created by Cinthya Espinoza-Peregrina ***
owner [redacted] called in and states
1. is there a warranty on the pressure system?
2. tire monitor system but there is nothing to do with the tires
3. it's the system me that is wrong
4. this is the 4th time
5. now the camera is off again
6. there are 2 issues I have with this vehicle;
7. taking vehicle to kia tomorrow
8. I should not panic while driving

wrt states
1. apologized
2. once vehicle taken to dlr we will call and get the RO
3. the monitor are 5/60 warranty

cust state
1. okay thank you

*** 11/30/2020 13:04:20 ***
Dispatched from WIPBin = Default to Queue Callcenter by Cinthya Espinoza-Peregrina
Reason:

*** 11/30/2020 13:38:12 ***
Accepted from Queue Callcenter to WIPBin Default by Myra Davis

*** 11/30/2020 13:43:28 ***
Dispatched from WIPBin Default to Queue ZZ William Bushong by Myra Davis

*** 11/30/2020 14:01:03 (GMT-07:00) Arizona ***
Accepted from Queue ZZ William Bushong to WIPBin Default by William Bushong

*** Phone - Call - Inbound created on 12/02/2020 13:07:06 and created by Cinthya Espinoza-Peregrina ***
owner [redacted] called in and states
1. they are saying that im the only one having the issue
2. I need you to provide Matt information

wrt states
1. apologized
2. we are not allowed to provide any information
3. I can see if we can reach out him
4. hes from DPSM

cust state
1. well that's not who I want to speak to
2. I have a problem wit the dlr

wrt states
1. all we can do is asked ton call but cannot guarantee

cust states

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	15,810

Fort Worth , TX 7 11 | 12/11/2019 | Dealer: TX071 Moritz KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

1. there is another problem
2. with the dashboard
3. but there's another thing to add
4. bye

*** Phone - Call - Outbound created on 12/03/2020 10:07:21 (GMT-07:00) Arizona and created by William Bushong ***
*** left cust voicemail ***
writer states
1. apologized
2. calling to follow up with your concerns
3. Gave 800#, case#, and writer Ext.
4. if you have questions feel free to call back

*** 12/03/2020 10:08:17 (GMT-07:00) Arizona ***
Closed by William Bushong with Resolution Code : No Cust Contact
[Resolution Summary]

*** 12/08/2020 14:13:17 ***
Reopened by Sandra Taylor with Sub Status of Working

*** Phone - Call - Inbound created on 12/08/2020 14:13:22 and created by Sandra Taylor ***
[redacted] owner called in:
1. I picked my veh up 12/4
2. They kept it 1 1/2 days
3. They said they fixed camera & GPS issue
4. There is now a problem with my dashboard
5. Could not see anything
6. I thought it was just an angle thing and my husband was driving
7. I went driving Sat & I noticed my dash camera was very dark
8. Could not see dash camera

Wtr states:
1. Apologized
2. Have you changed the brightness

Cust states:
1. Yes
2. It is still dark
3. I changed the colors to orange and still very faint
4. Drove car again today and had to readjust lighting in car again

Wtr states:
1. You need to take car back to dealer for them to fix the issue
2. Maybe it is just a setting issue
3. Maybe an electrical issue

Cust states:
1. I have done everything I could do to fix this issue

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	15,810
Fort Worth , TX 7 11		12/11/2019	Dealer: TX071 Moritz KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

2. OK I will take back to dealer
2. Thank you

*** 12/08/2020 14:20:53 ***
Closed by Sandra Taylor with Resolution Code : Referred to Dlr
[Resolution Summary]

*** 12/28/2020 15:14:34 (GMT-07:00) Arizona ***
Reopened by Brenda Hernandez with Sub Status of Working

*** Phone - Call - Inbound created on 12/28/2020 15:14:38 (GMT-07:00) Arizona and created by Brenda Hernandez ***
Customer states:
1. I am checking to see if there are any updates
2. I took it to a dealership in Ft worth
3. They called this morning saying they are waiting to hear back from their technical division to do an update on my vehicle
4. I told them when I made the appointment the reasons for my appointment
5. The dealership said that I only made an appointment to speak to the service advisor

Writer states:
1 Apologized
2. Advised that we would need to speak to the dealership regarding this

Customer states:

Customer states:
1. When I called back they said that I only made the appointment to meet the service advisor
2. The dealership said that they would be able to look at it the next day

*** Phone - Call - Inbound created on 12/28/2020 15:22:41 (GMT-07:00) Arizona and created by Brenda Hernandez ***
Writer called TX071 and states:
1. Calling to see if there are any updates on a customers vehicle

SVCA states:
1. There is no information at this time
2. Just showing we opened a TL case
3. I will have the service advisor call the customer

*** Case note has been appended from duplicated auto-case on 12/29/2020 01:03:21 (PST)

Comments from Service Alert - TL

Dealer : Moritz KIA
Technician : Keith Howard
Service Manager : Frank Juarez
Dealer Phone :
DPSM : Matt Pfeifer
Vehicle Model : TELLURIDE SX V6 AWD AUTO

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	15,810

Fort Worth , TX 7 11 | 12/11/2019 | Dealer: TX071 Moritz KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

Model Year : 2020
Mileage : 15688
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
THE BRIGHTNESS ON HEADS UP DISPLAY IS VERY DIM WHEN HEADLIGHTS ARE ON, IN AUTO AND NORMAL. GETS BRIGHT WHEN U TURN OFF HEADLIGHTS. HAVE TURNED BRIGHTNESS ALL THE WAY UP ON HUD AND ON INTERIOR LIGHTS. COMPARED TO ANOTHER TELLURIDE, THE BRIGHTNESS STAYS THE SAME WITH LIGHTS ON OR OFF.

[Diagnostics Performed]
KDS

*** Phone - Call - Inbound created on 12/29/2020 08:47:03 (GMT-07:00) Arizona and created by Brenda Hernandez ***
Call to Action
1. Follow up with dealership regarding diagnoses
2. Contact customer to relay status of repairs

*** 12/29/2020 08:47:38 (GMT-07:00) Arizona ***
Dispatched from WIPBin = Commitments Set to Queue Callcenter by Brenda Hernandez
Reason:

*** 12/29/2020 09:12:42 ***
Accepted from Queue Callcenter to WIPBin Default by Collado Ortega

*** 12/29/2020 09:25:07 ***
Dispatched from WIPBin Default to Queue ZZ Benjamin Litten by Collado Ortega

*** Phone - Call - Outbound created on 12/29/2020 09:55:38 and created by Benjamin Litten ***
Called TX071 at (817) 560-6000, spoke with, Jenna

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: Same as on file
VIN: 5XYP5DHC0LG[redacted]
Year/Model: 2020 Telluride
Mileage: 15,000
Most recent RO#: [redacted]
Open Date: 12/22/2020
Close date (if applicable): N/A
Days Down(if applicable): 7
>>>>Customer states, the back up camera is not clear and flickers, & TPSM Light is on
>>>>Cause: looking @ trhe vehicle
>>>>Correction: N/A
Able to Duplicate (Y or N): Y
Repeat Repair (Y/N): N
ETA for completion of repairs (if applicable): N/A
Parts on order (Y/N): N
Techline Case: [redacted]

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	15,810
Fort Worth , TX 7 11		12/11/2019	Dealer: TX071 Moritz KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

Rental or Loaner Provided: Y
Date put in rental/loaner: 12/26/2020
Dealer contacted DPSM: N/A
Vehicle repaired: N
Customer has possession: N
Original Owner (Y or N): Y
Does customer maintain vehicle at this location: N

*** Phone - Call - Outbound created on 12/29/2020 10:00:40 and created by Benjamin Litten ***
Called [redacted] (owner) at ([redacted]
No answer, left voicemail.
Writer states:
1. Advised KCAC contacting customer in regards to recent vehicle concern.
2. Advised calling to inform about vehicle status.
3. Provided case # and writer's contact information.
4. Requested callback if additional assistance is needed.

*** Phone - Call - Inbound created on 12/29/2020 10:20:46 and created by Kevin Harrell ***
Inbound call

[redacted] states
1. Received call from us

Writer states
1. Asked how can i help

Customer states
1. The car is still not fixed
2. The lighting is not fixed
3. The camera still does not work
4. The heads up display is not working still
5. Has it at a second dealer and still not fixed
6. Does not fell safe to drive it

Writer states
1. Will let the Cm know you called in

*** Phone - Call - Inbound created on 12/29/2020 12:45:38 and created by Roberto Salazar ***
Customer [redacted] (owner) States:
1. Just picked my car from TX071.
2. Requesting how to Bluetooth my new iPhone.

Writer States:
1. Acknowledged.
2. Provided Bluetooth instructions.
3. Thank you.

Customer [redacted] (owner) States:
1. Thank you.

*** Phone - Call - Outbound created on 01/04/2021 09:44:15 and created by Benjamin Litten ***
Called [redacted] (owner) at ([redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	15,810
Fort Worth , TX 7 11		12/11/2019	Dealer: TX071 Moritz KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

writer states
1. Introduced self, following up regarding vehicle concern
2. Asked Customer if vehicle is in their possession
3. Asked customer if vehicle is running well

cust states
1. OK
2. My Back up camera has been fixed
3. But i had to take it back to the dealer for other issues
4. I picked it up recently, and have driven it once since then
5. The dealer said they cannot take a video of the problem, they HAVE to experience it themselves.
6. My car has continued to have back up camera issues

writer states
1. apologize for the vehicle concerns
2. verified customer information and mileage
3. No open SC's
4. what is your preferred method of contact?
5. Advised the dealer does have to duplicate the issue in order to repair it.

cust states
1. My PMOC is: ([redacted]
2. My current mileage is: 15,810

writer states
1. Thank you

writer states
1. Gave case#, contact#
2. Is there anything else I can help you with?
3. We appreciate you being the best part of KIA.

cust states
1. ok thank you

Offered customer survey

*** 01/04/2021 10:01:39 ***
Closed by Benjamin Litten with Resolution Code : Repaired at Dlr
[Resolution Summary]
Call cust to ask if veh has been repaired or not
If veh has NOT been repaired, escalate for 10+ days

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J2XMG[redacted]	[redacted]	1,819

Clearwater , FL 337 1 0 /24/2020 Dealer: FL039 Lokey KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Outside Mirror(Fold/Position C

Case History

Techline case ([redacted] created on 21-SEP-20 by FL039.
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--
TL Case created by (Dealer Technician) : Kevin Smallidge
TL Case creator phone : 7273265508
TL Case creator email : twister44@gmail.com
Below are the notes from the TL case describing the concern:

[Problem Description]
right side mirror doesn't adjust its trying but not moving

[Diagnostics Performed]
inspected mirror adjustment

*** Dispatched to Queue Service Alert / Techline on 09/22/2020 01:14:02 (PST)

*** 09/23/2020 16:30:13 ***
Dispatched from WIPBin Default to Queue ZZ Misha Wilson by Cinthya Espinoza-Peregrina

*** 09/24/2020 07:04:11 ***
Accepted from Queue ZZ Misha Wilson to WIPBin Default by Misha Wilson

*** Phone - Call - Outbound created on 09/28/2020 14:49:07 and created by Misha Wilson ***
Wrt called FL 039

Wrt states
1. Intro
2. Asked for service template

Svc Adv states
1.Customer Name: [redacted]
Customer phone#: [redacted]
Customer Address: [redacted] Saint Petersburg, FL [redacted]
RO# [redacted]
Open Date: 09/28
Closed Date: 09/28
Mileage: 1621
Most recent Repair Issue and Diagnosis:
Concern - right side mirror doesn't adjust it's trying but not moving
Cause -
Correction - replaced mirror assy
Vehicle repaired (Y/N): Y
Customer has possession (Y/N): N
Techline case#: [redacted]

Wrt states
1. Thank you

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J2XMG[redacted]	[redacted]	1,819

Clearwater, FL 337 1 0 /24/2020 Dealer: FL039 Lokey KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Outside Mirror(Fold/Position C

*** Phone - Call - Outbound created on 09/29/2020 13:46:44 and created by Misha Wilson ***
Wrt called [redacted]

Wrt states
1. Intro
2. Called to follow up on veh repair

Cust states
1. I have have two optima and a cadenza
2. this K5 is not use friendly
3.The radio isn't easy to use and neither is the **CRUISE CONTROL**
4. I just wish this veh was easier to use

Wrt states
1. Apologized
2. I am making sure your concerns are noted
3. If you have any questions or concerns please give us a CB

Cust states
1. thank you, I will

*** 09/29/2020 14:41:27 ***
Closed by Misha Wilson with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC5LG[redacted]	[redacted]	1
,	,	12/05/2019	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Case History

*** 09/22/2020 10:03:46 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 09/22/2020 10:01:28 and created by Shyla Hill ***
[redacted] owner)
i was driving on saturday and i was usuing the **CRUISE CONTROL** and in that section on the road is only a two way road and i was on the right hand lane and there was alot of traffic i came along an entrance ramp, there was quite a few cars in that interance ramp. all of a sudden my car lunged foward as if it was trying to beat cars on the entrance ramp to the lane, it seemed to me the programming out to that situation is programmed wrong, it tried to speed up by 20 mph then what i was doing, it could be a bad sensor, but im thinking its the programming. If its in my car chances are its in all vehicles and that could cause a horrible accident. .. The tellurdie sided on its on to speed up entering the highway on the right ignoring the fact that i had a car right in front of me.

Wrt states:
1. You may need to take vehicle to the dealership for them to check on this issue .

[redacted] owner)
1. Ill be glad to take it there.

Wrt states:
1. Would you like me to schedule an appointment or would you like to do so?

[redacted] owner)
1. i can schedule it there is also recall that needs to be done on it. If someone from kia wants to talk to me at any point you can give them my contact information.

Wrt states:
1. Okay sounds great. THank you

[redacted] owner)
1. Thank you so much for your time.

*** 09/22/2020 10:04:12 ***
Closed by Shyla Hill with Resolution Code : Referred to Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J22MG[redacted]	[redacted]	1,482
Visalia , CA 93292		0 /1 /2020	Dealer: CA277 Visalia KIA	

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

Case History

Techline case (13801971) created on 22-SEP-20 by CA277.
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--
TL Case created by (Dealer Technician) : Erwin Garcia
TL Case creator phone : 5594155885
TL Case creator email : ejd3113@sbcglobal.net
Below are the notes from the TL case describing the concern:

[Problem Description]
CRUISE CONTROL set at 7 MPH

[Diagnostics Performed]
When driving and get to 7+ MPH and push the **CRUISE CONTROL** ON/OFF button the **CRUISE CONTROL** gets on and it's self reach the 20 MPH, It is normal that the **CRUISE CONTROL** could be set to on at 7 MPH? or is a feature that could be turn off?

*** Dispatched to Queue Service Alert / Techline on 09/23/2020 01:12:58 (PST)

*** Note - Others created on 09/24/2020 10:02:57 and created by Lisa Taylor ***
****DUP CASE NOTES

Techline case (13802109) created on 22-SEP-20 by CA277.
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--
TL Case created by (Dealer Technician) : Erwin Garcia
TL Case creator phone : 5594155885
TL Case creator email : ejd3113@sbcglobal.net
Below are the notes from the TL case describing the concern:

[Problem Description]
There is rattle on dash crash pad.

[Diagnostics Performed]
Located the rattle by the passenger front airbag assy, hardly reach the airbag bolts and they are tight, if I make hand pressure up to the AB against the dash, the rattle off, I already removed the right side dash garnishes and the completed glove compartment, before I keep going I would like hear any advice if you have any,

*** Dispatched to Queue Service Alert / Techline on 09/23/2020 01:12:58 (PST)
*********END DUP CASE NOTES

*** Phone - Call - Inbound created on 09/24/2020 10:14:20 and created by Lisa Taylor ***
[redacted] – owner ([redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J22MG[redacted]	[redacted]	1,482
Visalia , CA 93292		0 /1 /2020	Dealer: CA277 Visalia KIA	

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

1. had a rattle in the dash
2. sat there all day and now the mechanic will be gone all week
3. I got upset and told them to make this right
4. they called me up following day when another mechanic was to have fixed it
5. they had no paperwork for me to tell me what happened
6. they stuffed Velcro between dash and stuff and still had the rattle
7. took it back next day
8. demanded paperwork
9. so they gave me fake paper work
10. you guys told me take it to another kia
11. was 2 hours away
12 they said the air bag is not positioned right
13 been there 3 days
14. how can we speed this process up
15. I need a rental so can get back where I live

Writer States
1. apologized
2. advised case#
3. rental is not part of your warranty and away from purchasing dealer to diagnose rattle
4. if they do not have a rental/loaner program can rent for $35 daily with no

Customer States
1. oh anything we can do to expedite this really need to get home 2 hours away
2. been here 2 days

Writer States
1. advised case#
2. allow me to reach out to dlr please
3. under your 5 year 60k mile with RSA kia manufacturer warranty for repairs
4. rental up to dealer
5. glad to call

Customer States
1. thank you

<For Internal Use Only
>>>>sent DPSM email regarding rental reqeust>

*** Phone - Call - Outbound created on 09/24/2020 10:25:27 and created by Lisa Taylor ***
*****called CA277 @ (559) 733-3100
No answer, left voicemail.
Writer states:
1. KCAC calling in regards to customer concern.
2. Provided customer's information.
3. Provided case # and writer's contact information.
4. Requested callback for assistance.

*** Phone - Call - Outbound created on 10/07/2020 08:02:00 and created by Lisa Taylor ***
*****called CA277 @ (559) 733-3100
no answer for service

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J22MG[redacted]	[redacted]	1,482
Visalia , CA 93292		0 /1 /2020	Dealer: CA277 Visalia KIA	

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

*** Phone - Call - Outbound created on 10/07/2020 08:02:29 and created by Lisa Taylor ***
****called [redacted] @ [redacted]
No answer, left voicemail.
Writer. left VM for cust.
1.) am calling from KCAC.
2.) am following up with you on your recent repair.
3.) Questions//Concerns give us a callback

*** 10/07/2020 08:04:05 ***
Email is sent on 10/07/2020 08:04:00 by Lisa Taylor
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 10/07/2020 08:04:00 and created by Lisa Taylor ***
Your Case Number: [redacted]
VIN: 5XXG34J22MG[redacted]

Dear [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 (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 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]

*** Phone - Call - Inbound created on 10/07/2020 08:17:50 and created by Jason Walters ***
[redacted] (owner) states:
1. My car is still in the shop and has not been resolved yet., \
2. its a mess
3. I bought it brand new, took home and realized there was a rattle in the dash.
4. they are going back and forth on how to fix it.
5. Seems like its a real slow process.

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J22MG[redacted]	[redacted]	1,482
Visalia , CA 93292		0 /1 /2020	Dealer: CA277 Visalia KIA	

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

6. might be the air bag and may have to replace the dash and they keep sending in and waiting for response back.
7, I am in a rental car right now.

Wrt states:
1. Apologize
2. adv will let CM know of issues with vehcle.

Customer states:
1. Thank you

*** Note - Others created on 10/12/2020 17:41:54 and created by Lisa Taylor ***
>>>>9/24 dpsm email authorized rental

*** Phone - Call - Outbound created on 10/20/2020 08:54:32 and created by Lisa Taylor ***
>>>warranty history end repair date 10/7/2020

****called [redacted] @ [redacted]
No answer, left voicemail.
Writer. left VM for cust.
1.) am calling from KCAC.
2.) am following up with you on your recent repair.
3.) Questions//Concerns give us a callback

*** 10/20/2020 08:56:14 ***
Email is sent on 10/20/2020 08:56:09 by Lisa Taylor
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 10/20/2020 08:56:09 and created by Lisa Taylor ***
Your Case Number: [redacted]
VIN: 5XXG34J22MG[redacted]

Dear [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 by the dealer that your vehicle has now been repaired. We wanted to follow up with you to make sure all of your concerns have been resolved.If you have any further questions or concerns, 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.In the event that you believe Kia has been unable to satisfactorily address the concern, a special alternative resolution program called BBB AUTO LINE is available to you. This independent program is administered by BBB National Programs and is provided at no cost to you. You may contact them at: BBB AUTO LINE 3033 Wilson Blvd. Suite 600 Arlington, VA 22201; Ph: (800) 955-5100.Thank you for being the best part of Kia!Sincerely,Kia Motors America

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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]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J22MG[redacted]	[redacted]	1,482
Visalia , CA 93292		0 /1 /2020	Dealer: CA277 Visalia KIA	

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

*** 10/20/2020 09:00:42 ***
Closed by Lisa Taylor with Resolution Code : Repaired at Dlr
[Resolution Summary]

*** 10/21/2020 08:50:43 ***
Reopened by Vincent Norris with Sub Status of Working

*** Phone - Call - Inbound created on 10/21/2020 08:51:25 and created by Vincent Norris ***
Customer (owner) [redacted] called in and states
1. I received a phone call from Lisa
2. I got my vehicle back
3. Wanted to let Lisa know everything seems fine now

Writer states
1. Glad to hear
2. Wtr will documents case notes
3. Thank you for letting us know

Customer states
1. Thank you

*** 10/21/2020 08:51:36 ***
Closed by Vincent Norris with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA24M7[redacted]	[redacted]	2、77

Bellingham, WA 98229 0 /18/2020 Dealer: WA020 Smith KIA of Bellingham

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Case History

Techline case ([redacted] created on 22-SEP-20 by WA020.
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--
TL Case created by (Dealer Technician) : John Mathews
TL Case creator phone : 3607078488
TL Case creator email : jmathews560@gmail.com
Below are the notes from the TL case describing the concern:

[Problem Description]
Customer states cruise light and other lights came on while driving.

[Diagnostics Performed]
Retrieved following codes C162604,C186286,and C169381. Test drove with **SCC** engaged. No issue on test drive. Inspected harness at forward camera and radar unit , OK. Updated ICU from 0A20 to 0A33.

*** Dispatched to Queue Seltos Auto-Created Cases on 09/23/2020 01:12:58 (PST)

*** 09/23/2020 06:07:33 (GMT-07:00) Arizona ***
Accepted from Queue Seltos Auto-Created Cases to WIPBin TCS cases by Bonnie Bauer

*** 09/23/2020 06:11:02 (GMT-07:00) Arizona ***
Dispatched from WIPBin TCS cases to Queue Callcenter by Bonnie Bauer

*** 09/23/2020 10:14:27 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Callcenter to WIPBin Inbox by Jada Jones

*** 09/23/2020 10:23:49 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue ZZ Jason Walters by Jada Jones

*** 09/23/2020 10:57:52 ***
Accepted from Queue ZZ Jason Walters to WIPBin Default by Jason Walters

*** Phone - Call - Inbound created on 09/28/2020 11:56:13 and created by Jason Walters ***
wrt called WA020 sw/Candy
1. the car is not here anymore.
2. customer has possession.

*** Phone - Call - Inbound created on 09/28/2020 12:04:53 and created by Jason Walters ***
Wrt called [redacted] (owner) LMM
1. adv reason for call
2. Adv if need further assistance to call back in.

*** 09/28/2020 12:06:49 ***
Closed by Jason Walters with Resolution Code : Information Given
[Resolution Summary]

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA24M7[redacted]	[redacted]	2、77

Bellingham, WA 98229 0 /18/2020 Dealer: WA020 Smith KIA of Bellingham

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

*** 10/08/2020 19:49:05 (GMT-07:00) Arizona ***
Reopened by Teri Donnelly with Sub Status of Working

*** Note - Others created on 10/08/2020 19:49:33 (GMT-07:00) Arizona and created by Teri Donnelly ***
Writer States:
1. Notes from duplicate svc alert case#-[redacted]
same concerns:
Dealer : Smith KIA of Bellingham
Technician : John Mathews
Service Manager : Moriah Larsen
Dealer Phone :
DPSM : Mark White
Vehicle Model : SELTOS SX 1.6T AWD AUTO
Model Year : 2021
Mileage :
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
Customer states cruise light and other lights came on while driving.

[Diagnostics Performed]
Retrieved following codes C162604,C186286,and C169381. Test drove with **SCC** engaged. No issue on test drive. Inspected harness at forward camera and radar unit , OK. Updated ICU from 0A20 to 0A33.

*** Dispatched to Queue Seltos Auto-Created Cases on 10/08/2020 01:05:20 (PST)

*** 10/08/2020 09:57:49 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Seltos Auto-Created Cases to WIPBin Case Distribution by Ashley Lewis

*** 10/08/2020 09:59:40 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Case Distribution to Queue Callcenter by Ashley Lewis

*** 10/08/2020 10:33:31 ***
Accepted from Queue Callcenter to WIPBin Default by Cinthya Espinoza-Peregrina

*** 10/08/2020 11:31:16 ***
Dispatched from WIPBin Default to Queue ZZ Teri Donnelly by Cinthya Espinoza-Peregrina

*** 10/08/2020 19:46:37 (GMT-07:00) Arizona ***
Accepted from Queue = ZZ Teri Donnelly to WIPBin DEFAULT

*** Phone - Call - Outbound created on 10/16/2020 14:48:42 (GMT-07:00) Arizona and created by Teri Donnelly ***
Writer States:
1. Spoke to svc mgr, Moriah Larsen (WA020)
2. Advised calling on

Dealer States:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SELTOS KNDETCA24M7[redacted]	[redacted]	2、77

Bellingham, WA 98229 0 /18/2020 Dealer: WA020 Smith KIA of Bellingham

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

1. Ro#-[redacted]
2. Open-10/7/2020
3. Close-still open
4. Mileage-2677
5. Cust says cruise light came on while driving then car pulled right and all warning lights then came on
6. We are attempting to confirm if it the connector or the harness for the steering column
7. Hoping for mid next week
8. Prior info
9. Ro#-[redacted]
10. Open-9/22/2020
11. Close-9/22/2020
12. Complaint-**CRUISE CONTROL** light was on will not turn off
13. Cause-scanned for codes
14. Scanned and cleared codes and test drove car
15. Mileage-2025
16. In loaner currently

Writer States:
1. Thanked dlr for info

*** Phone - Call - Outbound created on 10/16/2020 14:59:01 (GMT-07:00) Arizona and created by Teri Donnelly ***
Writer States:
1. Left vm message for customer stating was calling to follow up on car at (WA020) with concerns with warning lights coming on
2. On behalf of kia do apologize for the concerns
3. We have been working with svc mgr, Moriah at (WA020)
4. Dlr is expecting to have the repairs completed mid next week
5. We will continue to follow up until repaired
6. If any questions or concerns in the mean time please call back
7. Advised 800#, case#
8. Thanked customer for purchasing kia

*** Phone - Call - Outbound created on 10/28/2020 15:59:47 (GMT-07:00) Arizona and created by Teri Donnelly ***
Writer States:
1. Spoke to svc mgr, Moriah Larsen (WA020)
2. Calling to check status of diagnosis, repairs

Dealer States:
1. Car is still here
2. Tech is working with techline

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SELTOS KNDETCA24M7[redacted]	[redacted]	2、77

Bellingham, WA 98229 0 /18/2020 Dealer: WA020 Smith KIA of Bellingham

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

3. We have done everything techline has recommended
4. We did replace the steering harness and sub harness
5. There is an issue with a connector we are trying to trace

Writer States:
1. Based on the notes writer can see techline advised on 10/19 that this could be the ecu and to replace the ecu
2. Has this been done?

Dealer States:
1. Let me check with tech
2. So yes the ecu was replaced

Writer States:
1. So if the ecu was replaced and there was still concerns why did tech not update techline since 10/19?
2. Techline can not advise next steps if tech has not updated them?

Dealer States:
1. He will be updating them tonight or tomorrow

Writer States:
1. Well this is an extended amount of down time new car?

Dealer States:
1. We only have 2 tech's
2. I am short staffed right now
3. We are backed up on engine's
4. Working to get it done

Writer States:
1. Thanked dlr for info

*** Phone - Call - Outbound created on 10/28/2020 16:19:01 (GMT-07:00) Arizona and created by Teri Donnelly ***
Writer States:
1. Left vm message for dpsm, Mark White regarding 2021 Seltos at (WA020) has been down extended time
2. Advised some delay in tech following up with techline
3. Advised case#, last 8 of the vin, writer contact info

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SELTOS KNDETCA24M7[redacted]	[redacted]	2、77

Bellingham, WA 98229 0 /18/2020 Dealer: WA020 Smith KIA of Bellingham

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

*** Phone - Call - Outbound created on 10/28/2020 16:20:26 (GMT-07:00) Arizona and created by Teri Donnelly ***
Writer States:
1. Spoke to dpsm, Mark White
2. Do apologize for calling couple times but think
dpsm should be aware
3. Advised concerns

Dpsm Mark White States:
1. I am on a conference call right now
2. How do I reach you directly?

Writer States:
1. Advised contact info

Dpsm Mark White States:
1. If I do not get back to you in an hour please
call me back

Writer States:
1. Will do

*** Case [redacted] is sent on 10/28/2020 16:27:9 by Teri Donnelly
To: mwhite@kiausa.com
Cc: tdonnelly@kiaconsumeraffairs.com
Title: ACTION REQUIRED - No Dealer Contact:WA020, [redacted] [redacted]

*** Phone - Call - Outbound created on 10/28/2020 17:07:35 (GMT-07:00) Arizona and created by Teri Donnelly ***
Writer States:
1. Spoke to dpsm, Mark White

Dpsm Mark White States:
1. Can you call me back in about 30 minutes?

Writer States:
1. Do apologize but writer is technically finished for
the day
2. How about I call back tomorrow?

Dpsm Mark White States:
1. Call me in the morning please

Writer States:
1. I can do that
2. Thanked dpsm for time and assistance

*** Email - Internal Email Received created on 10/29/2020 15:09:33 (GMT-07:00) Arizona and created by Teri Donnelly ***
Writer States:
1. Email received from dpsm, Mark White stating he

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA24M7[redacted]	[redacted]	2, 77
Bellingham WA 98229		0 /18/2020	Dealer: WA020 Smith KIA of Bellingham	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

did follow up with dlr svc mgr and gm
2. Dlr is aware of paper work flow process new svc mgr and will work on this
3. The car is repaired
4. Dlr has replaced the ecu and mdps
5. Customer will be picking car up tomorrow
6. If any other questions please let me know

*** Phone - Call - Outbound created on 10/29/2020 15:20:19 (GMT-07:00) Arizona and created by Teri Donnelly ***
Writer States:
1. Left vm message for customer stating was calling regarding 2021 seltos that was taken into (WA020) for concerns with warning lights being on
2. On behalf of kia do apologize for the concerns
3. Do understand dlr has completed the repairs and customer will be picking car up tomorrow
4. If the concerns are not resolved and further assistance is needed please call back
5. Advised 800#, case#
6. Thanked customer for purchasing kia

*** 10/29/2020 15:22:41 (GMT-07:00) Arizona ***
Email is sent on 10/29/2020 15:22:35 by Teri Donnelly
To: CAMACHOFROG@GMAIL.COM
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 10/29/2020 15:22:35 (GMT-07:00) Arizona and created by Teri Donnelly ***
Your Case Number: [redacted]
VIN: KNDETCA24M7[redacted]

Dear [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 by the dealer that your vehicle has now been repaired. We wanted to follow up with you to make sure all of your concerns have been resolved.If you have any further questions or concerns, 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.In the event that you believe Kia has been unable to satisfactorily address the concern, a special alternative resolution program called BBB AUTO LINE is available to you. This independent program is administered by BBB National Programs and is provided at no cost to you. You may contact them at: BBB AUTO LINE 3033 Wilson Blvd. Suite 600 Arlington, VA 22201; Ph: (800) 955-5100.Thank you for being the best part of Kia!Sincerely,Kia Motors America

*** 10/29/2020 15:23:15 (GMT-07:00) Arizona ***
Closed by Teri Donnelly with Resolution Code : Repaired at Dlr
[Resolution Summary]
DPSM involvement pending

*** 10/29/2020 15:39:16 ***
Reopened by Lisa Taylor with Sub Status of Working

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SELTOS KNDETCA24M7[redacted]	[redacted]	2、77

Bellingham, WA 98229 0 /18/2020 Dealer: WA020 Smith KIA of Bellingham

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

*** Phone - Call - Inbound created on 10/29/2020 15:45:07 and created by Lisa Taylor ***
[redacted] – owner
1. have not picked up from WA020
2. it shoots you over to the lane beside you
3. what is the safety of this vehicle wife

Writer States
1. apologized
2. WA020 would not be releasing the vehicle if they knew was unsafe

Customer States
1. but had to take it back not fixed already
2. want to make sure asking right questions

Writer States
1. certainly
2. if SA does not answer your repair questions please direct to the SM

Customer States
1. thank you

*** 10/29/2020 15:45:27 ***
Closed by Lisa Taylor with Resolution Code : Repaired at Dlr
[Resolution Summary]
DPSM involvement pending

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC0LG[redacted]	[redacted]	10,899

Corinth , TX ,7 210 07/30/2019 Dealer: TX02 Huffines KIA Corinth

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Case History

*** 09/28/2020 08:26:31 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 09/28/2020 08:26:34 and created by Vincent Norris ***
Customer (owner) [redacted] called in and states
1. Having major issues
2. Veh been at dlr 4 times
3. Veh been down over a month
4. Calling to see about compensation for car payments

Writer states
1. Apologize for the vehicle concerns
2. Verified customer information and mileage
3. No open SC's
4. What is your preferred method of contact?

Customer states
1. Phone

Writer states
1. What are the concerns with the veh?

Customer states
1. Temp gauge never worked
2. **CRUISE CONTROL** alert continually goes off
3. Collision avoidance continually goes off
4. Rear windshield wash continually drips
5. A/C in the rear of veh intermitently goes off

Writer states
1. Who is your SA? (Clint)

Writer states
1. Gave case#
2. Advised wtr will contact dlr for information

Customer states
1. What about my car payment(s)?

Writer states
1. Wtr can review options once the veh is repaired, in your possession and you are satisfied with the repairs

Customer states
1. What if I'm not satisfied with the repairs?

Writer states
1. We would need to determined why you are not satisfied and review options.

Customer states
1. Ok thank you

*** Phone - Call - Outbound created on 09/28/2020 08:29:58 and created by Vincent Norris ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	10,899

Corinth , TX ,7 210 07/30/2019 Dealer: TX02 Huffines KIA Corinth

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Writer called TX026

Service Advisor: Clint
Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted]
VIN: 5XYP5DHC0LG[redacted]
Year/Model: 2020 Telluride
Mileage: 10899
Most recent RO# [redacted]
Open Date: 09/26/2020
Close date (if applicable): Open
Days Down(if applicable): NA
Customer states: Ambient temp not operating correctly
Cause: TBD
Correction: TBD
Able to Duplicate (Y or N): Y
Repeat Repair (Y/N): Y
Repair History of current concern RO# [redacted]
Open: 08/19/2020
Closed: Open - Cust came to pick up 09/26/2020, issue not resolved
Mileage: 10892
Repair History of current concern RO# [redacted]
Open: 06/22/2020
Closed: 06/26/2020
Mileage: 9281
ETA for completion of repairs: TBD
Parts on order (Y/N): N
Techline Case: N
Rental or Loaner Provided: Loaner
Date put in rental/loaner: 08/19/2020
Dealer contacted DPSM: Unsure
Vehicle repaired: N
Customer has possession: N
Original Owner (Y or N): Y

*** 09/28/2020 08:38:28 ***
Email is sent on 09/28/2020 08:38:11 by Vincent Norris
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case# [redacted]

*** Email - External Email Sent created on 09/28/2020 08:38:11 and created by Vincent Norris ***
Your Case Number: [redacted]
VIN: 5XYP5DHC0LG[redacted]

Dear [redacted]

Thank you for the opportunity to address your concerns. At this time, your case will be escalated for additional review and you will get a call back in 2 to 3 business days with an updated status.

If you have any questions in the meantime, please feel free to contact the Kia Consumer Assistance Center at

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC0LG[redacted]	[redacted]	10,899

Corinth , TX ,7 210 07/30/2019 Dealer: TX02 Huffines KIA Corinth

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

(800) 333-4542, please 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 working with Kia Motors America regarding the concern with your vehicle.

Sincerely,
Kia Motors America

*** Note - Others created on 09/28/2020 08:38:37 and created by Vincent Norris ***
****Call to Action****
1 Customer contact
2 TX026 states ambient temp not operating correctly
3 Dispatching because cust states multiple times down/at dlr
4 Please review and follow up accordingly

*** 09/28/2020 08:39:57 ***
Dispatched from WIPBin = 00.Default to Queue Southwest Region ECR by Vincent Norris
Reason:

*** 09/29/2020 05:00:28 ***
Accepted from Queue Southwest Region ECR to WIPBin Southwest Region ECR by Tracey Icenhour

*** 09/29/2020 05:43:06 ***
Assigned to WIPBin 0. Default of Melissa Lepe by Tracey Icenhour
Reason:

*** Phone - Call - Outbound created on 10/02/2020 13:49:17 (GMT-07:00) Arizona and created by Melissa Lepe ***

Writer called cust ([redacted]
1. No answer, line disconnected after a ring

*** Phone - Call - Outbound created on 10/02/2020 13:58:54 (GMT-07:00) Arizona and created by Melissa Lepe ***

Writer called TX026
1. Calling from KMA to follow up
2. May I please get update on veh
3. Is veh still in svc?

SVCA Clint states
1. Unfortunately it's here
2. Delivering the veh to her after replacing engine harness
3. We had drove it and it was fine for about 225 miles
4. On the drive to drop of the veh the temp sensor messed up again and CEL came on again
5. We have the veh here and Opened a different RO: [redacted] Opened 9/26
6. They wanted us to replace the other harness, there's 2 that connect to the ECU
7. We replaced 1, now this is the other one
8. Parts on order, ETA early next week

Writer states
1. Thank you

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC0LG[redacted]	[redacted]	10,899

Corinth , TX ,7 210 07/30/2019 Dealer: TX02 Huffines KIA Corinth

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

*** Phone - Call - Outbound created on 10/07/2020 11:42:13 (GMT-07:00) Arizona and created by Melissa Lepe ***
Writer called TX026
1. Calling from KMA to follow up
2. Did the 2nd wiring harness come in?
3. Are repairs in progress/ completed?
4. RO: [redacted]

SVC Receptionist Stephanie states
1. SVCA Clint is on a test drive at the moment
2. It looks like it's done, and cust has been in contact with the customer
3. Letting it sit in the sun, then doing a cold start to make sure it's ready to be released
4. Cust has been notified about it all

Writer states
1. Thank you

*** Phone - No Callback created on 10/09/2020 11:47:42 and created by Shyla Hill ***
[redacted] Owner)
1. Calling to get an update
2. they told me the vehicle is ready so I'm going to pick it up.
3. If it is fixed how do I go about submitting for reimbursement.
4. Thank you

Wrt states:
1. It looks like the vehicle has been repaired
2. That is something you would request to speak to ecr about.
3. will notate case for CM
4. Thank you

*** Phone - Call - Outbound created on 10/13/2020 13:04:52 (GMT-07:00) Arizona and created by Melissa Lepe ***
Writer called cust ([redacted] LVM
1. Calling from KMA to follow up after repairs
2. See cust inquired about reimbursement
3. Cust may send in documents to fax # 866.852.6617
4. Any questions, please give me a call
5. Provided case # and contact info

*** 10/21/2020 12:36:44 (GMT-07:00) Arizona ***
Closed by Melissa Lepe with Resolution Code : Repaired at Dlr
[Resolution Summary]
Veh repaired and picked up, closing case pending cust docs.

*** 01/20/2021 12:53:39 (GMT-07:00) Arizona ***
Reopened by Melissa Lepe with Sub Status of Working

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0LG[redacted]	[redacted]	10,899

Corinth , TX ,7 210 07/30/2019 Dealer: TX02 Huffines KIA Corinth

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

*** Phone - Call - Inbound created on 01/20/2021 13:05:04 (GMT-07:00) Arizona and created by Melissa Lepe ***

Cust called in and states
1. [redacted]
2. [redacted]
3. I had repairs done
4. I had the veh repaired and it was down 2 months
5. I want GW on car payments
6. I got your VM's and just getting around to calling you back

Writer states
1. Is veh repaired and all concerns addressed?

Cust states
1. Yes, I just didn't have a chance to CB till now
2.I have the veh

Writer states
1. Please send in sales contract, POP on CP and RO
2. once received, we'd he happy to review
3. Cust can email, Fax or upload

Cust states
1. Ok, i'll upload them

Writer states
1. walked cust through how to upload docs

Cust states
1. I still have an outstanding repair that can't be repaired
2. Windshield wiper in the rear drips constantly
3. Dlr said it's not fixable and a known issue

Writer states
1. Writer has not personally heard about that concerns
2. Would recommend getting a second opinion on it or taking it back to the dlr

Cust states
1. Ok, i'll do that and upload

Writer state
1. Will review once received
2.Thanked and ended call

*** 02/01/2021 13:09:44 (GMT-07:00) Arizona ***
Closed by Melissa Lepe with Resolution Code : Repaired at Dlr
[Resolution Summary]
Veh repaired and picked up- Closing case pending cust sales contract for GW review

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC9LG[redacted]	[redacted]	7,170
Olean , NY ,147 0		01/31/2020	Dealer: NY103 Paul Brown KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

Case History

Dealer : Paul Brown KIA
Technician : Adam Peterson
Service Manager : MATTHEW GUMTOW
Dealer Phone :
DPSM : Malcolm Hoff
Vehicle Model : TELLURIDE EX V6 AWD AUTO
Model Year : 2020
Mileage : 7170
Initial comments by Technician found in TL Case #13781474 :

[Problem Description]
Customer states foward collision warning and shuts of **CRUISE CONTROL**

[Diagnostics Performed]
Test drove and verified complaint
Going down road with cruise set warning in dash says camera is blocked and cancels cruise out on a sunny day with nothing covering camera
Scan have no codes

*** Dispatched to Queue Telluride Auto-Created Cases on 09/29/2020 01:06:16 (PST)

*** 09/30/2020 09:36:03 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Case Distribution by Ashley Lewis

*** 09/30/2020 09:36:55 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Case Distribution to Queue Callcenter by Ashley Lewis

*** 09/30/2020 10:37:11 ***
Accepted from Queue Callcenter to WIPBin Default by Cinthya Espinoza-Peregrina

*** 09/30/2020 11:49:14 ***
Dispatched from WIPBin Default to Queue ZZ Vincent Norris by Cinthya Espinoza-Peregrina

*** 09/30/2020 12:04:01 ***
Accepted from Queue ZZ Vincent Norris to WIPBin 00.Default by Vincent Norris

*** Phone - Call - Outbound created on 09/30/2020 14:02:27 and created by Vincent Norris ***
Writer called NY103

1. Service is closed

*** Email - External Email Sent created on 09/30/2020 16:10:52 and created by Vincent Norris ***
HI MATTHEW
PLEASE COMPLETE THE FOLLOWING REPAIR ORDER TEMPLATE.
THANK YOU FOR YOUR ASSISTANCE
*** RO TEMPLATE ATTACHED ***

*** 10/01/2020 08:00:44 ***
Dispatched from WIPBin 04.Thursday to Queue ZZ Vincent Norris by Vincent Norris

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC9LG[redacted]	[redacted]	7,170
Olean , NY ,147 0		01/31/2020	Dealer: NY103 Paul Brown KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

*** 10/01/2020 08:00:58 ***
Accepted from Queue ZZ Vincent Norris to WIPBin 08.Working by Vincent Norris

*** Phone - Call - Outbound created on 10/01/2020 08:10:57 and created by Vincent Norris ***
Writer called NY103

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] PA [redacted]
VIN: 5XYP3DHC9LG[redacted]
Year/Model: 2020 Telluride
Mileage: 7645
Most recent RO# [redacted]
Open Date: 09/25/2020
Close date (if applicable): Open
Days Down(if applicable): 5
Customer states: Forward collision warning turns off, and **CRUISE CONTROL** inop
Cause: TBD
Correction: TBD (replaced camera reprogrammed, issue returned)
Able to Duplicate (Y or N): Y
Repeat Repair (Y/N): Y
Repair History of current concern RO# [redacted]
Open: 09/03/2020
Closed: 09/14/2020
Mileage: 7170
ETA for completion of repairs: TBD
Parts on order (Y/N): N
Techline Case: Y
Rental or Loaner Provided: Y
Date put in rental/loaner: Unsure
Dealer contacted DPSM: Unsure
Vehicle repaired: N
Customer has possession: N
Original Owner (Y or N): Y

*** Phone - Call - Outbound created on 10/01/2020 08:19:23 and created by Vincent Norris ***
Writer called ([redacted] owner [redacted]

Writer states
1. Intro
2. Apologized for veh concerns
3. Working with the dlr to expedite the repair

Customer states
1. This is the 2nd time at dlr for same concern
2. At what point will the vehicle be replaced?
3. If I have to take it back a third time should I get an attorney?

Writer states
1. Advised if the veh is returned a third time please contact us so we can escalate for further review
2. Advised wtr will contact customer when updates are available

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP3DHC9LG[redacted]	[redacted]	7,170
Olean , NY ,147 0		01/31/2020	Dealer: NY103 Paul Brown KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

3. Gave case number and phone number

Customer states
1. Thank you

*** 10/02/2020 08:00:45 ***
Case moved into WIPBin 05.Friday and Sub Status of Working

*** Phone - Call - Outbound created on 10/02/2020 08:03:26 and created by Vincent Norris ***
Writer called
1. Calling for RO [redacted] status

SVCA Tony states:
1. Veh still here
2. Still working with Techline

*** 10/05/2020 17:03:02 ***
Case moved into WIPBin 02.Tuesday and Sub Status of Working

*** Phone - Call - Inbound created on 10/06/2020 06:06:30 and created by Lisa Taylor ***
[redacted] – owner ([redacted]
1. status of my case
2. been 3 weeks no vehicle now

Writer States
1. apologized
2. CM is not in
3. dlr gave status of vehicle still being worked on no ETA for repairs

Customer States
1. bought 3 vehicle from them in the last year
2. been almost a month with no vehicle

Writer States
1. can reach out to NY103

****called NY103 @ (716) 372-0080
Spoke to Katy
Writer States
1. status of repairs for [redacted]

Dlr States
1. tech needs more information from kia
2. sales person drove it said was cloudy happened then too not just when sunny
3. and kia said happening when driving into sun is a normal function

Writer States
1. customer in rental correct
2. any eta on repairs
3. TL asked tech question 10/2 and no reply- Please Respond to resolve

Dlr States

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP3DHC9LG[redacted]	[redacted]	7,170
Olean , NY ,147 0		01/31/2020	Dealer: NY103 Paul Brown KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

1. kia said happens in Sun saying may be normal

Writer States
1. will advise customer waiting on TL
******end call

Writer States
1. dlr working with TL still
2. you are in a rental right

Customer States
1. yes but not my $40k vehicle I bought

Writer States
1. I know apologies

Customer States
1. thank you

*** Note - Others created on 10/06/2020 11:03:07 and created by Cinthya Espinoza-Peregrina ***
****Call to Action****
Forward to ECR
1 Customer contact
2 NY103 states forward collision issue
3 Dispatching for days down
4 Please review and follow up accordingly

*** 10/06/2020 16:47:53 ***
Dispatched from WIPBin = Default to Queue Eastern Region ECR by Cinthya Espinoza-Peregrina
Reason:

*** 10/07/2020 05:12:12 ***
Accepted from Queue Eastern Region ECR to WIPBin 09. Eastern by Kayla Erwin

*** 10/07/2020 09:06:23 ***
Case moved into WIPBin 09. Eastern and Sub Status of Working

*** 10/07/2020 09:34:40 ***
Assigned to WIPBin Default of Nicole Sotelo by Kayla Erwin
Reason:

*** Phone - Call - Inbound created on 10/07/2020 13:42:49 and created by Nicole Sotelo ***

<For Internal Use Only
Per TL - Requesting additional pictures>

*** Phone - Call - Outbound created on 10/07/2020 13:43:18 and created by Nicole Sotelo ***
Wrt called Customer - LVM

Wrt states

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC9LG[redacted]	[redacted]	7,170
Olean , NY ,147 0		01/31/2020	Dealer: NY103 Paul Brown KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

1 Intro
2 Calling to go over veh concerns
3 When your vehicle is repaired we would like to discuss GW with you

*** 10/07/2020 13:44:57 ***
Email is sent on 10/07/2020 13:44:10 by Nicole Sotelo
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 10/07/2020 13:44:10 and created by Nicole Sotelo ***
Dear [redacted]
I am reaching out to go over the concerns/repairs you are having on your 2020 Telluride. Please reach out to me when you can. thank you.
Sincerely,
Kia Motors America

10/07/2020 13:58:15
Email is received on 10/07/20 13:58:06 from [redacted]

*** Email - External Email Received created on 10/07/2020 13:58:13 and created by Nicole Sotelo ***
I called you back said you were busy

[redacted]
[redacted] Inc field superintendent
[redacted]

*** Phone - Call - Inbound created on 10/12/2020 07:38:53 and created by Erica Killen ***
wrt spoke to (owner) [redacted]

cust states
1. calling to speak to CM

wrt states
1.apologized
2. adv cm is not available
3.adv cm f/u shortly
4.adv not showing an update on the veh from the TL case

cust states
1.okay thank you

*** 10/12/2020 07:54:50 ***
Case moved into WIPBin D. Thursday2 and Sub Status of Assigned

*** Phone - No Callback created on 10/12/2020 13:50:04 (GMT-07:00) Arizona and created by Debra Rustin ***
writer states

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP3DHC9LG[redacted]	[redacted]	7,170

Olean , NY ,147 0 | 01/31/2020 | Dealer: NY103 Paul Brown KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

1. Introduced self
2. how can i help?

cust states
1.i called this morning
2. been trying to reach nicole
3. have left her several messages
4. have heard nothing

writer states
1. apologize for the vehicle concerns
2. verified customer information and mileage
3. is veh still at the dlr?

cust states
1. yes, they drove it today
2. dlr says i cant invoke the LL because it hasnt been 3 times
3. its been there a month!
4. i need tpo talk to someone more important than nicole
5. im calling multiple times and getting no where

writer states
1. i will put a no contact on your case for you

*** Phone - Call - Inbound created on 10/13/2020 10:35:02 (GMT-07:00) Arizona and created by Brenda Hernandez ***
Customer states:
1. I have been calling multiple times and have not gotten a call back
2. She is not calling me back yet

Writer states:
1. Apologized
2. Advised that we are working with our technical division

Customer states:
1. The dealership is saying that their technical division is saying to clean the windshield
2. I do not want to hear the technical division is working with them
3. I need to know who can give me information so I can talk to my lawyer
4. I want to speak to a supervisor that is her boss

Writer states:
1. Advised would transfer

Transferred to sup line

*** Phone - No Callback created on 10/13/2020 10:51:48 (GMT-07:00) Arizona and created by Justina Sinclair ***
SUP CALL
1. Nicole will not call me back, I am done
2. I want someone to call me with a resolution
Wtr states:
1. Apologized
2 According to the case the dlr and Kia technicians found this is a normal operation

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP3DHC9LG[redacted]	[redacted]	7,170
Olean , NY ,147 0		01/31/2020	Dealer: NY103 Paul Brown KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

3. Either based on windshield dirty or environment
Customer states:
1. I do not agree with that, the windshield is clean and its a clear cloudy day and its still happening
2. I would like Nicole's boss because Nicole will not call me back
Wtr states:
1. Wtr will submit request
thanked and call ended

*** Phone - Call - Inbound created on 10/14/2020 10:47:42 and created by Haley Shaffer ***
Inbound call from [redacted] @ ([redacted] (owner)
Cust states
1. I have been expecting a callback from Nicole since Wednesday
2. I have requested to speak with Nicoles boss
3.i was assured Nicole's boss would contact me but still no one has contacted me

Writer states
1. Apologized
2. Advised can send another request to Nicole's supervisor to call back

Cust states
1. How can I get some answers and satisfaction
2. This is what I have been told since last Tuesday
3. it has been at the dealership for almost a month and it is still not fixed

Writer states
1. Advised the CM is unavailable
2. Advised do not know next steps
3. Advised can notate for CM to call back

Cust states
1. There is no one in the escalate department or higher up I can talk to?
2. That is hard to believe

Writer states
1. One moment

Cust states
1. Thank you

transferred to supervisor

*** Phone - Call - Inbound created on 10/14/2020 14:08:52 (GMT-05:00) Eastern Time (US & Canada) and created by Ashley Lewis ***
Writer took Sup Call from [redacted] @ ([redacted]

Writer states:
1. Introduced self and asked how writer can assist.

Customer states:
1. I have been waiting for a call back from my case manager Nicole over an escalation.
2. I've called in continuously to try and speak with her.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP3DHC9LG[redacted]	[redacted]	7,170
Olean , NY ,147 0		01/31/2020	Dealer: NY103 Paul Brown KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

3. My vehicle has been down for almost a month, and this is the second trip to the dealership.
4. The vehicle went in on 9/3 and was there through 9/14.
5. It went back again 9/25/2020 and has been there since.

Writer states:
1. Apologized for concerns with FCW and **CRUISE CONTROL**.
2. Advised writer sees dealer was working with technical assistance, has any update been provided by dealer?

Customer states:
1. Well, I don't want to get between the dealer and KIA, but the dealer is supposed to try to install a new sensor even though KIA says there is nothing wrong with the vehicle and it's operating normally.
2. The dealer has seen the concern happen themselves in normal conditions, so they ordered a sensor and are going to try and replace that.
3. But at this point, I'm not sure I trust this will fix it and if it doesn't, I'm definitely stuck still waiting on a reliable vehicle that I thought I purchased at over $40,000.
4. I have said before and I do feel as if I need to discuss what lemon law guidelines I might fall under now.

Writer states:
1. Apologized for experience and understand concern.
2. Advised writer will ask ECR to follow up to send over to you an acknowledgement letter for your concerns and your request.
3. Advised the review process usually takes 7-10 business days, but ECR will need to complete a thorough review of the vehicle history and your sales contract / lease contract in order to assess any options available.
4. Advised guidelines vary by state and customer would need to review WCIM for that information.

Customer states:
1. Okay, well that is fine, at this point I would just like to hear from Nicole and know that my case is actually being worked or reviewed.
2. Thank you.

*** Phone - Call - Outbound created on 10/14/2020 11:17:22 (GMT-07:00) Arizona and created by Jeremy Carrifee ***
Took Sup Call

Writer states;
1. Introduced myself
2. How may I help you

Customer states;
1. She never gets back to me
2. I call her back and send her emails and she does not
3. Justina told me that TL said it is normal
4. I disagree with that
5. This is not normal
6. also I want to look at all avenues such as lemon law

Writer states:
1. Apologize for the no call backs
2. Nicole is out today I will provide the necessary coaching
3. I will ensure she talks to you tomorrow
4. I see the same info as Justina did and they are saying is normal

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP3DHC9LG[redacted]	[redacted]	7,170
Olean , NY ,147 0		01/31/2020	Dealer: NY103 Paul Brown KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

5. I can send you the Ack Ltr verified email
6. Also referred customer to WCIM

Customer states;
1. Okay well thank you for calling me

Writer states;
1. You're welcome

*** 10/14/2020 11:43:29 (GMT-07:00) Arizona ***
Email is sent on 10/14/2020 11:41:45 by Jeremy Carrifee
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]
Attachments:
[redacted] Acknowledgement Letter.pdf

*** Email - External Email Sent created on 10/14/2020 11:41:45 (GMT-07:00) Arizona and created by Jeremy Carrifee ***

Dear [redacted] Attached to this email is the Acknowledgement Letter we spoke about today. Please review and send back all requested documents that are listed.

Sincerely,Jeremy C
Kia Motors America

*** 10/14/2020 11:44:26 (GMT-07:00) Arizona ***
Assigned to WIPBin Default of Nicole Sotelo by Jeremy Carrifee
Reason:

*** Phone - Call - Outbound created on 10/15/2020 11:40:57 and created by Nicole Sotelo ***
Wrt called Customer

Wrt states
1 Intro
2 Wondering when you plan on sending the Ack back

Cust states
1 The dealer has is repairing the vehicle without Kia's authorization
2 They said it should be done by the end of week
3 Dealer does have me in a vehicle
4 I work with the manager over there

Wrt states
1 I am going to follow up with the dealer
2 I am going to reach out to you Monday with an update

*** Email - Internal Email Sent created on 10/15/2020 11:44:55 and created by Nicole Sotelo ***
Wrt emailed Service Manager

-- Requesting update

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP3DHC9LG[redacted]	[redacted]	7,170
Olean , NY ,147 0		01/31/2020	Dealer: NY103 Paul Brown KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

*** Email - Internal Email Received created on 10/15/2020 12:01:52 and created by Nicole Sotelo ***
Wrt received email from Service Manager

-We ordered a radar sensor that was supposed to come in today.

*** 10/19/2020 05:32:10 ***
Case moved into WIPBin A. Monday2 and Sub Status of Assigned

*** Email - Internal Email Sent created on 10/19/2020 08:33:16 and created by Nicole Sotelo ***
Wrt emailed Service manager

- Requesting update

*** Email - Internal Email Received created on 10/19/2020 11:30:14 and created by Nicole Sotelo ***
Wrt received email from Service Manager

-having difficulty programming the new radar sensor

*** Email - Internal Email Received created on 10/21/2020 11:04:53 and created by Nicole Sotelo ***
Wrt received email from Service Manager

- Sensor fixed the concern

*** Email - Internal Email Sent created on 10/21/2020 11:05:20 and created by Nicole Sotelo ***
Wrt emailed Service Manager

- Inquiring if veh was repaired

*** 10/26/2020 08:54:05 ***
Case moved into WIPBin A. Monday2 and Sub Status of Assigned

*** Email - Internal Email Received created on 10/26/2020 12:04:02 and created by Nicole Sotelo ***
Wrt received email from Service Manager

- Cust picked up 10/21

*** Phone - Call - Outbound created on 10/26/2020 12:04:44 and created by Nicole Sotelo ***
Wrt called Customer

Wrt states
1 Intro
2 Calling to check on veh operation

Cust states
1 My wife drove it 50 miles and there is no problem
2 Thank you

*** 10/26/2020 12:05:53 ***
Closed by Nicole Sotelo with Resolution Code : Repaired at Dlr
[Resolution Summary]
Check TL case for updates / RO Status

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 NIRO	Case Number	Mileage
[redacted]	[redacted]	KNDCC3LC L5[redacted]	[redacted]	2,7

Centennial , CO 80112 03/20/2020 Dealer: CO031 Arapahoe KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Case History

Techline case ([redacted] created on 28-SEP-20 by CO031.
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--
TL Case created by (Dealer Technician) : Matthew Rodrigue
TL Case creator phone : 2813312379
TL Case creator email : matthewrodrigue123@gmail.com
Below are the notes from the TL case describing the concern:

[Problem Description]
customer states mutiple waring lights on , **CRUISE CONTROL** , forward collision warning do not work . found **LKAS** can time out and can sisgnal codes.

[Diagnostics Performed]
tried to get into multi function camera variant coding through software management and screen would pop up as communication error and wouldnt even let me view the variant coding in there. I ordered another multi functino camera and installed , i can now get into system for variant coding but it is all wrong . programmed for austrailia , right hand drive all sorts of stuff is wrong so i tried to correct everything to the best of my knowledge and hit submit and with new camera is populates communication error after hitting submit. i took new camera out and installed customers original camera to see if it still wouldnt allow me to enter the screen to change variant coding and it still kicks me out before entering the variant coding screen with a display of communication error. plugged back in the new camera and with new camera it will still allow me to modify variant coding .

*** Dispatched to Queue Service Alert / Techline on 09/29/2020 01:08:30 (PST)

*** Case note has been appended from duplicated auto-case on 10/06/2020 01:05:13 (PST)

Comments from Service Alert - TL

Dealer : Arapahoe KIA
Technician : Matthew Rodrigue
Service Manager : Kenny Berndt
Dealer Phone :
DPSM : Hazel Joy
Vehicle Model : NIRO TOURING 4CYL AUTO
Model Year : 2020
Mileage : 2766
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
customer states mutiple waring lights on , **CRUISE CONTROL** , forward collision warning do not work . found **LKAS** can time out and can sisgnal codes.

[Diagnostics Performed]
tried to get into multi function camera variant coding through software management and screen would pop up as communication error and wouldnt even let me view the variant coding in there. I ordered another multi functino

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 NIRO	Case Number	Mileage
[redacted]	[redacted]	KNDCC3LC L5[redacted]	[redacted]	2,7

Centennial , CO 80112 03/20/2020 Dealer: CO031 Arapahoe KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

camera and installed , i can now get into system for variant coding but it is all wrong . programmed for austrailia , right hand drive, all sorts of stuff is wrong so i tried to correct everything to the best of my knowledge and hit submit and with new camera is populates communication error after hitting submit. i took new camera out and installed customers original camera to see if it still wouldnt allow me to enter the screen to change variant coding and it still kicks me out before entering the variant coding screen with a display of communication error. plugged back in the new camera and with new camera it will still allow me to modify variant coding .

*** 12/08/2020 09:36:01 ***
Accepted from Queue Service Alert / Techline to WIPBin Working by Christina Steir

*** 12/08/2020 09:37:00 ***
Dispatched from WIPBin Working to Queue ZZ Michelle Duarte by Christina Steir

*** 12/09/2020 11:04:22 ***
Accepted from Queue = ZZ Michelle Duarte to WIPBin Default

*** 12/09/2020 11:11:32 ***
Email is sent on 12/09/2020 11:10:15 by Michelle Duarte
To: JACIMCROSS@GMAIL.COM
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 12/09/2020 11:10:15 and created by Michelle Duarte ***
Called owner[redacted] at (720)505-7917

Writer states
1.Introduced self/case
2.Customer not available
3.No voicemail available
4.Sent follow up email

Your Case Number: [redacted]
VIN: KNDCC3LC6L5[redacted]

Dear [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 by the dealer that your vehicle has now been repaired. We wanted to follow up with you to make sure all of your concerns have been resolved.

If you have any further questions or concerns, 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.

In the event that you believe Kia has been unable to satisfactorily address the concern, a special alternative resolution program called BBB AUTO LINE is available to you. This independent program is administered by BBB National Programs and is provided at no cost to you. You may contact them at: BBB AUTO LINE a Division of BBB National Programs, Inc. 1676 International Drive, Suite 550, McLean, VA 22102; Ph: (800) 955-5100.

Thank you for being the best part of Kia!

Sincerely, Michelle

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 NIRO	Case Number	Mileage
[redacted]	[redacted]	KNDCC3LC L5[redacted]	[redacted]	2,7

Centennial , CO 80112 03/20/2020 Dealer: CO031 Arapahoe KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Kia Motors America

*** 12/09/2020 11:12:51 ***
Closed by Michelle Duarte with Resolution Code : Repaired at Dlr
[Resolution Summary]
Replaced camera

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J28MG[redacted]	[redacted]	405
Melbourne, FL 32904		08/27/2020	Dealer: FL021 Boniface-Hiers KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Noise(Engine)

Case History

*** 10/01/2020 14:55:14 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 10/01/2020 14:45:31 and created by Lisa Taylor ***
[redacted] – owner ([redacted]
1. took vehicle to the dlr no one can diagnose what engine knocking noise was
2. dlr said I can't get out of this contract

Writer States
1. apologized
2. who is your SA
3. are you in a rental

Customer States
1. yes am in a loaner
2. but diagnosis said sent video

Writer states
1. still diagnosing with TL
2. no access here from TL

Customer States
1. so i can see this online

Writer States
1. TL was open 9/30
2. will follow up with FL021 on repairs/diagnosis
3. adised case#
4. in your 5 years 60k miles with RSA warranty but will see you through your repairs with FL021

Customer States
1. thank you

*** Phone - Call - Outbound created on 10/01/2020 15:11:23 and created by Lisa Taylor ***
****called FL021 @ (321) 951-9595
Spoke to operator
Writer states
1. seeking RO on VIN#
Dlr states
1. will transfer to service
no answer

*** Phone - Call - Inbound created on 10/05/2020 06:09:57 and created by Bethany Merritt ***
wtr spoke with [redacted] owner

cust states
1 traded in the Optima
2. when i purchased the veh was told that it was not in stock
3. the dlr had me come in and sign paperwork and had the veh when i got there
4. i did not get to test drive the veh
5. as soon as i get into the veh to drive it off the lot there was a knocking noise
6. they told me to drive it a couple days

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J28MG[redacted]	[redacted]	405

Melbourne , FL 32904 08/27/2020 Dealer: FL021 Boniface-Hiers KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Noise(Engine)

7. drove the veh 15min home
8. drove the veh 10 min to publix and back
9. the dlr did call and ck and see if the knocking was still there
10. i took it back on Tuesday
11. they immediately put me in alt transportation
12. they are working with TL
13. they are telling them to do stupid stuff like check the oil
14. i have literally not had my veh
15. i just spent 30k on a veh that i wanted
16. what are my options, want to switch it out

wtr states
1 apologized
2. advised can let CM know that

cust states
1 i talked to service and now they are requesting an engineer
2. i have a payment coming in about a month
3. i have driven this car maybe 20 miles
4. husband is ready to call a lawyer
5. this should be a priority

wtr states
1. will reach out to dlr
2. who is cust talking to at the dlr

cust states
1 Rose
2. the way the dlr is handling this, i lost all rights to when the salesman told me to go ahead and drive the veh
3. can they please put a rush on this

wtr states
1. will be escalating case
2. will need to allow 2-3 business days for follow up
3. what is preferred contact

cust states
1. phone is best
2. thank you

*** Phone - Call - Outbound created on 10/05/2020 06:25:10 and created by Bethany Merritt ***
wtr spoke with Mia, owner

wtr states
1 needing info for cust veh

Mia states
1 we still have this under FL021
2. we dont show that there is an RO open

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J28MG[redacted]	[redacted]	405
Melbourne, FL 32904		08/27/2020	Dealer: FL021	Boniface-Hiers KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Noise(Engine)

*** Phone - Call - Outbound created on 10/05/2020 10:17:10 and created by Dana Hitchcock ***
CONTACTED FL021 SPOKE WITH ROSE

Customer name: [redacted]
Customer phone:
Customer address:
Mileage: 122

Most recent RO# [redacted]
Open date: 9/29/2020
Close date: OPEN

Most recent repair issue and diagnosis:
Concern- CUST STATES NOISE IN ENGINE BAY
Cause- HAS OPEN TL CASE ON 9/30
Correction- N/A

Repeat repair: N
How many times:
Repair history
Dates-
RO#-
Customer states-
Dealer states-

ETA for completion- WAITING ON TL CASE FRIDAY UPDATED CASE NUMBER [redacted]

Parts on backorder: N
Part #
Order #

Rental/Loaner Provided:Y
since when: 9/29/2020

Vehicle Repaired- N
Customer has possession- N

*** Phone - Call - Inbound created on 10/05/2020 06:43:33 and created by Dana Hitchcock ***
escalate

*** Phone - Call - Inbound created on 10/05/2020 10:15:03 and created by Dana Hitchcock ***
Spoke with [redacted] owner

customer states
1 i contacted someone on 10/1 about the issues with my vehicle,
2 she said that she would escalate my case and would be calling the dealer to get the information that she needed but the dealer has yet to hear from anyone.
3 so now my brand new car is just sitting there with no one doing anything to it.

writer states

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J28MG[redacted]	[redacted]	405
Melbourne, FL 32904		08/27/2020	Dealer: FL021 Boniface-Hiers KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Noise(Engine)

1 apologized
2 adv would reach out to CM.
3 adv CM is not available at this time.
4 adv would contact dealer and get information for CM
5 adv got the information from the dealer
6 adv will escalate case
7 adv of 2-3 business day callback

customer states
1 i am trying to hold my husband off from calling a lawyer
2 i really need this taken care of.
3 thank you

*** Note - Others created on 10/05/2020 10:31:48 and created by Dana Hitchcock ***
Forward to ECR
1 Customer states knocking noise in engine
2 FL021 states working with TL
3 Dispatching because customer states will get Lawyer
4 DPSM has been advised and customer referred to WCIM
5 Please review and follow up accordingly

*** 10/05/2020 10:34:47 ***
Dispatched from WIPBin = Inbox to Queue Southern Region ECR by Dana Hitchcock
Reason:

*** 10/06/2020 05:17:56 ***
Accepted from Queue Southern Region ECR to WIPBin 10. Southern by Kayla Erwin

*** 10/06/2020 08:07:33 ***
Case moved into WIPBin 10. Southern and Sub Status of Working

*** 10/06/2020 08:08:45 ***
Assigned to WIPBin Inbox of Melissa Hight by Kayla Erwin
Reason:

*** Phone - Call - Inbound created on 10/06/2020 08:23:48 and created by Shyla Hill ***
[redacted]owner)
1. I put in Dana's extension. She told me yesterday she was putting a rush on someone from regional to reach out to me.

Wrt states:
1. It does look like the case was escalated which takes 2-3 business days for someone to reach out to you.

[redacted]owner)
1. She told me I would get to buy pass the waiting period. That I wouldn't have to wait.

Wrt states:
1.Advised can send an email for a callback sooner, It's not a guarantee as they need time to review it,

[redacted]owner)
1. How do I file a complaint on KIA.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 K5 5XXG 4J28MG[redacted]	[redacted]	405

Melbourne , FL 32904 08/27/2020 Dealer: FL021 Boniface-Hiers KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Noise(Engine)

Wrt states:
1. I can File a complaint with the dealership.

[redacted]owner)
1. I want to file a complaint on the techline department, Because they are the ones that are coming back and saying stupid stuff like check the oil stuff that has already been done now they are saying they need time to review, I didn't have this car for 48 hours before it had to go to the shop its been at the shop for a week now.

Wrt states:
1. I will pass the information along,.

[redacted]owner)
1. 12-24 hours is what the response is supposed to be.

Wrt states:
1. I will Submit for a Call back sooner but its not a guarantee.

[redacted]owner)
1. How do I reach out to the DPSM,?

Wrt states:
1. They arent a public contact, your communications would be with us and the dealer.

[redacted]owner)
1. Thank you

Wrt states:
1. THank you have a great day

*** Email - Internal Email Received created on 10/06/2020 11:33:45 and created by Melissa Hight ***
Rose, wty admin FL021 states
1. Please call me about this cust as soon as you can

*** Phone - Call - Outbound created on 10/06/2020 11:34:27 and created by Melissa Hight ***
wtr called wty admin FL021 @ 443-771-2067

wtr states
1. Introduced self as ECR
2. How can wtr assist

Rose states
1. I have SVCM Rob here with me

Rob states
1. We have been working with T/L on this case and have proactively requested FTS
2. Cust has not been patient with us from day one
3. We have not had an update from T/L since 10/2

wtr states
1. Request date cust veh came in

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J28MG[redacted]	[redacted]	405

Melbourne, FL 32904 08/27/2020 Dealer: FL021 Boniface-Hiers KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Noise(Engine)

Rose states
1. It was 9/29

wtr states
1. Request if dlr can contact T/L to request an update since there has been no update since 10/2
2. Advised wtr will be contacting cust regarding this as well and will be happy to review for GW for cust
3. Advised wtr can also contact FTS to request if he has seen any other K5s with this kind of engine concern
4. Advised wtr will be contacting cust most likely tomorrow

Rob states
1. Thank you

*** Case note has been appended from duplicated auto-case on 10/07/2020 01:04:36 (PST)

Comments from Service Alert - TL

Dealer : Boniface-Hiers KIA
Technician : Chris Rasmussen
Service Manager : Robert Luongo
Dealer Phone :
DPSM : Jessica Brownlee
Vehicle Model : K5 GT-LINE 1.6T 4CYL AUTO
Model Year : 2021
Mileage : 122
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
noise from under hood, transfer inside vehicle.

[Diagnostics Performed]
tested against known good vehicle.

*** 10/07/2020 14:44:16 ***
Email is sent on 10/07/2020 14:43:23 by Melissa Hight
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 10/07/2020 14:43:23 and created by Melissa Hight ***
Dear [redacted]
Per our conversation, please reply to this email with a copy of your original vehicle sale or lease contract. I will plan to follow up with you on Friday. Thank you!
Sincerely,
Melissa
520.274.1103
Kia Motors America

10/07/2020 14:51:20

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 K5 5XXG 4J28MG[redacted]	[redacted]	405

Melbourne, FL 32904 08/27/2020 Dealer: FL021 Boniface-Hiers KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Noise(Engine)

Email is received on 10/07/20 14:51:02 from [redacted]
Attachments:
PXL_20201007_214900990.jpg

*** Phone - Call - Outbound created on 10/07/2020 14:09:56 and created by Melissa Hight ***
wtr called cust @ ([redacted]

wtr states
1. Introduced self as ECR
2. Advised wtr following up regarding case wtr received for review
3. Per the notes, cust had taken veh to dlr for engine concern
4. Advised dlr is working with T/L to try and determine exactly what is going on with cust veh
5. Advised wtr will be working with cust and dlr to get a resolution regarding cust veh concerns
6. What is cust requesting of Kia

cust states
1. I have an issue that no one is explaining to me what's wrong
2. I am a nervous wreck about this
3. I was told by FL021 that if I do my own oil changes it would void my wty but when I talked to someone in CA they said that wasn't the case
4. Can you tell me if that is correct

wtr states
1. Apologized
2. Advised cust does have the option to do maintenance on own, however, per WCIM, cust does have to be able to provide proof of maintenance
3. Advised it is much easier to show proof of maintenance if maintenance is performed at dlr
4. Advised cust does have an outstanding wty from Kia
5. Provided info on 5/60 BLW, RSA, 10/100 PTW
6. Advised first priority is to get cust veh repaired and back to cust, then see how to make the situation better if possible
7. Advised wtr is happy to see what GW could be offered in cust situation
8. Advised wtr contacted FTS to request involvement with cust veh since this is such a new veh with this concern

cust states
1. In that case if it is possible, I'd like to get the first 5/60 maintenance covered on the veh there at FL021
2. That way I don't have to worry about anything
3. If you wanted to take care of the first payment since I don't have the veh that would be very nice

wtr states
1. Advised wtr would request cust send sales contract to wtr by email so wtr can review
2. Advised wtr will send email to cust now
*** sent email to cust ***
3. Advised wtr will continue to communicate with dlr and will plan to follow up with cust on Friday if that is convenient

cust states
1. That would be great
2. You can just send me an email is fine
3. If I have questions I can call you
4. Thank you

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J28MG[redacted]	[redacted]	405

Melbourne , FL 32904 08/27/2020 Dealer: FL021 Boniface-Hiers KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Noise(Engine)

*** Email - External Email Received created on 10/07/2020 14:51:09 and created by Melissa Hight ***
Thank you for calling me so quickly. Here is the info you requested.

*** Phone - Call - Outbound created on 10/09/2020 11:08:53 and created by Melissa Hight ***
wtr called wty admin FL021 @ 443-771-2067

no answer - left VM
wtr states
1. Introduced self as ECR
2. Advised wtr following up on cust veh
3. Provided case # and wtr phone
4. Request update

*** Phone - Call - Inbound created on 10/09/2020 11:12:20 and created by Melissa Hight ***
Rose, wty admin FL021, left VM

Rose states
1. The tech did find metal shavings in the oil
2. It did not show up in the pics but he is able to pick it up with a magnet
3. We are trying to get it to show up in the pics
4. I'll follow up with you

*** Phone - Call - Inbound created on 10/09/2020 11:17:29 and created by Melissa Hight ***
Rob, SVCM FL021 states
1. I wanted to give you a call about this veh
2. Rose said she called about the metal we found in the oil
3. Wasn't sure if you had talked to the cust yet, but she did ask to have me call her again
4. Do you have any updates from your side

wtr states
1. Advised wtr did get approval to offer cust the GW she requested plus a little extra
2. Advised wtr will be following up with the cust momentarily if SVCM wanted to wait to call
3. What is next step for dlr

Rob states
1. I think he is going to try to take pics of the metal with the magnet in the pic as well and submit that to T/L to see what they want us to do next
2. I'll wait and call the cust in about half an hour then

wtr states
1. Thank you

*** Phone - Call - Outbound created on 10/09/2020 11:27:02 and created by Melissa Hight ***
wtr called cust @ [redacted]

wtr states
1. Introduced self as ECR
2. Advised wtr following up regarding cust veh
3. Advised wtr wanted to let cust know wtr did get 5/60 platinum maintenance plan approved, as well as reimbursing cust 2 veh payments for the inconvenience
4. Advised wtr spoke to dlr and SVCM will be calling cust shortly with update
5. Advised dlr is going to be taking additional pics to try to show the metal found in the oil to T/L

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J28MG[redacted]	[redacted]	405

Melbourne , FL 32904 08/27/2020 Dealer: FL021 Boniface-Hiers KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Noise(Engine)

cust states
1. I realized I forgot my pass in my old veh, so I have to go down there
2. I'll just stop in and talk to Rob then
3. I really appreciate the update
4. If they have to replace the motor, what kind of time frame are we talking about

wtr states
1. Advised wtr is not certain, but with the mileage on the veh, it is very likely they would have to replace engine with new engine instead of reman
2. Advised wtr does not believe they are on b/o, but wtr would not know for certain until parts are ordered
3. Advised wtr will plan to follow up with cust on Tues

cust states
1. Ok thank you

*** Email - Internal Email Sent created on 10/09/2020 11:38:56 and created by Melissa Hight ***
wtr emailed SVCM FL021 @ rluongo@bonifacehiers.com; rrowe@bonifacehiers.com

wtr states
1. Advised wtr spoke to cust and she will be going to dlr later to pick up something from her old veh and will stop by to speak to SVCM

*** Phone - Call - Outbound created on 10/09/2020 11:41:57 and created by Melissa Hight ***
wtr called wty admin FL021 @ 443-771-2067

wtr states
1. Advised wtr spoke to cust and she will be dropping by later to speak to SVCM
2. Advised wtr will be following up with cust on Tues
3. Request wty admin reply to email or follow up with wtr if there are any updates before then
4. Advised tech may be able to take a short video and sent to T/L

Rose states
1. We tried that but it's not uploading for some reason
2. I'll keep you posted

wtr states
1. Thank you

*** Email - Internal Email Received created on 10/13/2020 09:18:26 and created by Melissa Hight ***
Rose, wty admin FL021 states
1. T/L approved an engine today
2. We have ordered the engine
3. No ETA at this time

*** Phone - Call - Outbound created on 10/13/2020 09:21:47 and created by Melissa Hight ***
wtr called cust @ [redacted]

wtr states
1. Introduced self as ECR
2. Advised wtr received word the dlr is replacing the engine
3. Advised wtr understands engines do appear to be readily available

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J28MG[redacted]	[redacted]	405

Melbourne, FL 32904 08/27/2020 Dealer: FL021 Boniface-Hiers KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Noise(Engine)

4. Advised wtr will be contacting wty admin to get part info and will send email once wtr has an update on when we anticipate engine will arrive

cust states
1. I really do appreciate you calling when you say you will
2. I can see the light at the end of the tunnel
3. When I was talking to Rob at the dlr in his office Rose came in and said that the long blocks are available

wtr states
1. Advised wtr will be contacting dlr later today and will either email cust today with update on ETA or first thing in the morning
2. Advised once wtr has ETA, wtr will be better able to set up expectation for next follow up

cust states
1. Sounds good
2. Thank you

*** Email - Internal Email Sent created on 10/13/2020 09:36:34 and created by Melissa Hight ***
wtr emailed wty admin FL021 @ rrowe@bonifacehiers.com

wtr states
1. Request part info for cust veh

*** Email - Internal Email Received created on 10/13/2020 09:41:48 and created by Melissa Hight ***
Rose, wty admin FL021 states
1. Part # 22HM1 2MK00
2. Order # DM1013

*** 10/14/2020 08:58:26 ***
Email is sent on 10/14/2020 08:56:41 by Melissa Hight
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 10/14/2020 08:56:41 and created by Melissa Hight ***
Dear [redacted]
I wanted to follow up and let you know it looks like the engine will most likely ship in the next day or two. I will verify shipment on Friday and let you know for sure if it is on the way to the dealer then. Please let me know if you have any questions in the interim. Thank you!
Sincerely,
Melissa
520.274.1103
Kia Motors America

*** Email - Internal Email Sent created on 10/14/2020 08:59:45 and created by Melissa Hight ***
wtr emailed SVCM FL021 @ rluongo@bonifacehiers.com; rrowe@bonifacehiers.com

wtr states
1. Advised engine is in picking status and should ship in the next day or so
2. Advised wtr will follow up Friday

*** Email - Internal Email Received created on 10/14/2020 14:47:16 and created by Melissa Hight ***

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J28MG[redacted]	[redacted]	405

Melbourne, FL 32904 08/27/2020 Dealer: FL021 Boniface-Hiers KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Noise(Engine)

Rose, wty admin FL021 states
1. I have already contacted the cust and let her know it should be here tomorrow

*** Email - Internal Email Received created on 10/16/2020 12:29:15 and created by Melissa Hight ***
Rose, wty admin states
1. Old engine is out
2. Looking at early next week for completion

*** Phone - Call - Outbound created on 10/16/2020 12:30:21 and created by Melissa Hight ***
wtr called cust @ ([redacted]

wtr states
1. Introduced self as ECR
2. Advised wtr following up regarding cust veh
3. Advised per wty admin, old engine is out and they are hoping to have repairs completed early next week
4. Advised wtr will plan to follow up with cust Tuesday and again after repairs are completed on veh to finalize offer for cust

cust states
1. Sounds wonderful
2. Thank you

*** Email - Internal Email Received created on 10/19/2020 06:56:48 and created by Melissa Hight ***
Rose, wty admin FL021 states
1. Veh should be finished today
2. Have already let the cust know

*** Email - Internal Email Received created on 10/19/2020 13:45:54 and created by Melissa Hight ***
Rose, wty admin FL021 states
1. Cust picked up veh
2. Paperwork is attached

*** Phone - Call - Outbound created on 10/20/2020 06:16:55 and created by Melissa Hight ***
wtr called cust @ ([redacted]

wtr states
1. Introduced self as ECR
2. Advised wtr following up after veh repairs
3. Advised wtr would like to offer 5/60 platinum maint plan as well as 3 veh payments as a 1x GW for cust

cust states
1. I would love that
2. Is there any way to get a longer plan and take less money

wtr states
1. Advised wtr can check to see if a longer maint plan is available
2. One moment (84/105 plan is available)
3. Advised cust wtr can change the offer to a 7 yr/105K mile plan and 2 veh payments if that would be better for cust

cust states
1. That would be amazing

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J28MG[redacted]	[redacted]	405

Melbourne, FL 32904 08/27/2020 Dealer: FL021 Boniface-Hiers KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Noise(Engine)

2. Thank you

wtr states
1. Advised wtr will send O&R to cust shortly
2. Request cust review the address as that is where the check will be sent
3. Advised once wtr receives all 3 pages back, wtr will send email to cust stating GW is being sent for processing
4. Advised processing is approx 45 days and cust will receive automated email to alert cust when processing is complete

cust states
1. Thank you

*** 10/20/2020 06:35:52 ***
Email is sent on 10/20/2020 06:34:51 by Melissa Hight
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]
Attachments:
[redacted] - [redacted] - O&R.pdf

*** Email - External Email Sent created on 10/20/2020 06:34:51 and created by Melissa Hight ***
Dear [redacted]
Per our conversation, please find our Offer and Release documents attached. Please print and sign, and return all 3 pages (1 page Offer, 2 page Release) to me by email, or you may fax to 866.852.6617, ATTN: Melissa - Case ID #. If you fax, please still reply to this email letting me know when, so that I may find it in that day's received faxes. Once received, our turnaround for processing is approximately 45 days, and you will receive an automated email once the check is sent.
Sincerely,
Melissa
520.274.1103
Kia Motors America

10/20/2020 13:09:51
Email is received on 10/20/20 13:09:42 from [redacted]

*** Email - External Email Received created on 10/20/2020 13:09:48 and created by Melissa Hight ***
Ok please don’t shoot me! I looked at the maintenance book and there is nothing but oil changes in year 6 and 7. Could I switch back to 5 year with 3 payments? I’m so very sorry for the issue.

[redacted]

*** 10/20/2020 13:58:53 ***
Email is sent on 10/20/2020 13:57:46 by Melissa Hight
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 10/20/2020 13:57:46 and created by Melissa Hight ***
Dear [redacted]

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 K5 5XXG 4J28MG[redacted]	[redacted]	405

Melbourne, FL 32904 08/27/2020 Dealer: FL021 Boniface-Hiers KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Noise(Engine)

I am not sure what you are looking at, but I was reviewing the brochure
here: https://www.kia.com/us/content/dam/kia/us/en/cpo-assets/brochure/pdfs/Kia-Care-Choice-Maint_Brochure.pdf

If you still want me to change the offer after looking that over that is totally fine and I will gladly do so.

Sincerely,
Melissa
520.274.1103
Kia Motors America

10/20/2020 14:09:41
Email is received on 10/20/20 14:09:31 from [redacted]

*** Email - External Email Received created on 10/20/2020 14:09:39 and created by Melissa Hight ***
I mean for me to have done there is nothing but oil changes. I'm still looking at it, the book only says more frequently for severe conditions. I just got a breakdown of service intervals from Rose showing what gets done at mileage/date so I am looking it over now. This covers anything that the book requires correct? I believe that is what you said.

I am so sorry for the confusion and my indecision,
[redacted]

*** Phone - Call - Inbound created on 10/21/2020 08:21:11 and created by Melissa Hight ***
cust states
1. I had some other questions for you on this
2. I talked to Rose at FL021 and she was telling me that I need to go by the severe maintenance schedule
3. Can you explain this more to me

wtr states
1. Apologized for confusion
2. Advised cust of coverage for maintenance plan
3. Advised per WCIM, cust would need to follow severe plan if applicable
4. Advised if no recommended interval, it would default to regular maintenance schedule

cust states
1. Ok thank you
2. We will look everything over and get back to you
3. I'm sorry for the confusion

wtr states
1. Advised if cust would prefer to revert to previous offer, request cust let wtr know so wtr can update the offer
2. Advised if cust would like to proceed with current offer, cust can simply sign and return it

cust states
1. Thank you

10/21/2020 08:50:54
Email is received on 10/21/20 08:50:04 from [redacted]
Attachments:

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J28MG[redacted]	[redacted]	405

Melbourne, FL 32904 08/27/2020 Dealer: FL021 Boniface-Hiers KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Noise(Engine)

PXL_20201021_154559990.jpg
PXL_20201021_154608559.jpg
PXL_20201021_154618164.jpg

*** Email - External Email Received created on 10/21/2020 08:50:09 and created by Melissa Hight ***
Here are the documents. We agree this is best for us.

Thank you so much,
[redacted]

*** Phone - Call - Outbound created on 10/21/2020 09:10:21 and created by Melissa Hight ***
wtr called cust @ ([redacted]

no answer - left VM
wtr states
1. Introduced self as ECR
2.Advised wtr made a typo on O&R and will be sending corrected O&R to cust
3. Request cust submit corrected O&R to wtr instead
4. Provided case # and wtr phone

*** 10/21/2020 09:13:36 ***
Email is sent on 10/21/2020 09:12:10 by Melissa Hight
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]
Attachments:
[redacted] - Faubel - updated O&R.pdf

*** Email - External Email Sent created on 10/21/2020 09:12:10 and created by Melissa Hight ***
Dear [redacted]
I am so sorry. I received your documents and realized I had made a typo in the mileage listed for the plan. I have corrected that and attached the corrected documents. If you would, please print, sign, and return this copy. Again, my apologies.
Sincerely,
Melissa
520.274.1103
Kia Motors America

10/21/2020 09:26:34
Email is received on 10/21/20 09:25:42 from [redacted]
Attachments:
PXL_20201021_162222955.jpg
PXL_20201021_162227960.jpg
PXL_20201021_162232596.jpg

*** Email - External Email Received created on 10/21/2020 09:25:47 and created by Melissa Hight ***
No worries!

10/25/2020 08:21:08

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J28MG[redacted]	[redacted]	405

Melbourne, FL 32904 08/27/2020 Dealer: FL021 Boniface-Hiers KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Noise(Engine)

Email is received on 10/25/20 08:21:01 from [redacted]

*** Case note has been appended from duplicated auto-case on 10/26/2020 07:00:05 (PST)

Comments from Tows in first 90 Days

R/A towed vehicle to UNKNOWN.Please contact dealer to determine the reason for tow and contact the customer for assistance.

- For Reference -09/26/2020
Caller Name : [redacted]
Caller Phone : [redacted]
Dispatched : 10/25/2020 12:00:43
Tow Provider : GM TOWING
Service Id and Service Problem : Tow Vehicle Inoperable

*** Email - External Email Received created on 10/25/2020 08:21:05 and created by Melissa Hight ***
Omg! Please call me asap! My car died at Disney

*** 10/26/2020 08:29:56 ***
Goodwill #: 181825 Submitted

*** 10/26/2020 08:30:08 ***
Goodwill #: 181824 Submitted

*** Email - Internal Email Received created on 10/26/2020 08:32:18 and created by Melissa Hight ***
Rose, wty admin FL021 states
1. Cust veh is here
2. Veh shut off and will not restart

*** Case note has been appended from duplicated auto-case on 10/27/2020 01:10:46 (PST)

Comments from Techline Escalation

Techline case [redacted] created on 26-OCT-20 by FL021.
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--
TL Case created by (Dealer Technician) : Greg Cepero
TL Case creator phone :
TL Case creator email : kiatechgreg@gmail.com
Below are the notes from the TL case describing the concern:

[Problem Description]
replace motor 200 mile ago car came back missing ran fault code search code p017200 system too rich (bank 1) reset all dtc code and also all adaptive values also ran data analysis no missing on graph disconnect mas air flow sensor car ran perfect please advice following procedure

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J28MG[redacted]	[redacted]	405
Melbourne, FL 32904		08/27/2020	Dealer: FL021 Boniface-Hiers KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Noise(Engine)

[Diagnostics Performed]
ran fault code search code p017200 system too rich (bank 1) reset all dtc code and also all adaptive values also ran data analysis no missing on graph disconnect mas air flow sensor car ran perfect please advice following procedure

*** Phone - Call - Inbound created on 10/27/2020 05:45:32 and created by Melissa Hight ***
cust left VM

cust states
1. I came over here to Disney and now my veh won't start
2. I had to rent a veh and have the veh towed to the dlr
3. I need to talk to you about getting reimbursed for that
4. Please give me a call
5. Thank you

*** Phone - Call - Inbound created on 10/27/2020 09:54:40 and created by Melissa Hight ***
cust states
1. I am so disappointed
2. I was going to Disney and my veh died when I was in the middle of the line for parking
3. They let me put the veh out in the lot where they do ridesharing since they are not doing that right now
4. I started contacting RSA and went back and forth with RSA and they ended up charging me for the tow
5. They said I couldn't get a rental and couldn't ride with the tow driver
6. I ended up spending over 3 hrs on the phone and 7 rental car companies before I found a company that would come pick me up
7. I went and dropped off the rental and picked up the loaner from FL021
8. I was supposed to go with my daughter to Birmingham AL and now I can't even take my veh up there
9. I can't even take my veh to Disney

wtr states
1. Apologized
2. Advised based on cust info, veh was not disabled far enough away for cust veh to meet the criteria for trip interruption

cust states
1. Rose told me that they are going to take care of that

wtr states
1. Advised wtr is happy to hear that
2. Advised wtr is happy to contact FTS to see if he is able to provide any insight into this case
3. Request if there were any specific details cust can recall regarding the veh

cust states
1. I had driven about 60 miles with the smart system and **LANE ASSIST** on at about 70 mph with the cruise on
2. I was then going about 55 and hit the gas for it to downshift and the light for the smart system went from green to yellow to red and the veh did not downshift
3. The RPMs never went over 2500 but it had a high pitched whining noise and it would not go over 69 mph with the gas pedal to the floor
4. I basically had to slam on brakes to avoid rear-ending a semi and I switched between all the drive modes and it happened in all the drive modes
5. I was then driving about 60 mph and it would hiccup like it was missing gas or air

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 K5 5XXG 4J28MG[redacted]	[redacted]	405

Melbourne, FL 32904 08/27/2020 Dealer: FL021 Boniface-Hiers KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Noise(Engine)

6. There wasn't any difference to the noise, but it seemed like it was missing something
7. I drove 8 miles then to get to Disney
8. I was in the car line and that's when it stalled
9. I had to push the button with my left hand and yank it into drive with my right hand so that it wouldn't die on me
10. I took a pic of the dash and the videos I recorded
11. The check forward safety system and auto hold message was on
12. On the upper right it had the yellow triangle with the ! mark and the traction control light and EPB lights were on
13. At what time do we just look at this veh as a lemon

wtr states
1. Apologized
2. Advised wtr will send ack letter to cust and request cust review WCIM for more info
3. Advised review can take up to 2 weeks
4. Advised wtr will continue to follow up throughout remainder of repair as well
5. Request if cust has any additional questions at this time

cust states
1. No thank you

*** 10/27/2020 10:35:19 ***
Email is sent on 10/27/2020 10:34:38 by Melissa Hight
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]
Attachments:
Acknowledgement Letter - [redacted] - Faubel.pdf

*** Email - External Email Sent created on 10/27/2020 10:34:38 and created by Melissa Hight ***
Dear [redacted]
Per our conversation, please find our review documents attached. Please print, sign, and return all pages, as well as the list of requested documents to me by email, or you may fax to 866.852.6617, ATTN: Melissa- Case ID #. If you fax, please still reply to this email letting me know when, so that I may find it in that day's received faxes. Once received, our review may take up to 2 weeks, and if your repairs are finished during this review, you will need to pick up your vehicle pending our review being completed. For more information, see your Warranty Consumer Information Manual.
Sincerely,
Melissa
520.274.1103
Kia Motors America

*** Email - Internal Email Sent created on 10/27/2020 10:46:03 and created by Melissa Hight ***
wtr emailed FTS regarding cust veh concerns

*** Phone - Call - Outbound created on 10/27/2020 10:46:42 and created by Melissa Hight ***
wtr called Rose, wty admin FL021 @ 443-771-2067

wtr states
1. Introduced self as ECR
2. Advised wtr following up on cust veh
3. Advised wtr emailed FTS as a heads up

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J28MG[redacted]	[redacted]	405

Melbourne , FL 32904 08/27/2020 Dealer: FL021 Boniface-Hiers KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Noise(Engine)

Rose states
1. T/L just said to replace the MAF sensor
2. We will have to get it ordered
3. Is there any way you can help with the tow/rental reimbursement for the cust

wtr states
1. Advised wtr would have to review, but wtr is not certain if wtr would be able to offer additional GW to cust
2. Request if wty admin has reviewed with DPSM

Rose states
1. No not yet
2. I'll email you both later on it

wtr states
1. Thank you

10/27/2020 10:53:24
Email is received on 10/27/20 10:52:45 from [redacted]
Attachments:
PXL_20201025_112224804.jpg

*** Email - External Email Received created on 10/27/2020 10:52:50 and created by Melissa Hight ***

<For Internal Use Only
picture>

*** Email - Internal Email Received created on 10/30/2020 07:21:38 and created by Melissa Hight ***
FTS states
1. MAF sensor was replaced and that repaired veh

*** Phone - Call - Outbound created on 10/30/2020 07:22:53 and created by Melissa Hight ***
wtr called cust @ ([redacted]

wtr states
1. Introduced self as ECR
2. Advised wtr following up
3. Advised per FTS dlr replaced MAF sensor
4. Advised wtr understands dlr is going to be test driving veh prior to releasing veh
5. Advised wtr will plan to follow up with cust next week

cust states
1. I'm cautiously optimistic
2. I appreciate you following up with me

*** Email - Internal Email Received created on 10/30/2020 14:20:18 and created by Melissa Hight ***
Rose, wty admin FL021 states
1. Cust picked up veh today

*** Phone - Call - Outbound created on 11/03/2020 08:23:59 and created by Melissa Hight ***
wtr called cust @ ([redacted]

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 K5 5XXG 4J28MG[redacted]	[redacted]	405

Melbourne, FL 32904 08/27/2020 Dealer: FL021 Boniface-Hiers KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Noise(Engine)

wtr states
1. Introduced self as ECR
2. Advised wtr understands cust did pick up veh
3. Request how veh has performed since pick up

cust states
1. I have not really had a chance to drive it much
2. I am still debating what I want to do this weekend

wtr states
1. Advised wtr will follow up once review is complete as well

cust states
1. Ok thank you

11/06/2020 12:02:08
Email is received on 11/06/20 12:01:58 from [redacted]

*** Email - External Email Received created on 11/06/2020 12:02:05 and created by Melissa Hight ***
Afternoon. We have another issue with the car
.....now my gas door will not open putting me in a bind and I'm having to drop everything and go to the dealer to have it addressed just to put gas in the car.

[redacted]

*** Phone - Call - Outbound created on 11/06/2020 12:05:32 and created by Melissa Hight ***
wtr called Rose, wty admin FL021 @ 443-771-2067

no answer - left VM
wtr states
1. Introduced self as ECR
2. Advised cust informed wtr of another concern that veh is returning to have addressed
3. Request update once available

*** 11/06/2020 12:07:46 ***
Email is sent on 11/06/2020 12:06:48 by Melissa Hight
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 11/06/2020 12:06:48 and created by Melissa Hight ***
Dear [redacted]
I am so sorry to hear that! I will be contacting the dealer and will follow up with you next week as I will be leaving slightly early today.
Sincerely,
Melissa
520.274.1103
Kia Motors America

*** Email - External Email Sent created on 11/06/2020 12:06:48 and created by Melissa Hight ***

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 K5 5XXG 4J28MG[redacted]	[redacted]	405

Melbourne, FL 32904 08/27/2020 Dealer: FL021 Boniface-Hiers KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Noise(Engine)

Dear [redacted]
I am so sorry to hear that! I will be contacting the dealer and will follow up with you next week as I will be leaving slightly early today.
Sincerely,
Melissa
520.274.1103
Kia Motors America

11/06/2020 14:07:08
Email is received on 11/06/20 14:07:01 from [redacted]

*** Email - External Email Received created on 11/06/2020 14:07:06 and created by Melissa Hight ***
Ok after going back and forth we all figured out it would not open with the doors locked.

None of us knew that would happen lol

Issue resolved!

*** 11/09/2020 08:10:56 ***
Email is sent on 11/09/2020 08:10:00 by Melissa Hight
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 11/09/2020 08:10:00 and created by Melissa Hight ***
Dear [redacted]

I am so happy to hear it was something small. I hope you enjoy your trip and I will follow up again once the review is completed per your request. Thank you!

Sincerely,
Melissa
520.274.1103
Kia Motors America

*** Email - External Email Sent created on 11/09/2020 08:10:00 and created by Melissa Hight ***
Dear [redacted]

I am so happy to hear it was something small. I hope you enjoy your trip and I will follow up again once the review is completed per your request. Thank you!

Sincerely,
Melissa
520.274.1103
Kia Motors America

*** 11/11/2020 16:24:34 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 181824 Final Approved

*** 11/11/2020 16:24:35 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 11/11/2020 16:24:35 (GMT-08:00) Pacific Time (US & Canada) by Siebel System - Auto Message

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J28MG[redacted]	[redacted]	405

Melbourne, FL 32904 08/27/2020 Dealer: FL021 Boniface-Hiers KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Noise(Engine)

To: [redacted]
Cc: [redacted]
Title: Update from Kia, Case # [redacted]

Dear [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

*** 11/12/2020 08:45:54 ***
Email is sent on 11/12/2020 08:45:30 by Melissa Hight
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case# [redacted]

*** Email - External Email Sent created on 11/12/2020 08:45:30 and created by Melissa Hight ***
Dear [redacted]
I wanted to follow up with you and let you know I am sending your case to another department for additional review. Please allow 2-3 business days for follow up. Thank you.
Sincerely,
Melissa
520.274.1103
Kia Motors America

*** Email - External Email Sent created on 11/12/2020 08:45:30 and created by Melissa Hight ***
Dear [redacted]
I wanted to follow up with you and let you know I am sending your case to another department for additional review. Please allow 2-3 business days for follow up. Thank you.
Sincerely,
Melissa
520.274.1103
Kia Motors America

*** 11/12/2020 08:46:51 ***
Dispatched from WIPBin = 6. Goodwill submitted to Queue Southern Region Admin by Melissa Hight
Reason:

11/12/2020 09:04:36
Email is received on 11/12/20 09:04:29 from [redacted]

*** Email - External Email Received created on 11/12/2020 09:04:34 and created by Melissa Hight ***
Thank you, so is this still the original review from a couple of weeks ago?

*** Phone - Call - Outbound created on 11/16/2020 06:52:25 and created by Melissa Hight ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J28MG[redacted]	[redacted]	405

Melbourne, FL 32904 08/27/2020 Dealer: FL021 Boniface-Hiers KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Noise(Engine)

wtr called cust @ ([redacted]

wtr states
1. Introduced self as ECR
2. Advised wtr following up regarding review
3. Advised at this time Kia is not offering a repurchase/replacement at this time
4. Advised wtr also wanted to update cust on status of GW
5. Advised check has been issued
6. Advised cust plan has not yet been issued

cust states
1. My phone is not charging in the wireless dock
2. I will have to take it back in
3. Is there anything else Kia would offer based on the experience I had breaking down at Disney

wtr states
1. Apologized
2. Advised wtr and cust had previously agreed on GW and at this time, wtr would not have a way of offering additional GW for cust

cust states
1. Ok it was worth an ask
2. Once you do get the plan number can you please email it to me
3. I still have just the one key

wtr states
1. Of course

cust states
1. Thank you

*** 11/25/2020 18:18:35 ***
Email is sent on 11/25/2020 18:18:03 by Melissa Hight
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 11/25/2020 18:18:03 and created by Melissa Hight ***
Dear [redacted]
I just received notice that your plan is active and your plan # J00054881942. Thank you!
Sincerely,
Melissa
Kia Motors America

*** Email - External Email Sent created on 11/25/2020 18:18:03 and created by Melissa Hight ***
Dear [redacted]
I just received notice that your plan is active and your plan # J00054881942. Thank you!
Sincerely,
Melissa
Kia Motors America

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 K5 5XXG 4J28MG[redacted]	[redacted]	405

Melbourne, FL 32904 08/27/2020 Dealer: FL021 Boniface-Hiers KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Noise(Engine)

11/26/2020 04:28:39
Email is received on 11/26/20 04:28:25 from [redacted]

*** Email - External Email Received created on 11/26/2020 04:28:32 and created by Melissa Hight ***
Thank you! Happy Thanksgiving!
[redacted]

12/03/2020 13:50:12
Email is received on 12/03/20 13:49:55 from [redacted]

*** Email - External Email Received created on 12/03/2020 13:50:08 and created by Melissa Hight ***
Hi Melissa,

I was just at Kia dripping the car for some small issues and realized I never got the copy of my window sticker we discussed a while back. Can you check on that? I would really like to have one.

Thank you
[redacted]

*** 12/03/2020 13:57:35 ***
Email is sent on 12/03/2020 13:57:04 by Melissa Hight
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]
Attachments:
Faubel sticker.pdf

*** Email - External Email Sent created on 12/03/2020 13:57:04 and created by Melissa Hight ***
Dear [redacted]
Sorry about that. Here you go!
Sincerely,
Melissa
Kia Motors America

12/07/2020 11:20:06
Email is received on 12/07/20 11:19:46 from [redacted]

*** Email - External Email Received created on 12/07/2020 11:20:01 and created by Melissa Hight ***
thank you!

*** 12/07/2020 17:21:21 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 181825 Final Approved

*** 12/14/2020 10:03:04 ***
Closed by Melissa Hight with Resolution Code : Goodwill Issued
[Resolution Summary]

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J28MG[redacted]	[redacted]	405

Melbourne , FL 32904 08/27/2020 Dealer: FL021 Boniface-Hiers KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Noise(Engine)

12/17/2020 04:20:01
Email is received on 12/17/20 04:19:53 from [redacted]

*** Email - External Email Received created on 12/17/2020 04:19:57 and created by Melissa Hight ***
Good Morning!
I finally got my coupon book! Please correct me if I'm wrong but wasn't there supposed to be additional coupons for discounts on other services in the future. The book only contained 11 oil changes and 11 filter changes.

Thanks
[redacted]

*** 12/17/2020 09:35:33 ***
Email is sent on 12/17/2020 09:33:56 by Melissa Hight
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 12/17/2020 09:33:56 and created by Melissa Hight ***
Dear [redacted]

I checked on this, but the booklet is accurate in what it contains. If I told you about any coupons in error, that is my mistake and I am terribly sorry for that. Please let me know if you have any further questions. Thank you!

Sincerely,
Melissa
520.274.1103
Kia Motors America

*** Email - External Email Sent created on 12/17/2020 09:33:56 and created by Melissa Hight ***
Dear [redacted]

I checked on this, but the booklet is accurate in what it contains. If I told you about any coupons in error, that is my mistake and I am terribly sorry for that. Please let me know if you have any further questions. Thank you!

Sincerely,
Melissa
520.274.1103
Kia Motors America

*** 12/24/2020 10:42:09 ***
Closed by Melissa Hight with Resolution Code : Goodwill Issued
[Resolution Summary]

*** 11/09/2021 11:45:51 ***
Reopened by Kayla Harlow with Sub Status of Working

*** Phone - Call - Inbound created on 11/09/2021 12:09:39 and created by Kayla Harlow ***
Warranty Administrator states:
1. I had a questing in regards to the customer's maintenance package for JM&A
2. The customer came in and was using the package and when we went to file it with JM&A we realized it was only good for a synthetic blend not full synthetic

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J28MG[redacted]	[redacted]	405
Melbourne , FL 32904		08/27/2020	Dealer: FL021	Boniface-Hiers KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Noise(Engine)

3. The K5 can only have full synthetic
4. with that I was wondering if there is anything that we can do to make this right
5. we covered the difference the last time she was in but it isn't fair to us or the customer when she was told that her maintenance would be covered

Writer states:
1. writer will reopen case and document
2. will have to research and follow up

Warranty admin states:
1. thank you

*** Phone - Call - Outbound created on 11/10/2021 11:21:12 and created by Kayla Harlow ***
Writer contacted warranty admin Rose @ FL021
Writer states: LVM
1. calling from KCAC
2. advise of customer information
3. advise following up on maintenance question
4. request call back to further discuss
5. 800# case#

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0MG[redacted]	[redacted]	2,000

Indianapolis IN 4 240 08/19/2020 Dealer: IN033 Napleton KIA of Carmel

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Accelerator Operation

Case History

*** 10/08/2020 09:24:04 (GMT-07:00) Arizona ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 10/08/2020 09:24:08 (GMT-07:00) Arizona and created by Jeremy Carrifee ***
Customer states: [redacted]
1. I have a crack in the windshield
2. The UVO system kept shutting down and black out that happened 5 times
3. The car was also jerking
4. The **LANE ASSIST** was off
5. The dlr is testing it now
6. Also in **CRUISE CONTROL** the the car wants to steer itself
7. A rock hit the windshield
8. The dlr said the felt it as well for the **CRUISE CONTROL**

Writer states:
1. Apologized
2. Advised customer a rock hitting the windshield is not covered under warranty
3. The cruise should not steer the car
4. The dlr can get in contact with TL as well if needed
5. We will call them and get more information
6. Gave customer case info

Customer states;
1. Thank you

*** 10/08/2020 09:29:04 (GMT-07:00) Arizona ***
Dispatched from WIPBin = Default to Queue Callcenter by Jeremy Carrifee
Reason:

*** 10/08/2020 10:33:34 ***
Accepted from Queue Callcenter to WIPBin Default by Cinthya Espinoza-Peregrina

*** 10/08/2020 11:32:46 ***
Dispatched from WIPBin Default to Queue ZZ Lisa Maynard by Cinthya Espinoza-Peregrina

*** 10/08/2020 12:20:09 ***
Accepted from Queue ZZ Lisa Maynard to WIPBin Default by Lisa Maynard

*** Phone - Call - Outbound created on 10/09/2020 05:19:22 and created by Lisa Maynard ***
***OUTBOUND CALL TO IN 033 ***
Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] NOBLESVILLE IN [redacted]
VIN: 5XYP5DHC0MG[redacted]
MY and Mileage: 2021 telluride 2706
Most recent RO #: [redacted]
Open Date - 10/7/2020
Close Date - 10/8/2020
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis:
Customer states uvo system and dash will shut off while driving

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0MG[redacted]	[redacted]	2,000

Indianapolis IN 4 240 08/19/2020 Dealer: IN033 Napleton KIA of Carmel

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Accelerator Operation

Dealer states we have a new range sensor on order
Able to Duplicate (Y or N): y
Repeat Repair (Y/N), if so, how many times?:
Repair History of current concern with dates (Open and Closed) and mileage:
Dates
RO #
Customer states
Dealer states
ETA for completion of repairs (if applicable):
Parts on order (Y/N), if so obtain part#, order#: y
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): IN 033
Original Owner (Y or N): Y
What is current Customer Request (if needed):

*** 10/09/2020 05:25:13 ***
Closed by Lisa Maynard with Resolution Code : Concerns Recorded
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC2LG[redacted]	[redacted]	8,841
,	,	05/0 /2019	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Case History

*** 10/13/2020 12:08:39 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 10/13/2020 12:00:33 and created by Treyvon Cook ***
Kelly from progressive states

1. The customer was driving
2. Rear collision did not engage
3. is there a process to get the vehicle inspected, due to manufacturing defect?

Wtr states
1. Verified customer information
2. I recorded your concerns and opened a case for you
3. Customer states tried to hit brakes and hit the vehicle twice.

Wtr states
1. Someone will reach out to the you and the customer within 2-2. business days

kelly states
1. ok thank you

* thanked and call ended

Kelly Progressive : 716 810 1503

*** Phone - Call - Outbound created on 10/13/2020 12:24:41 and created by Treyvon Cook ***

[redacted] (owner)
1.driving south on I-87 exiting [redacted]
2. I was driving with **ADAPTIVE CRUISE CONTROL**.
3. We approached the toll booth and the car didn't slow down.
4. I pressed the brakes and nothing happened.
5. We hit delivery van , it moved up and I hit it again.
6. We pulled over and the steering wheel airbag deployed
7. The car is equipped with forward collision and nothing happened

Wtr states
1. Verified information
2. Apologized for the inconvenience.
3. Advised case will be escalated

* ran accident script.

* provided case number

* thanked and call ended

*** Note - Others created on 10/16/2020 14:02:39 and created by Treyvon Cook ***

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC2LG[redacted]	[redacted]	8,841
,	,	05/0 /2019	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

CUSTOMER “ALLEGES” PRODUCT LIABILITY:
Dispatching Case to NCA
1. customer states forward collision did not stop vehicle
2. Vehicle is currently down at insurance
3. Customer is requesting investigation on cause of collision
4. Please review and follow up accordingly

*** 10/16/2020 14:04:49 ***
Dispatched from WIPBin = Default to Queue National CA by Treyvon Cook
Reason:

*** 10/19/2020 07:16:58 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 10/19/2020 07:25:06 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 24/24 of Samuel Kim by Jeff Stroup
Reason:

*** 10/19/2020 17:19:32 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 24/24 and Sub Status of Assigned

*** Phone - Call - Inbound created on 10/20/2020 07:02:36 and created by Erica Killen ***
wrt spoke to (owners insurance) progressive

cust states
1. calling about the status update on the case

wrt states
1.apologized
2. adv the case was submitted to the NCA Friday should have that cm assigned and phone call tomorrow

cust states
1.okay thank you

*** Phone - Call - Outbound created on 10/22/2020 14:10:28 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called Progressive Insurance and spoke with Kelly (800)776-4737
Writer states:
1. Calling in regards to a 2020 Kia Telluride

Insurance states:
1. [redacted] advised, it was involved in an accident October 7th
2. He did state he did have it on **CRUISE CONTROL**
3. As he entered an off-ramp, the vehicle would not slow down
4. He stated he rear-ended the vehicle in front of him and it continued to go forward and hit the vehicle a 2nd time
5. My customer felt like he was not at fault

Writer states:
1. Requested copy of Police Report
2. Let me get this reviewed and I will follow up with you
3. Gave call back number

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC2LG[redacted]	[redacted]	8,841
,	,	05/0 /2019	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Insurance states:
1. It was the State Police that came to the scene
2. It looks like we didn't receive the Police Report as of today

*** 10/22/2020 14:25:53 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 10/19 (Monday) and Sub Status of Assigned

*** Note - Others created on 10/22/2020 15:47:18 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
IAA Albany branch in Schenectady, NY. Stock number 28701485

*** Phone - Call - Inbound created on 10/23/2020 21:39:47 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received message from Claims Generalist Kelly Sitarski at Progressive Insurance:
1. Hi Sam
2. This is Kelly calling from Progressive
3. I know we spoke yesterday in regards to a mutual customer for Mr. [redacted]
4. With a 2020 Kia Telluride, VIN 5XYP5DHC2LG[redacted]
5. I just wanted to call and let you know that I did review with my supervisors
6. And it definitely looks like we would be okay to release the vehicle to you guys
7. I just kind of wanted set timeframe, expectations, when the pickup would take place, how many days the vehicle would be at the Kia dealership
8. You know, we advise no longer than 3 to 5 days and just confirm that this is no expense to Progressive
9. Once you have a chance, could you please give me a call back at (716)810-1503
10. And please reference claim number [redacted]
11. And also because of the time difference, I am going to send you a quick email as well
12. Thanks so much, have a great day, bye

*** Email - External Email Received created on 10/23/2020 21:41:10 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from Claims Generalist Kelly Sitarski at Progressive Insurance (kelly_a_sitarski@progressive.com)
Hello Sam,

This is Kelly reaching out from Progressive we spoke yesterday about a diagnostic testing for Mr. [redacted] vehicle. I reviewed with my supervisor and we are able to release the vehicle to Kia to be moved to a dealership.

There are just a few things I need to confirm before we do so.

I would need to know the time expectations; when the vehicle will be picked up and the date the vehicle would be dropped back off at IAA. We are hoping that the vehicle will not be at the Kia dealership for longer that 3-5 days.

I also need to confirm this is no expense for Progressive.

Once we can schedule a day the vehicle will be picked up I will call IAA and let them know that we give permission for Kia to remove the vehicle from IAA and the date the vehicle will be dropped back off.

I hope to hear from you soon, have a great day!
Cl# [redacted]

Kelly Sitarski

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC2LG[redacted]	[redacted]	8,841
,	,	05/0 /2019	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Progressive Insurance • Claims Generalist w716.810.1503 f833.905.1748

*** Note - Others created on 10/28/2020 16:29:20 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Reviewed case w/ KMA Legal Engineer (909E):
1. The Forward Collision-Avoidance Assist (FCA) is not designed to detect buildings like toll booths, and the customer must always be in control and attentive to the situation
2. Refer customer to OM
3. Have FTS remove ACU and ship to KMA

*** 10/28/2020 16:36:48 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Under Review and Sub Status of Assigned

*** Email - External Email Received created on 10/29/2020 13:45:35 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from Claims Generalist Kelly Sitarski at Progressive Insurance (kelly_a_sitarski@progressive.com)
Hello Sam,

This is Kelly reaching out from Progressive we spoke yesterday about a diagnostic testing for Mr. [redacted] vehicle. I reviewed with my supervisor and we are able to release the vehicle to Kia to be moved to a dealership.

There are just a few things I need to confirm before we do so.

I would need to know the time expectations; when the vehicle will be picked up and the date the vehicle would be dropped back off at IAA. We are hoping that the vehicle will not be at the Kia dealership for longer that 3-5 days.

I also need to confirm this is no expense for Progressive.

Once we can schedule a day the vehicle will be picked up I will call IAA and let them know that we give permission for Kia to remove the vehicle from IAA and the date the vehicle will be dropped back off.

I hope to hear from you soon, have a great day!
CI# [redacted]

Kelly Sitarski
Progressive Insurance • Claims Generalist
w716.810.1503 f833.905.1748

*** 10/29/2020 13:46:45 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 10/23 (Friday) and Sub Status of Assigned

*** Phone - Call - Outbound created on 10/29/2020 14:13:47 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called Progressive Insurance and spoke with Claims Generalist Kelly Sitarski (716)810-1503:
Writer states:
1. Calling in regards to claim number [redacted]
2. Would Progressive allow us to send an FTS to remove the module and have it shipped to us?
3. I will email you to confirm
4. Thank you

Insurance states:

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC2LG[redacted]	[redacted]	8,841
,	,	05/0 /2019	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

1. I would say just to safe have the same gentleman just drop it off on the front seat
2. I will call IAA on Monday

*** 10/29/2020 15:10:19 (GMT-08:00) Pacific Time (US & Canada) ***
Inspection requested by Samuel
Request Code: PL-90202-[redacted]102920
Request Details: Remove the Supplemental Restraint System Control Module ("SRSCM") and ship it to:

Samuel Kim
111 Peters Canyon Road
Irvine, CA 92606

Vehicle is located at:

Insurance Auto Auctions
1210 Kings Road
Schenectady, NY 12303-2812
(518)347-3810
Stock #28701485

*** Email - External Email Received created on 10/29/2020 15:13:16 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from Claims Generalist Kelly Sitarski at Progressive Insurance (kelly_a_sitarski@progressive.com)
Already called and taken care of ☺

The stock number needed is 28701485

Kelly Sitarski
Progressive Insurance • Claims Generalist
w716.810.1503 f833.905.1748

*** 10/29/2020 17:38:09 ***
An FTS is scheduled to inspect this VIN on 10/30/2020 at 90202.

*** 11/02/2020 08:22:31 ***
An FTS is scheduled to inspect this VIN on 11/10/2020 at 90202.

*** Note - Others created on 11/10/2020 14:39:24 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
FTS retrieved ACU

*** Email - External Email Received created on 11/10/2020 14:39:55 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from Claims Generalist Kelly Sitarski at Progressive Insurance (kelly_a_sitarski@progressive.com)
Hi Sam,

Thank you for the update. Sorry for me delay.

Do you mind also contacting me when he will be dropping it back off as well and the results of the testing?

Thank you ☺
Kelly Sitarski

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC2LG[redacted]	[redacted]	8,841
,	,	05/0 /2019	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Progressive Insurance • Claims Generalist w716.810.1503 f833.905.1748

*** 11/10/2020 16:59:20 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin FTR Inspection and Sub Status of Assigned

*** Letter - Letter Received created on 11/18/2020 14:52:03 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received ACU from FTS via Fedex. Tracking number 398800698417

*** Note - Others created on 11/18/2020 21:05:25 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Reviewed case w/ KMNA SEC Engineer (047E):
1. EDR data shows the customer had the **SMART CRUISE CONTROL** (**SCC**) set, on, and with a set speed of 71MPH
2. Forward Collision-Avoidance Assist (FCA) activated per specifications at -2.6 seconds with a level 1 warning, at which point we see the customer take their foot off of the accelerator pedal. The system then adjusts to a level 2 warning, and finally level 3 intervention just before the crash
2. The **SCC** did not brake the vehicle sooner because the driver was overriding the commanded acceleration with their foot
4. At not point is the brake pedal pressed

*** 11/18/2020 21:16:21 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Under Review and Sub Status of Assigned

*** Email - External Email Received created on 11/19/2020 13:49:37 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from Claims Generalist Kelly Sitarski at Progressive Insurance (kelly_a_sitarski@progressive.com)
Hello Sam!

Just checking in for a quick update, thank you!

Kelly Sitarski
Progressive Insurance • Claims Generalist w716.810.1503 f833.905.1748

*** Email - External Email Sent created on 11/19/2020 14:06:11 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Sent email to Claims Generalist Kelly Sitarski at Progressive Insurance (kelly_a_sitarski@progressive.com)
Hi Kelly,

Please see the attached EDR Report. It appears the driver:

- The **SMART CRUISE CONTROL** ("**SCC**") was set at the set speed of 71MPH.
- The Forward Collision-Avoidance Assist ("FCA") activated at -2.6 seconds and the driver took their foot off the accelerator pedal but the driver NEVER applies the brakes during the 5 seconds leading up to the crash.
- The FCA did decrease the vehicle speed by approximately 13.1MPH from the time the FCA activated to the time of the crash.
- Per our Owner's Manual, the "FCA does not stop the vehicle completely and does not avoid all collisions due to system limitations." It is the driver's responsibility to "Pay attention to the road conditions at all times".

Thank you for all your help with this, we will have our Field Specialist leave the ACU on the front seat of the vehicle.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC2LG[redacted]	[redacted]	8,841
,	,	05/0 /2019	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

*** Letter - Letter Sent created on 11/19/2020 14:52:18 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Sent ACU to FTS via Fedex. Tracking number 614371520488

*** Email - External Email Received created on 11/19/2020 14:58:42 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from Claims Generalist Kelly Sitarski at Progressive Insurance (kelly_a_sitarski@progressive.com)
Thank you so much for the update, I hope you have a great day!

Kelly Sitarski
Progressive Insurance • Claims Generalist w716.810.1503 f833.905.1748

*** Note - Others created on 10/29/2020 14:31:44 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

<For Internal Use Only
.>

*** 11/19/2020 14:59:37 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Samuel Kim with Resolution Code : Information Given
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP2DHC9LG[redacted]	[redacted]	35,470
,	,	04/2 /2019	Dealer:	

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

Case History

*** 10/15/2020 08:56:29 (GMT-07:00) Arizona ***
Contact = [redacted], Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 10/15/2020 08:56:37 (GMT-07:00) Arizona and created by Brenda Hernandez ***
Customer states:
1. We received a notice for the service campaign
2. The **CRUISE CONTROL** does not work as part of the service campaign
3. We wanted to know if there was any way to turn this back on without getting the service campaign completed

Writer states:
1, Apologized
2. Advised that customer would need to have the service campaign completed on vehicle for **CRUISE CONTROL** to work

Customer states:
1. Thank you

*** 10/15/2020 08:58:32 (GMT-07:00) Arizona ***
Closed by Brenda Hernandez with Resolution Code : Information Given
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC4LG[redacted]	[redacted]	19,2 5
Liberty Lake WA 99019		05/09/2019	Dealer: WA030 George Gee KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

Case History

Dealer : George Gee KIA
Technician : Joshua Dotson
Service Manager : ROBERT HORNBY
Dealer Phone :
DPSM : Ralph McGuire
Vehicle Model : TELLURIDE S V6 AWD AUTO
Model Year : 2020
Mileage : 19265
Initial comments by Technician found in TL Case #13832461 :

[Problem Description]
CUST STATES THE FORWARD COLLISION IS DISABLED LOWER FRONT GRILLE HAS BEEN REPLACED

[Diagnostics Performed]
VERIFIED CUSTOMER CONCERN. WHEN USING **SCC** IT WILL RANDOMLY SHUT OFF THEN COME BACK ON. TRIED TO PERFORM RADAR ALIGNMENT BUT KEEP GETTING RADAR FAILURE AND 0.00 FOR MY VERTIAL AND HORIZONTAIL ANGLES. I HAVE EVERYTHING SET UP TO PERFORME THE ALIGNEMENT AS PER THE INSTRUCTIONS ON KGIS AND BUMPER COVER IS CLEAN THE ONLY CODE THAT I HAVE IN THE SYSTEM IS RADAR ALIGNEMENT FAILURE. I AM TESTING THIS KNOW WITH A KNOWN GOOD FRONT RADAR AND STILL GETTING THE SAME RESULT IM ASSUMING SOMEWHERE IM GOING WRONG IN THE PROCEDURE.

*** Dispatched to Queue Telluride Auto-Created Cases on 10/16/2020 01:04:39 (PST)

*** 10/19/2020 11:36:27 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Case Distribution by Ashley Lewis

*** 10/19/2020 11:38:25 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Case Distribution to Queue Callcenter by Ashley Lewis

*** 10/19/2020 11:57:20 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Callcenter to WIPBin Inbox by Jada Jones

*** 10/19/2020 12:04:15 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue ZZ William Bushong by Jada Jones

*** 10/19/2020 14:19:11 (GMT-07:00) Arizona ***
Accepted from Queue ZZ William Bushong to WIPBin Default by William Bushong

*** Phone - Call - Outbound created on 10/19/2020 14:20:54 (GMT-07:00) Arizona and created by William Bushong ***
*** 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

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC4LG[redacted]	[redacted]	19,2 5

Liberty Lake WA 99019 05/09/2019 Dealer: WA030 George Gee KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

*** Phone - Call - Outbound created on 10/19/2020 14:24:37 (GMT-07:00) Arizona and created by William Bushong ***
Writer called WA030 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 created on 10/23/2020 08:25:28 (GMT-07:00) Arizona and created by William Bushong ***
cust [redacted] (owner)

cust states
1. the dealer fixed my car
2. i have it

*** 10/23/2020 08:26:38 (GMT-07:00) Arizona ***
Closed by William Bushong with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP 4HC1LG[redacted]	[redacted]	2,021
Houston , TX ,77090		01/0 /2020	Dealer: TX022	Demontrond KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

Case History

Dealer : Demontrond KIA
Technician : kory knapp
Service Manager : Maurice Grant
Dealer Phone :
DPSM : Steven Webster
Vehicle Model : TELLURIDE S V6 FWD AUTO
Model Year : 2020
Mileage : 2021
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
Vehicle had some rear end bearing noise so I ordered and replaced both hub assemblies. I went to go on a test drive and the ABS module started actuating the **LANE KEEP** assist smart cruise and a bunch of other warning lights came on in the cluster and I had no brakes. I noticed that whenever I plugged in the old one again all the lights went away so I parts warrantied the right rear hub assembly. We happen to have one so I installed it and replaced the right rear hub assembly again and the exact same thing happened.

[Diagnostics Performed]
The wheel speed sensor caps do look completely different I don't know if it's supposed to be for an all-wheel drive and not a front-wheel drive or what . I attached the DTC the current data and pictures of both installed will hub assemblies so you could see the difference.

*** Dispatched to Queue Telluride Auto-Created Cases on 10/17/2020 01:04:48 (PST)

*** 10/19/2020 11:36:30 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Case Distribution by Ashley Lewis

*** 10/19/2020 11:38:27 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Case Distribution to Queue Callcenter by Ashley Lewis

*** 10/19/2020 11:56:26 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Callcenter to WIPBin Inbox by Jada Jones

*** 10/19/2020 12:03:47 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue ZZ Victoria Orr by Jada Jones

*** 10/19/2020 17:13:25 ***
Accepted from Queue ZZ Victoria Orr to WIPBin Default by Victoria Orr

*** Phone - Call - Inbound created on 10/26/2020 15:03:54 and created by Victoria Orr ***
Wrt called TX022 for RO
1 spoke with Casey in service dept
2 RO [redacted] Opened 10-9-20 at 2021 miles
3 SA is John - have 2 RO's for Cust
4 can see TL recommendation is to replace the R/R WSS and contact parts hotline
6 RO [redacted] did bearings under part warranty
7 2nd RO is [redacted] for 2nd part warranty b/c 1st part came in bad
8 vehicle still at DLR
9 needs to return part to Cust Body shop Service King

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC1LG[redacted]	[redacted]	2,021

Houston , TX ,77090 01/0 /2020 Dealer: TX022 Demontrond KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

10 vehicle was in an accident and Body shop did repairs and got bad wheel bearing also
11 so we did parts warranty and reordered-b/c Body shop proved they ordered OEM
12 then we got bad part and now 3rd time ordering *****

*** Phone - Call - Inbound created on 11/09/2020 16:07:25 and created by Victoria Orr ***
Wrt called TX022 for Part update on RO 181765
1 for Body shop - Dlr did part warranty -reorder b/c part bad
2 rang many times no answer or VM
3 Wrt disconnected (Closed)

*** Phone - Call - Inbound created on 11/10/2020 14:14:12 and created by Victoria Orr ***
Wrt called TX022 for Part update on RO [redacted]
1 spoke with parts dept- could not find
2 transferred to SA John in service dept
3 body shop picked up vehicle a week ago
4 finally got a pair that worked

*** 11/10/2020 14:20:56 ***
Closed by Victoria Orr with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SELTOS KNDETCA22M7[redacted]	[redacted]	5,11

Denham , LA ,7072 04/08/2020 Dealer: LA04 All Star 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

*** 10/19/2020 10:41:36 ***
Contact = [redacted], Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 10/19/2020 10:37:27 and created by Treyvon Cook ***
[redacted] (owner)
States

1. I was on the highway driving and had electrical issues.
2. The **CRUISE CONTROL** turned off
3. Dash went blank and the lights went out
4. I hit the accelerator and everything came back on .
5. Radio went down and vehicle slowed down a bit.
6. i was in country roads in Mississippi.

Wtr states
1. Verified information .
2. apologized for the inconvenience
3. You will need to take your vehicle to the dealership for diagnosis.
4. give us a call back after diagnosis.

Customer states
1. thank you

* thanked and call ended

*** 10/19/2020 10:42:03 ***
Closed by Treyvon Cook with Resolution Code : Referred to Dlr
[Resolution Summary]

*** 10/20/2020 06:35:37 ***
Reopened by Dean Butler with Sub Status of Working

*** Phone - Call - Inbound created on 10/20/2020 06:41:35 and created by Dean Butler ***
[redacted] states
1 I took the veh to LA046 and they wouldn't even look at the veh
2 They said Kia didnt have insurance to let them take veh on hwy to see what's wrong.

Writer states
1 Take veh to another dlr
2 The dlr has insurance to cover it

Cust states
1 Thank you

*** 10/20/2020 06:50:23 ***
Closed by Dean Butler with Resolution Code : Referred to Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP 4HC4LG[redacted]	[redacted]	22,325

Cary , NC 27511 04/08/2019 Dealer: NC0 1 Hendrick KIA of Cary

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Dashboard Light Operation

Case History

Part ordered for customer vehicle has been placed into the UPER status on10/22/2020 00:00:00

Dealer Name : HKCNC, LLC Hendrick Kia of Cary
Dealer Contact name : PAUL MCCAULEY
Dealer Phone : 919 388 2700
Part No# : 94001 S9010
Order No# : W101220
Order Qty# : 1

*** Dispatched to Queue Telluride Auto-Created Cases on 10/23/2020 01:02:25 (PST)

*** 10/23/2020 09:51:54 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Case Distribution by Ashley Lewis

*** 10/23/2020 09:52:44 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Case Distribution to Queue Callcenter by Ashley Lewis

*** 10/23/2020 10:06:51 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Callcenter to WIPBin Inbox by Jada Jones

*** 10/23/2020 10:29:31 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue ZZ Sandra Taylor by Jada Jones

*** 10/23/2020 12:32:17 ***
Accepted from Queue ZZ Sandra Taylor to WIPBin Inbox by Sandra Taylor

*** 10/26/2020 10:45:05 ***
Email is sent on 10/26/2020 10:44:59 by Sandra Taylor
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 10/26/2020 10:44:59 and created by Sandra Taylor ***
Your Case Number: [redacted]
VIN: 5XYP64HC4LG[redacted]

Dear [redacted]

This email is a status update to your case. We wanted to let you know we are still working with the dealer to try to get your backordered part to the dealer as quickly as possible. Your part has been moved to the most expedited status and is still currently on backorder. At this time, there is no estimated time of arrival. We will be happy to continue to update you on the status of your backordered parts until they ship. Once the part has been shipped and we have determined an estimated repair time, we will be happy to contact you back with updated status.

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 your patience.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC4LG[redacted]	[redacted]	22,325

Cary , NC 27511 04/08/2019 Dealer: NC0 1 Hendrick KIA of Cary

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Dashboard Light Operation

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]

*** Phone - Call - Outbound created on 10/26/2020 10:42:47 and created by Sandra Taylor ***
Wtr called NC061. LVM for service dept
Wtr states:
1. Need RO info
2. Left contact info & case#

*** Phone - Call - Outbound created on 10/27/2020 08:32:29 and created by Sandra Taylor ***
Wtr called NC061. LVM for Scott-SM
Wtr states:
1. Need RO info
2. Left contact info & case#

*** Case [redacted] is sent on 10/28/2020 6:26:47 by Sandra Taylor
To: jgatton@kiausa.com
Cc: sataylor@kiaconsumeraffairs.com
Title: ACTION REQUIRED - No Dealer Contact:NC061, [redacted] GARLAND

*** Email - External Email Sent created on 10/28/2020 06:24:18 and created by Sandra Taylor ***
You are receiving this email because after multiple attempts to contact the dealer, we have been unable to obtain the necessary information. Please review with the dealer & request that they contact me at their earliest convenience.

Please REPLY ALL when responding.

Dealer Code/Dealer Name: NC061/Hendrick KIA of Cary

Customer Name: [redacted]

VIN: 5XYP64HC4LG014145

Case [redacted] Part Placed into UPER status on 10/23/2020, NC061, P/N94001 S9010

You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the case. If it has been sent to you in error, please notify the Kia Consumer Affairs Dept. at 800.333.4542 AND delete this email.

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP 4HC4LG[redacted]	[redacted]	22,325

Cary , NC 27511 | 04/08/2019 | Dealer: NC0 1 Hendrick KIA of Cary

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Dashboard Light Operation

The attached case is the exclusive property of Kia Motors America and is a Confidential And Proprietary document. It is not to be distributed or disseminated to any third party without the express written consent of Kia Motors America.

The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have received this email in error, please contact the sender immediately and delete the email and all of its attachments.

*** Phone - Call - Outbound created on 10/29/2020 06:29:59 and created by Sandra Taylor ***
Wtr called NC061. Spoke to: Scott-SA
Wtr states:
1. Need RO info

Dealer states:
1. Ordered cluster - ETA Mid November

Customer Name: same as above
Customer phone #: same as above
Customer address: same as above
VIN#/MY: 5XYP64HC4LG0[redacted] 2020 Telluride
Mileage: 22325
Most recent RO #: 155846
Open Date - 10/8/2020
Close Date - Present
Most recent Repair Issue and Diagnosis:
Concern - Cust states power steering not working. CEL lights on in dash.
Cause - Ordered cluster.
Correction -
Repeat Repair (Y/N), if so, how many times?: N
Repair History of current concern with dates (Open and Closed) and mileage: N
Techline case: Y
ETA for completion of repairs (if applicable): N
Parts on order (Y/N), if so obtain part#, order#: N
Rental / Loaner Provided? If so, since when?: Y
Vehicle repaired?: N
Customer has possession?: N

*** 10/29/2020 06:36:11 ***
Email is sent on 10/29/2020 06:35:53 by Sandra Taylor
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP 4HC4LG[redacted]	[redacted]	22,325

Cary , NC 27511 04/08/2019 Dealer: NC0 1 Hendrick KIA of Cary

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Dashboard Light Operation

*** Email - External Email Sent created on 10/29/2020 06:35:53 and created by Sandra Taylor ***
Your Case Number: [redacted]
VIN: 5XYP64HC4LG[redacted]

Dear [redacted]

This email is a status update to your case. We wanted to let you know we are still working with the dealer to try to get your backordered part to the dealer as quickly as possible. Your part has been moved to the most expedited status and is still currently on backorder. The estimated time of arrival is mid November. We will be happy to continue to update you on the status of your backordered parts until they ship. Once the part has been shipped and we have determined an estimated repair time, we will be happy to contact you back with updated status.

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 your patience.

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]

*** Note - Others created on 10/29/2020 11:33:52 and created by Sandra Taylor ***
CALL TO ACTION:
Vehicle Down 10+ Days
Forwarding to ECR.
1.Cust states power steering not working. CEL lights on in dash
2. NC061 states cluster on order.
3. Dispatching because vehicle has been down 25 days.
4. Please review and follow up accordingly.

*** 10/29/2020 11:35:31 ***
Dispatched from WIPBin = 2. Tuesday to Queue Southern Region ECR by Sandra Taylor
Reason:

*** 10/30/2020 05:00:33 ***
Accepted from Queue Southern Region ECR to WIPBin 10. Southern by Kayla Erwin

*** 10/30/2020 06:50:15 ***
Assigned to WIPBin Swecker Inbox of Eric Swecker by Kayla Erwin
Reason:

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP 4HC4LG[redacted]	[redacted]	22,325

Cary , NC 27511 04/08/2019 Dealer: NC0 1 Hendrick KIA of Cary

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Dashboard Light Operation

*** Note - Others created on 10/30/2020 13:04:28 and created by Eric Swecker ***
*** WebDCS Information ***

Shipped: 10/28/2020

*** Phone - Call - Outbound created on 11/03/2020 06:18:16 and created by Eric Swecker ***
SECR calls customer - LVM
Writer states:
1. Introduced self and advised calling from Kia's escalation team.
2. Advised writer is reaching out due to recent vehicle concern.
3. Advised writer will be following up through repairs to ensure vehicle is taken care of as needed.
4. Provided case # and direct contact information if any additional questions or concerns.
5. Advised writer will follow up in approximately one week.

*** 11/03/2020 06:19:53 ***
Email is sent on 11/03/2020 06:19:18 by Eric Swecker
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 11/03/2020 06:19:18 and created by Eric Swecker ***
Dear [redacted]

I attempted to reach you by phone today regarding your case which has been escalated to me for review. I contacted you to introduce myself and to further discuss your case. I will be reaching out to the dealership(s) involved to gather the necessary information to review your request, and I will follow up with you accordingly. If you would kindly let me know your preferred method of communication and your availability to speak with me, I will be happy to follow up with you.

Sincerely,

Eric S.
Phone: (520) 274-1674
Kia Motors America

*** Phone - Call - Outbound created on 11/03/2020 06:20:13 and created by Eric Swecker ***
SECR calls DL NC061

Chad - Part Advisor

Writer states:
1. Provide part & order information.
2. Adv we are calling to see if the part had been received.

Chad states:
1. I went back to see if we had receive it, and could not find it.

Writer states:
1. Okay, thank you.

*** Phone - Call - Inbound created on 11/03/2020 11:05:23 and created by Eric Swecker ***
SECR received call from customer

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC4LG[redacted]	[redacted]	22,325

Cary , NC 27511 04/08/2019 Dealer: NC0 1 Hendrick KIA of Cary

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Dashboard Light Operation

Cust states:
1. I am returning a call from this number.

Writer states:
1. Thanked for returning call.
2. Adv we were calling about a back ordered part.

Cust states:
1. I don't know who to talk to about this.

Writer states:
1. Ask what issue or concern do you have.

Cust states:
1. Can I speak to your supervisor?

Writer states:
1. Ask if we could place him on hold while we reach out to them.

Cust states:
1. Yes, please.

*** Warm transfer to BHernandez ***

*** Phone - Call - Inbound created on 11/03/2020 12:14:53 (GMT-07:00) Arizona and created by Brenda Hernandez ***
Sup Call
Customer states:
1. I need to have someone listen to what is concerning me with Kia
2. This is going to be my last Kia
3. I have owned 3 before
4. We are in a pandemic
5. I understand that the console went bad
6. I understand that dealerships do not stock this part
7. I called RSA with their automated system
8. Then someone called from RSA and said that I do not own a Kia
9. They said that my insurance can deal with it
10. I called the dealership and they heard me say that I did not own a Kia
11. The person that I was speaking to disconnected the call

Writer states:
1. Apologized
2. Advised that customer had received that type of service from our RSA
3. Advised that we will contact the RSA and advise of the service the customer had experienced with them

Customer states:
1. I want someone to call me back from RSA regarding this complaint
2. I was calling from [redacted]
3. I want a call back from RSA

Writer states:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC4LG[redacted]	[redacted]	22,325

Cary , NC 27511 04/08/2019 Dealer: NC0 1 Hendrick KIA of Cary

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Dashboard Light Operation

1. Advised we would forward complaint on to RSA

*** Case [redacted] is sent on 11/6/2020 8:8:17 by Eric Swecker
To:
Cc: ericswecker@kiaconsumeraffairs.com
Title:

*** Email - External Email Sent created on 11/06/2020 08:21:21 and created by Eric Swecker ***
*** Sent RSA complaint to WeCare via email ***

*** Email - External Email Sent created on 11/06/2020 08:22:04 and created by Eric Swecker ***
*** Sent email to Service Manager ask for update on vehicle repair. ***

*** Email - External Email Sent created on 11/11/2020 05:23:48 and created by Eric Swecker ***
Dorey - Service Manager

Dorey states:
1. We received the part and we had to send it off for programming.
2. We have not received it back yet.

*** Email - External Email Sent created on 11/11/2020 05:27:32 and created by Eric Swecker ***
*** Sent follow up email to Service Manager asking if the dashboard was returned to the dealership. ***

*** Email - External Email Received created on 11/11/2020 05:31:01 and created by Eric Swecker ***
Dorey - Service Manager

Dorey states:
1. No, we have not received the part back as of yet.

*** Email - External Email Received created on 11/11/2020 05:34:14 and created by Eric Swecker ***
Dorey - Service Manager

Dorey states:
1. Apologize, they received the part yesterday, and they will start working on it today.

*** Case note has been appended from duplicated auto-case on 11/12/2020 01:04:40 (PST)

Comments from Service Alert - TL

Dealer : Hendrick KIA of Cary
Technician : Jermaine Liverman
Service Manager : Latisha Bryant
Dealer Phone :
DPSM : John Gatton
Vehicle Model : TELLURIDE S V6 FWD AUTO
Model Year : 2020
Mileage : 22325

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC4LG[redacted]	[redacted]	22,325

Cary , NC 27511 | 04/08/2019 | Dealer: NC0 1 Hendrick KIA of Cary

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Dashboard Light Operation

Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
VEHICLE TOWED IN WITH MULTIPLE DASH LIGHTS ON. TURNED ON SIGNAL LIGHTS, ALL SIGNAL LIGHTS WORK OUTSIDE OF THE VEHICLE BUT NOT ON THE CLUSTER. CHECK **SMART CRUISE CONTROL**, CHECK TPMS, CHECK **LANE KEEP** ASSIST IS SHOWIN ON THE DASH. NONE OF THE BUTTONS WORK FOR THESE ITEMS

[Diagnostics Performed]
NONE

*** Phone - Call - Outbound created on 11/17/2020 11:16:39 and created by Eric Swecker ***
SECR calls DL NC061

Dory - Service Manager

Writer states:
1. Adv we are calling to follow up on vehicle.

Dory states:
1. We got the new dashboard in and it did not fix the issue.
2. We are still working with TL.

Writer states:
1. Okay, we will follow up next week.

*** Phone - Call - Outbound created on 11/20/2020 10:09:41 and created by Eric Swecker ***
SECR calls customer

Writer states:
1. Adv we are calling to follow up on his veh concern.
2. Adv him that we are still working with the dealership.

Cust states:
1. Okay, thank you for the information.
2. However, the vehicle has been down for 5 weeks now.
3. I have been paying on a lease and I have not been able to drive.

Writer states:
1. Apologize for the inconvenience.
2. Adv the dealership is working with TL to find a resolution on your issue.
3. Adv him we will be happy to review for reimbursement once the vehicle has been return to him.
4. Adv we would need to have a copy of his lease agreement.
5. Verified contact information.

Cust states:
1. Okay, that is a good compromise.
2. Verified contact information.
3. Thank you so much for following up.

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP 4HC4LG[redacted]	[redacted]	22,325

Cary , NC 27511 04/08/2019 Dealer: NC0 1 Hendrick KIA of Cary

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Dashboard Light Operation

*** 11/20/2020 10:24:20 ***
Email is sent on 11/20/2020 10:23:55 by Eric Swecker
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 11/20/2020 10:23:55 and created by Eric Swecker ***
Dear [redacted]

Good Afternoon, here is the email I was speaking of during our phone call conversation. If you would kindly reply back to this email with a copy of your Lease Agreement, we will be able to attach it to your case. Again, we apologize for the inconvenience this has caused.

Sincerely,

Eric S.
Phone: (520) 274-1674
Kia Motors America

*** Phone - Call - Outbound created on 11/25/2020 11:40:32 and created by Eric Swecker ***
SECR calls DL NC061 to speak with service advisor - Unable to leave msg due to being placed on hold for more than 4 mins.

*** Email - External Email Sent created on 11/25/2020 11:48:01 and created by Eric Swecker ***
*** Sent email to Service Manager requesting an update on vehicle repair. ***

12/01/2020 15:52:44
Email is received on 12/01/20 15:52:34 from [redacted]

*** Email - External Email Received created on 12/01/2020 15:52:41 and created by Eric Swecker ***
Good evening - the deal ship will not return my requests for information.

The telluride has been down and in their possession for almost two months.

This is ridiculous.

Please call me [redacted] and let me know how this is all going to be resolved quickly.

At this point why am I not being provided a new Telluride?

*** Email - External Email Received created on 12/02/2020 06:08:13 and created by Eric Swecker ***
Dory - Service Manager

SVCM states:
1. We have to send out the VMI's for repair
2. We are still waiting to hear them on the status.
3. We cannot continue with the repair until these are repaired.

*** Phone - Call - Outbound created on 12/02/2020 06:12:19 and created by Eric Swecker ***

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP 4HC4LG[redacted]	[redacted]	22,325

Cary , NC 27511 04/08/2019 Dealer: NC0 1 Hendrick KIA of Cary

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Dashboard Light Operation

SECR calls DL NC061 to speak with SVCM - LVM
Writer states:
1. Calling to check on the status of the vehicle?
2. Advised that we did receive her email from last week, and advised we just wanted to see if there was any change.
3.. Please call back to provide info, provided contact info

*** Phone - Call - Outbound created on 12/02/2020 06:19:38 and created by Eric Swecker ***
SECR calls customer - LVM
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. Advised of the information provided by the dealership, and advised we will be following up with SVCM to get more information.
4. Writer will follow back up with customer in approximately one week.
5. Provided case # and direct contact information if any additional questions or concerns.

*** Phone - Call - Inbound created on 12/02/2020 10:39:53 and created by Eric Swecker ***
SECR received call from DL NC061

Dory - SVCM

SVCM states:
1. I just wanted to give you all an update.
2. The part was shipped yesterday, and they advised us the part should be here today.
3. However, I did not get a tracking number.
4. I will send you an update once it does come in.

Writer states:
1. Okay, thank you for the information.

*** 12/02/2020 13:46:00 ***
TL case# [redacted] was escalated to an FTS. Update will be provided after this request is reviewed.

*** Phone - Call - Outbound created on 12/04/2020 12:51:28 and created by Eric Swecker ***
SECR calls DL NC061 to speak with SVCM - LVM
Writer states:
1. Calling to check on the status of the vehicle?
2. Please call back to provide info, provided contact info.

*** Email - External Email Received created on 12/08/2020 07:27:28 and created by Eric Swecker ***
Dory - Service Manager

SVCM states:
1. They are still working on [redacted] vehicle.
2. We did receive the VMI back from KIA.
3. FTS also wants us to check a few other items.
4. She just sent customer an e mail to update him.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC4LG[redacted]	[redacted]	22,325

Cary , NC 27511 04/08/2019 Dealer: NC0 1 Hendrick KIA of Cary

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Dashboard Light Operation

*** Phone - Call - Outbound created on 12/08/2020 07:30:48 and created by Eric Swecker ***
SECR calls customer - LVM
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 - Inbound created on 12/08/2020 08:12:59 and created by Eric Swecker ***
SECR received customer from customer

Cust states:
1. I am calling to following up on your voicemail.

Writer states:
1. Thanked for returning call.
2. Adv we were calling to touch base about we repair of the vehicle.
3. Adv we wanting to make sure that the dlr was following up.

Cust states:
1. Yes, I did get an email from the dlr.
2. They still do not know what is going on with the vehicle.
3. However, that have someone from Kia looking at the vehicle.
4. I know that we spoke about reimbursing me for the time the vehicle is down.
5. Is there any way I can get that in writing? Do you know when they say it cannot be fixed and swap out the vehicle?

Writer states:
1. Apologize for the inconvenience.
2. Adv we will be happy to send an email advising that we will reimburse you for the inconvenience this has caused.
3. Adv that dlr has not provided us with an ETA on this repair.
4. Adv it can take time for the vehicle to be repaired.
5. Ask what is requesting of Kia?

Cust states:
1. I just want my vehicle repair in a reasonable amount of time.
2. I would like to be reimbursed for the time it has been down.

Writer states:
1. Okay, advised him that we will be able to review the reimbursement at the end of the repair.
2. Adv we will continue to work with the dlr and him until it is fixed.

Cust states:
1. Okay, thank you.

*** 12/08/2020 08:49:26 ***
Email is sent on 12/08/2020 08:49:13 by Eric Swecker
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 12/08/2020 08:49:13 and created by Eric Swecker ***

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC4LG[redacted]	[redacted]	22,325

Cary , NC 27511 04/08/2019 Dealer: NC0 1 Hendrick KIA of Cary

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Dashboard Light Operation

Dear [redacted]

Good Morning, here is the email I spoke of during our phone call conversation. As stated in previous conversations, we will be happy to review reimbursing your lease payments for the time your vehicle has been down. This will be considered as a gesture of goodwill for the inconveniences this has caused. We will be following up with the dealership and you later on this week and next. Again, thank you for your patience during this process.

Sincerely,

Eric S.
Kia Motors America

*** Phone - Call - Outbound created on 12/11/2020 07:20:07 and created by Eric Swecker ***
SECR calls DL NC061

Dory - SVCM

Writer states:
1. Provide cust & veh information.
2. Ask if the vehicle still down?

SVCM states:
1. Yes, it still down.
2. However, we found the issue. It was a rodent got under his fuse box.
3. We found 2 cups of birdseed and 2 wires cut.
4. We have ordered and received the new wiring harness.
5. We have spoken to the customer and he okay.

Writer states:
1. Okay, thank you.
2. Adv her that we will note the case, and follow up with customer.
3. Ask if she would email case manager once it is completed.

SVCM states:
1. Yes, I will.

*** Phone - Call - Outbound created on 12/15/2020 05:42:53 and created by Eric Swecker ***
SECR calls customer - LVM
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.

*** 12/15/2020 05:44:35 ***
Email is sent on 12/15/2020 05:44:20 by Eric Swecker
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 12/15/2020 05:44:20 and created by Eric Swecker ***
Dear [redacted]

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC4LG[redacted]	[redacted]	22,325

Cary , NC 27511 04/08/2019 Dealer: NC0 1 Hendrick KIA of Cary

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Dashboard Light Operation

I attempted to reach you by phone today to provide an update on your case. If you would kindly let me know your preferred method of communication and your availability, I will be happy to follow up with you.

Sincerely,

Eric S.
Kia Motors America

12/15/2020 06:25:50
Email is received on 12/15/20 06:25:44 from [redacted]

*** Email - External Email Received created on 12/15/2020 06:25:48 and created by Eric Swecker ***
Phone is fine - I was on the phone with a parent at work.

[redacted]

Sent from my iPhone

*** Phone - Call - Outbound created on 12/16/2020 10:16:43 and created by Eric Swecker ***
SECR calls customer - LVM
Writer states:
1. Introduced self and advised calling from Kia's escalation team.
2. Advised writer is reaching out to further discuss recent vehicle concerns.
3. Provided case # and direct contact information.
4. Requested callback for further assistance.

*** Phone - Call - Outbound created on 12/21/2020 11:36:40 and created by Eric Swecker ***
SECR calls customer

Writer states:
1. Adv we are calling to follow up with you about your vehicle.
2. Adv we understand the vehicle has been completed.
3. Ask if everything is going well?

Cust states:
1. Yes, we got our vehicle back.
2. Everything is running great.
3. I will have to take it back in to get the remotes reprogram, but I am okay with that because I have an oil change coming up.
4. I want to thank you for all your help.

Writer states:
1. That is great to hear.
2. Adv him to callback in if he has any further issues.

Cust states:
1. Okay, thank you.

*** 12/21/2020 11:47:11 ***
Closed by Eric Swecker with Resolution Code : Repaired at Dlr
[Resolution Summary]
Rodent Damage

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA22M7[redacted]	[redacted]	913

Manchester, NH 03103 08/11/2020 Dealer: NH014 Quirk KIA Manchester

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 on10/27/2020 00:00:00

Dealer Name : DJQ ENTERPRISES, INC. Quirk Kia Manchester
Dealer Contact name : CGREEN
Dealer Phone : 603 836 7600
Part No# : 99211 Q5100
Order No# : P20301B
Order Qty# : 1

*** Dispatched to Queue Seltos Auto-Created Cases on 10/28/2020 01:02:06 (PST)

*** 10/28/2020 09:44:10 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Seltos Auto-Created Cases to WIPBin Inbox by Jada Jones

*** 10/28/2020 09:48:02 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue Callcenter by Jada Jones

*** 10/28/2020 09:59:33 ***
Accepted from Queue Callcenter to WIPBin Default by Collado Ortega

*** 10/28/2020 10:00:50 ***
Dispatched from WIPBin Default to Queue ZZ Treyvon Cook by Collado Ortega

*** 10/28/2020 13:29:44 ***
Accepted from Queue ZZ Treyvon Cook to WIPBin Default by Treyvon Cook

*** Phone - Call - Outbound created on 10/30/2020 11:09:53 and created by Treyvon Cook ***
Wtr called NH014 Parts
1. intro self
2. Calling to check part order status
3.Part No# : 99211 Q5100
Order No# : P20301B
4. Please call back
5. Left 800#, case #

*** Phone - Call - Inbound created on 10/30/2020 12:35:26 and created by Dean Butler ***
Cory NH014 states
1 Part is on Back order till the end of November

Writer states
1 I will document on case
2 Thank you

*** Phone - Call - Outbound created on 11/04/2020 08:22:26 and created by Treyvon Cook ***
Wtr called [redacted] (owner) laft VM
1.intro self
2. Calling to F/U on repair

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA22M7[redacted]	[redacted]	913

Manchester, NH 03103 | 08/11/2020 | Dealer: NH014 Quirk KIA Manchester

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Parts
Kia Case Type Lvl3: Supply
Kia Case Type Lvl4: Stock Status

3. Any questions or concerns, please call back
4. Left case#, 800#

*** Phone - Call - Outbound created on 11/09/2020 05:21:04 and created by Treyvon Cook ***
Wtr called [redacted] (owner) left VM
1.intro self
2. Calling to F/U on repair
3. Any questions or concerns, please call back
4. Left case#, 800#

*** Phone - Call - Outbound created on 11/09/2020 05:22:00 and created by Treyvon Cook ***
Wtr called NH014 service Brittany
1. Intro self
2. Calling for RO information

Brittany states
1. sure,

Service Template

Customer Name: [redacted]
Customer phone #:
([redacted]

Customer address: Same as above
VIN: KNDETCA22M7[redacted]
MY and Mileage: 913
Most recent RO# Open Date and Close date (if applicable): RO#

RO#[redacted] open 10/27/2020 miles :913
Concern: C/S **LANE ASSIST** and front collision not working after 5 minutes of driving warning lights pop on.
Diagnosis: Front view camera
Correction : Part on backorder
.
Loaner :Y
ETA for completion of repairs (if applicable):late November
Parts on order (Y/N), if so obtain part#, order#:
Part No# : 99211 Q5100
Order No# : P20301B

Techline Case (if applicable): N/A
Rental / Loaner Provided? If so, since when?: y
Dealer contacted DPSM (if needed):
Vehicle repaired?:N
Customer has possession?: N
Dealer Code/Selling Dealer (Y or N):NH014
Original Owner (Y or N): y
What is current Customer Request (if needed): N/A

*** Note - Others created on 11/09/2020 05:28:56 and created by Treyvon Cook ***
VEHICLE IS DOWN FOR 10 OR MORE DAYS:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA22M7[redacted]	[redacted]	913

Manchester, NH 03103 | 08/11/2020 | Dealer: NH014 Quirk KIA Manchester

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Parts
Kia Case Type Lvl3: Supply
Kia Case Type Lvl4: Stock Status

Dispatching Case to ECR
1. Part Placed into UPER status on 10/28/2020
2. Dealer NH014 states Front view camera needs to be replaced
3. Dispatching because vehicle has been down 13 days; <
RO#[redacted] open 10/27/2020 - current
4. Forwarding to the ECR for further Case Handling and Review

*** 11/09/2020 07:38:58 ***
Dispatched from WIPBin = 1. Mon. to Queue Eastern Region ECR by Treyvon Cook
Reason:

*** 11/10/2020 04:57:05 ***
Accepted from Queue Eastern Region ECR to WIPBin 09. Eastern by Kayla Erwin

*** 11/10/2020 06:32:05 ***
Case moved into WIPBin 09. Eastern and Sub Status of Working

*** 11/10/2020 06:33:32 ***
Assigned to WIPBin Charles Default of Charles Chastain by Kayla Erwin
Reason:

*** Phone - Call - Outbound created on 11/10/2020 08:42:31 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
wrt called cust left vm: [redacted]

1. Calling in regards to your vehicle
2. Wrt does apologize about the **LANE ASSIST** and front collision issue
3. Part is scheduled to be here at the end of the month
4. Wrt will follow back up on the 24th to see if part has come in
5. Then follow back up with you
6. Gave number and case i.d

*** 11/10/2020 08:43:53 (GMT-07:00) Mountain Time (US & Canada) ***
Email is sent on 11/10/2020 08:42:48 by Charles Chastain
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 11/10/2020 08:42:48 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
Dear [redacted]
I was reaching out to you in regards to your vehicle. I do apologize about the camera issues. The part is scheduled to be here towards the end of the month. I will follow back up on the 24th to see if part has come in, then follow up with you. Thank you.
Sincerely,
Kia Motors America

*** Phone - Call - Outbound created on 11/24/2020 08:27:47 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
wrt called NH014 spoke with Joe:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA22M7[redacted]	[redacted]	913

Manchester, NH 03103 | 08/11/2020 | Dealer: NH014 Quirk KIA Manchester

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Parts
Kia Case Type Lvl3: Supply
Kia Case Type Lvl4: Stock Status

1. Calling to get update on cust vehicle
2. Gave cust info

Joe states:
1. Part still on back order

wrt states:
1. Ok thank you

*** Phone - Call - Outbound created on 11/24/2020 08:29:22 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
wrt called cust left vm: [redacted]

1. Calling in regards to your vehicle
2. Wrt does apologize but still waiting on part
3. Wrt will continue to follow up

*** Phone - Call - Outbound created on 12/01/2020 08:18:51 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
wrt called NH014 spoke with Joe:

1. Calling to get update on cust vehicle
2. Gave cust info

joe states:
1. It has not come in
2. Still on back order

wrt states:
1. Does cust have vehicle

joe states:
1. No
2. We have her in a rental

wrt states:
1. Is there any eta

joe states:
1. No eta

wrt states:
1. Ok thank you

*** Phone - Call - Outbound created on 12/01/2020 08:21:21 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
wrt called cust: [redacted]

lady answered and stated she does not have a kia vehicle

*** Phone - Call - Inbound created on 12/04/2020 11:16:10 (GMT-07:00) Arizona and created by Michael Haynes

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SELTOS KNDETCA22M7[redacted]	[redacted]	913

Manchester, NH 03103 | 08/11/2020 | Dealer: NH014 Quirk KIA Manchester

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Parts
Kia Case Type Lvl3: Supply
Kia Case Type Lvl4: Stock Status

***
The caller states:
1. Have a report I submitted and wanted to reach out

The writer states:
1. Apologizes issues
2. Corrects phone #
3. Gives case # and ECR # to contact further

The caller states:
1. Thank you

*** Phone - Call - Inbound created on 12/04/2020 11:30:44 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
cust called in:

1. I was told by dealership to call you if I didnt hear from them

wrt states:
1. Wrt spoke with them on the first
2. And still waiting for part
3. Wrt will follow up again no later than tuesday
4. To see if can get a date

cust states:
1. Ok
2. And Joe told me to call you
3. He said I should not be making car payments since i dont have my car

wrt states:
1. Wrt does apologize but he should have not told you that
2. And wrt will let him know
3. Since its a loan
4. You still have to make payments on it
5. However once your vehicle is completed
6. Wrt can review to reimburse you back your car payments for the time vehicle was down

cust states:
1. Ok
2. What good does that do

wrt states:
1. We do not have any access to the financial side of things
2. So we can not pay your payments directly for you

cust states:
1. Oh ok

wrt states:
1. So that is why wrt will review once vehicle is complete
2. Then a check would be mailed to you directly in your name

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA22M7[redacted]	[redacted]	913

Manchester, NH 03103 | 08/11/2020 | Dealer: NH014 Quirk KIA Manchester

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Parts
Kia Case Type Lvl3: Supply
Kia Case Type Lvl4: Stock Status

cust states:
1. Ok
2. Because its been over a month
3. And i just dont know why
4. Cant get the part on a brand new vehicle

wrt states:
1. Because with new vehicles parts are not readily available unfortunately
2. As vehicle are being produced
3. To be manufactured and sent out to dealerships
4. There is not just a stock pile of parts sort of speak

cust states:
1. Ok

wrt states:
1. Send wrt copy of sales contract
2. Proof of car payment
3. And again once vehicle is completed
4. Wrt will have it reviewed for reimbursement of car payments
5. And will also look into anything extra we can do for your inconvenience
6. As we do appreciate your business

cust states:
1. Ok i can send it on monday

wrt states:
1. Ok and wrt will follow back up on tuesday

cust states:
1. Ok thank you

*** 12/04/2020 12:02:18 (GMT-07:00) Mountain Time (US & Canada) ***
Email is sent on 12/04/2020 12:01:30 by Charles Chastain
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 12/04/2020 12:01:30 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
Dear [redacted]
Per our conversation if you can please send me a copy of your sales contract and proof of monthly car payment(if not on sales contract). Thank you.
Sincerely,
Kia Motors America

*** Email - External Email Sent created on 12/04/2020 12:01:30 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
Dear [redacted]
Per our conversation if you can please send me a copy of your sales contract and proof of monthly car payment(if not on sales contract). Thank you.
Sincerely,

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA22M7[redacted]	[redacted]	913

Manchester, NH 03103 | 08/11/2020 | Dealer: NH014 Quirk KIA Manchester

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Parts
Kia Case Type Lvl3: Supply
Kia Case Type Lvl4: Stock Status

Kia Motors America

*** Phone - Call - Outbound created on 12/08/2020 08:18:46 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
wrt called NH014 spoke with Joe:

1. Calling to get update on cust vehicle
2. Gave cust info

joe states:
1. He vehicle has been completed

wrt states:
1. Ok thank you

*** Phone - Call - Outbound created on 12/08/2020 08:22:55 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
wrt called cust left vm: [redacted]

1. Calling in regards to your vehicle
2. Spoke with Joe at dealership who let wrt know
3. That your vehicle has been completed
4. If you can send wrt whats called the repair order
5. It will have the open and close date on it
6. This verifies how long your vehicle was down
7. And send wrt copy of sales contract
8. And proof of car payment
9. So wrt can review for car payment reimbursement

*** 12/08/2020 08:25:07 (GMT-07:00) Mountain Time (US & Canada) ***
Email is sent on 12/08/2020 08:23:33 by Charles Chastain
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 12/08/2020 08:23:33 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
Dear [redacted]
I spoke with Joe at the dealership and he let me know that your vehicle has been completed. If you can send me a copy of your sales contract, proof of car payment(if not on sales contract) and whats called the repair order from the dealership. It will have the open and close dates on it, this will verify how long your vehicle was down at the dealership for. So I can review for reimbursement of your car payments for time your vehicle was down. Thank you.
Sincerely,
Kia Motors America

*** Email - External Email Sent created on 12/08/2020 08:23:33 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
Dear [redacted]
I spoke with Joe at the dealership and he let me know that your vehicle has been completed. If you can send me a copy of your sales contract, proof of car payment(if not on sales contract) and whats called the repair order from the

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SELTOS KNDETCA22M7[redacted]	[redacted]	913

Manchester, NH 03103 | 08/11/2020 | Dealer: NH014 Quirk KIA Manchester

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Parts
Kia Case Type Lvl3: Supply
Kia Case Type Lvl4: Stock Status

dealership. It will have the open and close dates on it, this will verify how long your vehicle was down at the dealership for. So I can review for reimbursement of your car payments for time your vehicle was down. Thank you.
Sincerely,
Kia Motors America

12/08/2020 10:10:28
Email is received on 12/08/20 10:10:21 from [redacted]

*** 12/08/2020 11:14:17 (GMT-07:00) Mountain Time (US & Canada) ***
Email is sent on 12/08/2020 11:13:05 by Charles Chastain
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Received created on 12/08/2020 11:10:26 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
Dear [redacted]

I do apologize I did not receive your sales contract as of yet. If it does come thru I will let you know.

Sincerely,
Kia Motors America

*** Email - External Email Sent created on 12/08/2020 11:13:05 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
Dear [redacted]

I do apologize I did not receive your sales contract as of yet. If it does come thru I will let you know.

Sincerely,
Kia Motors America

12/08/2020 10:55:26
Email is received on 12/08/20 10:55:18 from [redacted]
Attachments:
20201208130204.pdf

*** 12/08/2020 12:03:54 (GMT-07:00) Mountain Time (US & Canada) ***
Email is sent on 12/08/2020 12:02:08 by Charles Chastain
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Received created on 12/08/2020 11:55:22 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
Dear [redacted]

You are welcome. I did receive your sales contract. The only thing I would need now is the repair order from the dealership which shows the open date and close date(basically how long it took your vehicle to be completed)so I

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA22M7[redacted]	[redacted]	913
Manchester, NH 03103		08/11/2020	Dealer: NH014 Quirk KIA Manchester	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Parts
Kia Case Type Lvl3: Supply
Kia Case Type Lvl4: Stock Status

can complete the review process.

Sincerely,
Kia Motors America

*** Email - External Email Sent created on 12/08/2020 12:02:08 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
Dear [redacted]

You are welcome. I did receive your sales contract. The only thing I would need now is the repair order from the dealership which shows the open date and close date(basically how long it took your vehicle to be completed)so I can complete the review process.

Sincerely,
Kia Motors America

*** Phone - Call - Outbound created on 12/14/2020 11:23:34 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
wrt called cust left vm: [redacted]

1. Calling in regards to your vehicle
2. I did receive your sales contract
3. However wrt have not received the repair order as of yet
4. When you get a chance
5. Send that to wrt
6. So wrt may have this reviewed

*** 12/14/2020 11:24:44 (GMT-07:00) Mountain Time (US & Canada) ***
Email is sent on 12/14/2020 11:24:23 by Charles Chastain
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case# [redacted]

*** Email - External Email Sent created on 12/14/2020 11:24:23 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
I did receive your sales contract. The only thing I would need now is the repair order from the dealership which shows the open date and close date(basically how long it took your vehicle to be completed)so I can complete the review process.

*** 12/14/2020 11:25:11 (GMT-07:00) Mountain Time (US & Canada) ***
Closed by Charles Chastain with Resolution Code : Information Given
[Resolution Summary]
vehicle completed, pending cust docs

12/14/2020 10:39:10
Email is received on 12/14/20 10:39:02 from [redacted]
Attachments:
20201214132759.pdf

*** Phone - Call - Outbound created on 12/14/2020 11:50:07 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SELTOS KNDETCA22M7[redacted]	[redacted]	913

Manchester, NH 03103 | 08/11/2020 | Dealer: NH014 Quirk KIA Manchester

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Parts
Kia Case Type Lvl3: Supply
Kia Case Type Lvl4: Stock Status

wrt called NH014 spoke with Joe:

1. Calling to get the repair order for customer
2. Gave cust info
3. It has to have the open and close date on it

joes states:
1. Ill scan it and get it over to you

wrt states:
1. Gave email
2. Thank you

*** 12/14/2020 11:51:48 (GMT-07:00) Mountain Time (US & Canada) ***
Email is sent on 12/14/2020 11:50:43 by Charles Chastain
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 12/14/2020 11:50:43 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
Dear [redacted]

Thank you I have received that information. I will have this reviewed and I will follow back up with you(via email) once review has been completed. Thank you.

Sincerely,
Kia Motors America

*** Email - External Email Received created on 12/14/2020 11:39:07 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
Dear [redacted]

Thank you I have received that information. I will have this reviewed and I will follow back up with you(via email) once review has been completed. Thank you.

Sincerely,
Kia Motors America

*** Email - External Email Sent created on 12/14/2020 11:58:12 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***

<For Internal Use Only
SENT FOR GW REVIEW>

*** Phone - Call - Inbound created on 12/15/2020 10:44:09 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***

<For Internal Use Only
goodwill approved by HJessee for $1200 with signed O&R>

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA22M7[redacted]	[redacted]	913

Manchester, NH 03103 | 08/11/2020 | Dealer: NH014 Quirk KIA Manchester

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Parts
Kia Case Type Lvl3: Supply
Kia Case Type Lvl4: Stock Status

*** Phone - Call - Outbound created on 12/15/2020 10:48:04 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
wrt called cust left vm: [redacted]

1. Calling because wrt has had your case reviewed
2. And we can offer you $1200
3. As a goodwill for this issue
4. Wrt will send an offer letter to your email
5. Once you review that and sign and return to me
6. I can begin the process of your reimbursement
7. If you need to contact wrt back you may

*** 12/15/2020 10:54:42 (GMT-07:00) Mountain Time (US & Canada) ***
Email is sent on 12/15/2020 10:53:18 by Charles Chastain
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]
Attachments:
Goodwill Offer Letter and Release - [redacted]pdf

*** Email - External Email Sent created on 12/15/2020 10:53:18 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
Dear [redacted]
I have had your case reviewed and we would like to offer your $1200.00 as a goodwill gesture. I have attached the offer letter. Please review, sign, date and return to me so I may begin the process of your reimbursement. Thank you.
Sincerely,
Kia Motors America

12/15/2020 10:21:46
Email is received on 12/15/20 10:21:37 from [redacted]
Attachments:
20201215131506.pdf

*** 12/15/2020 11:34:33 (GMT-07:00) Mountain Time (US & Canada) ***
Goodwill #: 183127 Submitted

*** 12/15/2020 11:35:51 (GMT-07:00) Mountain Time (US & Canada) ***
Email is sent on 12/15/2020 11:35:02 by Charles Chastain
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 12/15/2020 11:35:02 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
Dear [redacted]

You are very welcome. And I will begin the process of your reimbursement now. Have a great day.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA22M7[redacted]	[redacted]	913

Manchester, NH 03103 08/11/2020 Dealer: NH014 Quirk KIA Manchester

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Parts
Kia Case Type Lvl3: Supply
Kia Case Type Lvl4: Stock Status

Sincerely,
Kia Motors America

*** Email - External Email Sent created on 12/15/2020 11:35:02 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
Dear [redacted]

You are very welcome. And I will begin the process of your reimbursement now. Have a great day.

Sincerely,
Kia Motors America

*** Phone - Call - Outbound created on 12/15/2020 11:38:38 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
wrt called NH014 spoke with Joe:

1. Never got the ro for customer

joe states:
1. We had an issue
2. Scanner wasnt working
3. But i have it in front of me
4. Ill get it to you

wrt states:
1. Ok thank you

*** Email - External Email Received created on 12/15/2020 11:21:43 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
Dear [redacted]

You are very welcome. And I will begin the process of your reimbursement now. Have a great day.

Sincerely,
Kia Motors America

*** Note - Others created on 01/25/2021 19:22:44 (GMT-07:00) Arizona and created by Thomas Morales ***
Transferred Notes from dup case
[redacted]
** 11/30/2020 11:39:10 ***
Contact = [redacted] Priority = Standard, Sub Status = Dispatched

*** 11/30/2020 11:39:10 ***
Web - Note created on 11/30/2020 11:39:10 and created by [redacted]

I purchased my 2021 Seltos on 09/30/2020. Three weeks after driving, warning messages about safety features in car were not working. I brought my car in to be serviced and this resulted in needing a new front-facing camera leaving me unable to drive my car due to safety concerns. This product has been on back order with no ETA for over a month now. I am paying for a car I am not even driving. I would appreciate this matter being resolved by having the product manufactured or by replacement of the car. Your prompt attention is truly appreciated. Thank you!

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA22M7[redacted]	[redacted]	913
Manchester, NH 03103		08/11/2020	Dealer: NH014 Quirk KIA Manchester	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Parts
Kia Case Type Lvl3: Supply
Kia Case Type Lvl4: Stock Status

*** 12/02/2020 10:14:24 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue eWebSupport to WIPBin Inbox by Jada Jones

*** 12/02/2020 10:16:45 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue Callcenter by Jada Jones

*** 12/02/2020 10:53:38 ***
Accepted from Queue Callcenter to WIPBin Default by Myra Davis

*** 12/02/2020 10:57:04 ***
Dispatched from WIPBin Default to Queue ZZ Lisa Taylor by Myra Davis

*** 12/02/2020 18:09:22 ***
Accepted from Queue ZZ Lisa Taylor to WIPBin 00 - Inbox / Default by Lisa Taylor

*** Phone - Call - Outbound created on 12/11/2020 08:49:21 and created by Lisa Taylor ***
****called [redacted] @ [redacted]

No answer, left voicemail.
Writer. left VM for cust.
1.) am calling from KCAC.
2.) am following up with you on your recent repair.
3.) Questions//Concerns give us a callback

*** 12/11/2020 08:51:54 ***
Email is sent on 12/11/2020 08:51:50 by Lisa Taylor
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 12/11/2020 08:51:50 and created by Lisa Taylor ***
Your Case Number: [redacted]
VIN: KNDETCA22M7[redacted]

Dear [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 (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 contacting Kia.

Sincerely,
Kia Motors America

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA22M7[redacted]	[redacted]	913

Manchester, NH 03103 | 08/11/2020 | Dealer: NH014 Quirk KIA Manchester

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Parts
Kia Case Type Lvl3: Supply
Kia Case Type Lvl4: Stock Status

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]

*** Phone - Call - Outbound created on 12/11/2020 08:53:08 and created by Lisa Taylor ***
****called NH014 @
brittany
Writer States
1. seeking RO details

Dlr states
1. she was very upset had to make payments per only had 1 week and we had over a month

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address:
VIN: KNDETCA22M7[redacted]
MY and Mileage: 2021 MILEAGE 913
Most recent RO#, Open and Close Date: RO#[redacted] OPENED 10/27/20 CLOSED 12/8/2020
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis:
Customer states ... front-facing camera
Dealer states ... (cause & correction<<<< CAMERA REPLACEMENT
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): N/A
Parts on order (Y/N), if so obtain part#, order#: N/A CAMER WAS ON BACK ORDER
Techline Case (if applicable): Y
Rental / Loaner Provided? If so, since when?: YES
Dealer contacted DPSM (if needed): NO
Vehicle repaired?:
Customer has possession?:
Dealer Code/Selling Dealer (Y or N): NH014/NH014
Original Owner (Y or N): Y
What is current Customer Request (if needed): N/A

*** Phone - Call - Outbound created on 12/24/2020 12:21:33 and created by Lisa Taylor ***
****called [redacted] @ [redacted]

No answer, left voicemail.
Writer. left VM for cust.
1.) am calling from KCAC.
2.) am following up with you on your recent repair.
3.) Questions//Concerns give us a callback

*** 12/24/2020 12:22:00 ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA22M7[redacted]	[redacted]	913

Manchester, NH 03103 | 08/11/2020 | Dealer: NH014 Quirk KIA Manchester

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Parts
Kia Case Type Lvl3: Supply
Kia Case Type Lvl4: Stock Status

Email is sent on 12/24/2020 12:21:55 by Lisa Taylor
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 12/24/2020 12:21:55 and created by Lisa Taylor ***
Your Case Number: [redacted]
VIN: KNDETCA22M7[redacted]

Dear [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 by the dealer that your vehicle has now been repaired. We wanted to follow up with you to make sure all of your concerns have been resolved.If you have any further questions or concerns, 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.In the event that you believe Kia has been unable to satisfactorily address the concern, a special alternative resolution program called BBB AUTO LINE is available to you. This independent program is administered by BBB National Programs and is provided at no cost to you. You may contact them at: BBB AUTO LINE a Division of BBB National Programs, Inc. 1676 International Drive, Suite 550, McLean, VA 22102; Ph: (800) 955-5100.Thank you for being the best part of Kia!Sincerely,Kia Motors America

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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]

*** 12/24/2020 12:22:21 ***
Closed by Lisa Taylor with Resolution Code : Letter Sent
[Resolution Summary]

*** 01/26/2021 10:52:53 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 183127 Final Approved

*** 01/26/2021 10:52:54 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 01/26/2021 10:52:54 (GMT-08:00) Pacific Time (US & Canada) by Siebel System - Auto Message
To: [redacted]
Cc: [redacted]
Title: Update from Kia, Case # [redacted]

Dear [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

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA22M7[redacted]	[redacted]	913
Manchester, NH 03103		08/11/2020	Dealer: NH014 Quirk KIA Manchester	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Parts
Kia Case Type Lvl3: Supply
Kia Case Type Lvl4: Stock Status

*** 02/04/2021 12:27:36 (GMT-07:00) Mountain Time (US & Canada) ***
Closed by Charles Chastain with Resolution Code : Information Given
[Resolution Summary]
vehicle completed, pending goodwill processed

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
		2021 TELLURIDE 5XYP DHC8MG[redacted]	[redacted]	542

Groveport , OH ,43125 07/15/2020 Dealer: OH028 Ricart KIA

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

Case History

Techline case ([redacted] created on 02-NOV-20 by OH028.
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--
TL Case created by (Dealer Technician) : brandon Hilles
TL Case creator phone : 6144206130
TL Case creator email : bhilles13@gmail.com
Below are the notes from the TL case describing the concern:

[Problem Description]
VEHICLE IS FROM A BODY SHOP AND WAS JUST REPAIRED FROM A FRONT COLLISION. THE BODY SHOP REPLACED FRONT BUMPER AND RADAR ASSEMBLY, AND BROUGHT VEHICLE TO GET THE RADAR PROGRAMMED, I SCANNED THE VEHICLE AND FOUND DTCS I WILL. ATTACH SCREENSHOT AND VDN. KDS WILL NOT COMMUNICATE WITH THE **SCC** OR MFC WHEN SCANNING AND SHOWS DTCS IN ABSESC AND CLUSTER MODULES.

[Diagnostics Performed]
VEHICLE IS FROM A BODY SHOP AND WAS JUST REPAIRED FROM A FRONT COLLISION. THE BODY SHOP REPLACED FRONT BUMPER AND RADAR ASSEMBLY, AND BROUGHT VEHICLE TO GET THE RADAR PROGRAMMED, I SCANNED THE VEHICLE AND FOUND DTCS I WILL. ATTACH SCREENSHOT AND VDN. KDS WILL NOT COMMUNICATE WITH THE **SCC** OR MFC WHEN SCANNING AND SHOWS DTCS IN ABSESC AND CLUSTER MODULES.

*** Dispatched to Queue Telluride Auto-Created Cases on 11/03/2020 01:09:16 (PST)

*** 11/03/2020 05:25:23 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Case Distribution by Ashley Lewis

*** 11/03/2020 05:27:26 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Case Distribution to Queue Callcenter by Ashley Lewis

*** 11/03/2020 07:56:22 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Callcenter to WIPBin Inbox by Jada Jones

*** 11/03/2020 09:02:57 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue ZZ Jason Walters by Jada Jones

*** 11/04/2020 05:15:37 ***
Accepted from Queue ZZ Jason Walters to WIPBin Default by Jason Walters

*** Phone - Call - Inbound created on 11/09/2020 11:04:37 and created by Jason Walters ***
wrt called OH028 sw/Gina
1. I have to get you over to service.

LMM @Service.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
		2021 TELLURIDE 5XYP DHC8MG[redacted]	[redacted]	542

Groveport , OH ,43125 07/15/2020 Dealer: OH028 Ricart KIA

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

**** GET RO TEMPLATE AND CUSTOMER INFORMATION ****

*** Case [redacted] is sent on 11/9/2020 11:9:30 by Jason Walters
To: mpartington@kiausa.com
Cc: jwalters@kiaconsumeraffairs.com
Title: ACTION REQUIRED - No Dealer Contact:OH028, [redacted]

*** Phone - Call - Inbound created on 11/12/2020 08:49:47 and created by Jason Walters ***
wrt called OH028 sw/no one answered in the service department again.
1. adv calling service per need information on customers vehicle and info on customer.

*** Case [redacted] is sent on 11/12/2020 9:0:4 by Jason Walters
To: mpartington@kiausa.com
Cc: jwalters@kiaconsumeraffairs.com
Title: ACTION REQUIRED - No Dealer Contact:OH028, [redacted]

*** Phone - Call - Inbound created on 11/18/2020 08:16:56 and created by Jason Walters ***
Wrt called OH028 sw/Ashley
1. Sent to the Service 3x no replies. / LMM

*** 11/18/2020 08:27:31 ***
Closed by Jason Walters with Resolution Code : Letter Sent
[Resolution Summary]
sent 2x on 11/12/20 for DPSM per no dealership contact.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA23M7[redacted]	[redacted]	174
Irving , TX ,750 2		07/28/2020	Dealer: TX138 Clay Cooley KIA	

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

Case History

Techline case (13854638) created on 02-NOV-20 by TX138.
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--
TL Case created by (Dealer Technician) : Antonio Reynaga
TL Case creator phone :
TL Case creator email : TONY198183@GMAIL.COM
Below are the notes from the TL case describing the concern:

[Problem Description]
CUSTOMER STATES THAT HER EPB LIGHT IS ON AND THAT HER **CRUISE CONTROL** IS NOT WORKING PROPERLY EITHER.

[Diagnostics Performed]
CONCERN WAS DUPLICATED. TECH SCANNED FOR CODES AND C150113 SWITCH FAILURE/ ACTIVE AND C136081 ESP IRREVERSIBLE ERROR /ACTIVE WAS DETECTED. TECH CHECKED AND RESECURED ABS MODULE CONNECTOR AND FRONT RADAR CONNECTOR, CODES WERE ERASED BUT WOULD COME BACK ON. WHEN LIFTING EPB SWITCH PARKING BRAKE LIGHT FLASHED BUT THE EPB LIGHT STAYS ON AND DOES NOT ERASE. ANY SUGGESTIONS? THANKS.

*** Dispatched to Queue Seltos Auto-Created Cases on 11/03/2020 01:09:16 (PST)

*** 11/03/2020 05:24:51 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Seltos Auto-Created Cases to WIPBin Case Distribution by Ashley Lewis

*** 11/03/2020 05:27:22 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Case Distribution to Queue Callcenter by Ashley Lewis

*** 11/03/2020 07:56:22 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Callcenter to WIPBin Inbox by Jada Jones

*** 11/03/2020 11:14:54 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue Callcenter by Jada Jones

*** 11/04/2020 12:47:56 (GMT-07:00) Arizona ***
Accepted from Queue Callcenter to WIPBin default by Brenda Hernandez

*** 11/04/2020 12:48:52 (GMT-07:00) Arizona ***
Dispatched from WIPBin default to Queue ZZ Dean Butler by Brenda Hernandez

*** 11/04/2020 12:54:32 ***
Accepted from Queue ZZ Dean Butler to WIPBin Working by Dean Butler

*** Phone - Call - Outbound created on 11/04/2020 14:26:10 and created by Dean Butler ***
Called Tyler TX138

Writer states
1 Checking on veh

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA23M7[redacted]	[redacted]	174
Irving , TX ,750 2		07/28/2020	Dealer: TX138 Clay Cooley KIA	

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

TX138 states
1 Still going back and forth with TL

*** Phone - Call - Outbound created on 11/06/2020 10:48:15 and created by Dean Butler ***
Called Jacob TX138

Writer states
1 Checking on veh

TX138 states
1 RO closed 11/04

*** Phone - Call - Outbound created on 11/06/2020 10:51:23 and created by Dean Butler ***
Called [redacted] and lvm checking on veh after repair

*** 11/06/2020 10:53:08 ***
Email is sent on 11/06/2020 10:52:57 by Dean Butler
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 11/06/2020 10:52:57 and created by Dean Butler ***
Your Case Number: [redacted]
VIN: KNDETCA23M7[redacted]

Dear [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 by the dealer that your vehicle has now been repaired. We wanted to follow up with you to make sure all of your concerns have been resolved.If you have any further questions or concerns, 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.In the event that you believe Kia has been unable to satisfactorily address the concern, a special alternative resolution program called BBB AUTO LINE is available to you. This independent program is administered by BBB National Programs and is provided at no cost to you. You may contact them at: BBB AUTO LINE 3033 Wilson Blvd. Suite 600 Arlington, VA 22201; Ph: (800) 955-5100.Thank you for being the best part of Kia!Sincerely,Kia Motors America
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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]

*** 11/06/2020 10:53:58 ***
Closed by Dean Butler with Resolution Code : Letter Sent
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC [redacted]	[redacted]	27,471

Rochester , MN 55901 02/14/2019 Dealer: MN017 Tom Kadlec KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

Case History

Dealer : Tom Kadlec KIA
Technician : Andrew schnable
Service Manager : Mason Case
Dealer Phone :
DPSM : Steve Broom
Vehicle Model : TELLURIDE SX V6 AWD AUTO
Model Year : 2020
Mileage : 27471
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
Customer states traction light is on. Vehicle takes multiple tries to start with push button and **CRUISE CONTROL** is inop.

[Diagnostics Performed]
Verified concerns also found that brake light will intermittentently not light up with brake pedal pressed, coinciding with no start issue. checked codes and found C154201 brake circuit error. Tried replacing brake switch with no change to concern. rescanned for codes. C154201 returned along with C136081 ESP irreversible error.

*** Dispatched to Queue Telluride Auto-Created Cases on 11/04/2020 01:06:21 (PST)

*** 11/04/2020 06:07:47 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Case Distribution by Ashley Lewis

*** 11/04/2020 06:08:18 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Case Distribution to Queue Callcenter by Ashley Lewis

*** 11/04/2020 12:47:59 (GMT-07:00) Arizona ***
Accepted from Queue Callcenter to WIPBin default by Brenda Hernandez

*** 11/04/2020 12:49:17 (GMT-07:00) Arizona ***
Dispatched from WIPBin default to Queue ZZ Rasheed Hardman by Brenda Hernandez

*** 11/04/2020 15:23:44 ***
Accepted from Queue ZZ Rasheed Hardman to WIPBin Default by Rasheed Hardman

*** Web - Diagnostics created on 11/18/2020 13:25:56 and created by Rasheed Hardman ***
*** Web - Advice created on 11/04/2020 07:23:11 and created by Frank Lusic ***
1: based on these readings the harness will need to be replaced

*** Phone - Call - Outbound created on 11/18/2020 13:26:59 and created by Rasheed Hardman ***
Wrtr called Gemma
** no VM **

*** Phone - Call - Outbound created on 11/18/2020 13:27:51 and created by Rasheed Hardman ***
Wrtr Called DLR : MN017
1. Good day / intro
2. Srvc please
3. Request RO info

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC [redacted]	[redacted]	27,471

Rochester , MN 55901 02/14/2019 Dealer: MN017 Tom Kadlec KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

4. Cust name
5. Last 8
6. Call back#
7. Case#

*** 11/25/2020 11:33:01 ***
Email is sent on 11/25/2020 11:31:19 by Rasheed Hardman
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 11/25/2020 11:31:19 and created by Rasheed Hardman ***
Dear [redacted], Good day, we are contacting you in reference to your vehicle repair. Do you have back as of yet ? If so how is the vehicle performing thus far ? Also what is the ETA for completion from the dealer ?

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]

*** 11/25/2020 11:33:22 ***
Closed by Rasheed Hardman with Resolution Code : No Cust Contact
[Resolution Summary]
after veh repair
ro info update with dlr

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HCXMG[redacted]	[redacted]	201
Deland , FL 32720		08/31/2020	Dealer: FL109 Deland KIA	

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

Case History

Techline case ([redacted] created on 03-NOV-20 by FL109.
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--
TL Case created by (Dealer Technician) : shaunvazquez vazquez
TL Case creator phone : 3866758633
TL Case creator email : 240life21@gmail.com
Below are the notes from the TL case describing the concern:

[Problem Description]
customer states that **CRUISE CONTROL**l not working and epb /autyo light wont turn off

[Diagnostics Performed]
checked for codes found c241611 and c136081 codes i checked looked code up on kgis. probed the epb actuater LH conector pin 2 and pin 13 on the HECU connector and tested for open or short i got 1ohm. i then tested pin 1 from the EPB actuator and pin 12 from the HECU and got 1ohm. then i tested the EPB actuator terminal 1 (motor-) to chassis ground and got ol/ infinity. i checked pintension on all connectors and are good found no damage to the car or underneth. so when i erase the code and turn the car back on engine on the light is out and cruise contral and everthing is bak to normal. i turn the car on off multipul time or leave it running for a min nolight s come on and no codes. i take the car for a drive around the block and come back to the shop everting is fine still no lights. i turn car off and turn car back on engine on and the the auto light and the EPB light came back on

*** Dispatched to Queue Telluride Auto-Created Cases on 11/04/2020 01:12:33 (PST)

*** 11/04/2020 06:07:49 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Case Distribution by Ashley Lewis

*** 11/04/2020 06:08:20 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Case Distribution to Queue Callcenter by Ashley Lewis

*** 11/04/2020 12:48:01 (GMT-07:00) Arizona ***
Accepted from Queue Callcenter to WIPBin default by Brenda Hernandez

*** 11/04/2020 12:49:48 (GMT-07:00) Arizona ***
Dispatched from WIPBin default to Queue ZZ Amber Skeens by Brenda Hernandez

*** 11/04/2020 12:58:13 ***
Accepted from Queue ZZ Amber Skeens to WIPBin Default by Amber Skeens

*** Phone - Call - Outbound created on 11/04/2020 12:59:51 and created by Amber Skeens ***
Wrt call cust [redacted]

Wrt call cust and states:
1. Introduce self
2. Follow up regarding veh concerns.
3 Have the concerns been addressed?

Cust states:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP34HCXMG[redacted]	[redacted]	201

Deland , FL 32720 08/31/2020 Dealer: FL109 Deland KIA

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

1 No
2 They still have the car

Wrt states
1 Who are you working with?

Cust states
1 Lady name Bree
2 Srv Manager Derrick

Wrt states
1 Offered case #
2 Will follow up on the concerns in 2 to 3 b/d

Cust states
1 Thank you

*** Phone - Call - Outbound created on 11/04/2020 13:04:15 and created by Amber Skeens ***
Wrt call dlr @(386) 734-7800

Wrt call (FL109) and left VM stating/spoke with (Derrick srv adv) stating:
1. Introduce self.
2. Needing RO information.
3. Provided VIN#

Derrick States:
1 Let me get Bree for you
2 She has an open ticket on that one

Bree states
1 -VIN: 5XYP34HCXMG[redacted]
-MY and Mileage: 2021/201
-Repeat concern?: N
-Most recent RO#[redacted]
-Open Date: 10/31/2020
-Closed date: Current
-Concern: **ADAPTIVE CRUISE CONTROL** EPB auto hold light wont turn off, front sonar does not work
-Diagnosis: NA
-Days Down at initial Service Alert report (if applicable):
-Duplicate (Y or N): Y
-ETA for completion of repairs (if applicable): NA
-Parts on order (Y/N), NA
if so obtain
---part#:
---order#:
-Techline Case (if applicable):[redacted]
-Rental / Loaner Provided?: Y
---If so, since when?: 10/31/2020
-Dealer contacted DPSM (if needed): N
-Vehicle repaired?: N
-Customer has possession?: N

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP34HCXMG[redacted]	[redacted]	201

Deland , FL 32720 08/31/2020 Dealer: FL109 Deland KIA

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

-Dealer Code/Selling Dealer (Y or N): Y FL109
-Original Owner (Y or N): Y
2 Technician said waiting on TL to response

Wrt states
1 Thank you

*** 11/09/2020 05:02:33 ***
Case moved into WIPBin 1. Monday and Sub Status of Working

*** Phone - Call - Outbound created on 11/09/2020 05:04:12 and created by Amber Skeens ***
Wrt call dlr @(386) 734-7800

Wrt call (FL109) and spoke with (Kevin srv adv) stating:
1. Introduce self.
2. Needing RO update.
3. Provided VIN#

Kevin States:
1 Looks like it was invoiced
2 Let me check with Bree and see what she has got for you
Placed on Hold
Bree states
3 We had it completed this morning
4 Said would not be here until at earliest Wednesday to pick up the veh

Wrt states
1 Thank you

*** Phone - Call - Outbound created on 11/09/2020 05:08:55 and created by Amber Skeens ***
Wrt call cust [redacted]

Wrt call cust and left VM stating:
1. Introduce self
2. Follow up regarding veh repairs.
3. Additional questions/concerns?
4. Provided 800# and case #

*** 11/12/2020 04:59:25 ***
Case moved into WIPBin 4. Thursday and Sub Status of Working

*** 11/12/2020 05:28:27 ***
Email is sent on 11/12/2020 05:28:22 by Amber Skeens
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case# [redacted]

*** Phone - Call - Outbound created on 11/12/2020 05:27:57 and created by Amber Skeens ***
Wrt call cust [redacted]

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HCXMG[redacted]	[redacted]	201

Deland , FL 32720 08/31/2020 Dealer: FL109 Deland KIA

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

Wrt call cust and left VM stating:
1. Introduce self
2. Follow up regarding veh repairs.
3. Additional questions/concerns?
4. Provided 800# and case #

*** Email - External Email Sent created on 11/12/2020 05:28:22 and created by Amber Skeens ***
Your Case Number: [redacted]
VIN: 5XYP34HCXMG[redacted]

Dear [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 by the dealer that your vehicle has now been repaired. We wanted to follow up with you to make sure all of your concerns have been resolved.If you have any further questions or concerns, 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.In the event that you believe Kia has been unable to satisfactorily address the concern, a special alternative resolution program called BBB AUTO LINE is available to you. This independent program is administered by BBB National Programs and is provided at no cost to you. You may contact them at: BBB AUTO LINE 3033 Wilson Blvd. Suite 600 Arlington, VA 22201; Ph: (800) 955-5100.Thank you for being the best part of Kia!Sincerely,Kia Motors America

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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]

*** 11/12/2020 05:29:57 ***
Closed by Amber Skeens with Resolution Code : Repaired at Dlr
[Resolution Summary]

*** 11/12/2020 05:54:13 ***
Reopened by Erica Killen with Sub Status of Working

*** Phone - Call - Inbound created on 11/12/2020 05:54:18 and created by Erica Killen ***
wrt spoke to (owner)[redacted]

cust states
1. calling to let know that we didn't take it in yet to have the part replaced
2.just haven't had a chance

wrt states
1.apologized
2. adv if any other concerns don't hesitate to callback

cust states
1.thank you

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HCXMG[redacted]	[redacted]	201

Deland , FL 32720 08/31/2020 Dealer: FL109 Deland KIA

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

*** 11/12/2020 05:57:13 ***
Closed by Erica Killen with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
		2021 TELLURIDE 5XYP5DHC7MG[redacted]	[redacted]	2,142

Columbia , SC 29210 09/03/2020 Dealer: SC009 Galeana KIA

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

Case History

Techline case ([redacted] created on 03-NOV-20 by SC009.
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--
TL Case created by (Dealer Technician) : Roger Pendleton
TL Case creator phone : 8034400818
TL Case creator email : Vokka2833@gmail.com
Below are the notes from the TL case describing the concern:

[Problem Description]
customer states, forward collision, **LANE DEPARTURE**, high beam assist lights all on,

[Diagnostics Performed]
scanned system found C180581 stored in **SMART CRUISE CONTROL**, and C160649 stored in multi function camera, software failure? no opens at connector, no blown fuses. Software error. please advise.

*** Dispatched to Queue Telluride Auto-Created Cases on 11/04/2020 01:12:33 (PST)

*** 11/04/2020 06:07:50 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Case Distribution by Ashley Lewis

*** 11/04/2020 06:08:20 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Case Distribution to Queue Callcenter by Ashley Lewis

*** 11/04/2020 12:48:01 (GMT-07:00) Arizona ***
Accepted from Queue Callcenter to WIPBin default by Brenda Hernandez

*** 11/04/2020 12:50:04 (GMT-07:00) Arizona ***
Dispatched from WIPBin default to Queue ZZ Dean Butler by Brenda Hernandez

*** 11/04/2020 12:54:33 ***
Accepted from Queue ZZ Dean Butler to WIPBin Working by Dean Butler

*** Phone - Call - Outbound created on 11/05/2020 15:10:14 and created by Dean Butler ***
Called SC009 and dlr closed at 6pm est

*** Phone - Call - Outbound created on 11/06/2020 14:44:55 and created by Dean Butler ***
Called SC009 and no answer

*** Phone - Call - Outbound created on 11/10/2020 13:47:10 and created by Dean Butler ***
Called Lavaris SC009

Writer states

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
		2021 TELLURIDE 5XYP5DHC7MG[redacted]	[redacted]	2,142

Columbia , SC 29210 09/03/2020 Dealer: SC009 Galeana KIA

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

1 Called to check on veh

SC009 states
1 RO closed 11/04

*** 11/10/2020 13:50:56 ***
Closed by Dean Butler with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP 4HC2LG[redacted]	[redacted]	40,500

Clarksville , TN 37040 02/13/2019 Dealer: TN047 Wyatt Johnson KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

Case History

*** 11/05/2020 16:03:00 (GMT-07:00) Arizona ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 11/05/2020 16:02:53 (GMT-07:00) Arizona and created by Noel Vizzo ***
5xyp64hc2Lg[redacted]
[redacted] owner called and stated
1. Called them because the **CRUISE CONTROL** stopped working.
2. Tried to schedule an appointment.
3. Also due for oil change and tire rotation.
4. They said that the maintenence was no good at their location.

Wtr stated
1. Sorry for the trouble.
2. Advised of open SC.
3. Explained maintenence plans are a dealer to dealer item.
4. Gave nearby dealer info.
5. Gave case# and contact info.
unable to connect to survey

*** 11/05/2020 16:03:18 (GMT-07:00) Arizona ***
Closed by Noel Vizzo with Resolution Code : Referred to Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC5LG[redacted]	[redacted]	2,009
Bristol , CT ,0 010		02/28/2020	Dealer: CT00 Crowley KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Case History

Dealer : Crowley KIA
Technician : Jared Brunet
Service Manager : Scott Patterson
Dealer Phone :
DPSM : Ken Domingues
Vehicle Model : TELLURIDE EX V6 AWD AUTO
Model Year : 2020
Mileage : 2009
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
Forward collision notice and **LANE DEPARTURE** message on cluster.

[Diagnostics Performed]
scanned all systems. **SCC** C180581 Active, MFC C160649 Active. Checked windshield and MFC clear no blockage. Camera locked in place.. CLEARED dtc came right back. Performed SPC calibration test failure. Checked MFC connection good. MFC connector pin 5 B+ , pin 7 less than 1ohm. Checked variant coding.

*** Dispatched to Queue Telluride Auto-Created Cases on 11/18/2020 01:06:32 (PST)

*** 11/18/2020 10:03:16 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Inbox by Jada Jones

*** 11/18/2020 10:04:29 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue Callcenter by Jada Jones

*** 11/18/2020 10:25:56 (GMT-07:00) Arizona ***
Accepted from Queue Callcenter to WIPBin default by Brenda Hernandez

*** 11/18/2020 10:29:12 (GMT-07:00) Arizona ***
Dispatched from WIPBin default to Queue ZZ Anais Carrillo by Brenda Hernandez

*** 11/19/2020 08:03:29 ***
Accepted from Queue ZZ Anais Carrillo to WIPBin Default by Anais Carrillo

*** Phone - Call - Outbound created on 11/19/2020 09:01:59 and created by Anais Carrillo ***
Called dlr CT006
Left Service a vm

Writer states:
1. Introduced self.
2. Calling for ro info
3. Provided case# and cb#

*** Phone - Call - Outbound created on 11/24/2020 16:30:45 and created by Anais Carrillo ***
Called dlr, Service was closed

*** Phone - Call - Outbound created on 12/11/2020 14:58:06 and created by Anais Carrillo ***
Called dlr CT006

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC5LG[redacted]	[redacted]	2,009
Bristol , CT 0 010		02/28/2020	Dealer: CT00 Crowley KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

service was closed

*** Phone - Call - Outbound created on 12/16/2020 13:42:15 and created by Anais Carrillo ***
Called dlr CT006
Left Service a vm

Writer states:
1. Introduced self.
2. Calling for ro info
3. Provided case# and cb#

*** Phone - Call - Outbound created on 01/13/2021 15:15:09 and created by Anais Carrillo ***
Called dlr CT006
service was closed

*** Phone - Call - Outbound created on 01/27/2021 09:49:59 and created by Anais Carrillo ***
Called dlr CT006
Left Service a vm

Writer states:
1. Introduced self.
2. Calling for ro info
3. Provided case# and cb#

*** Case [redacted] is sent on 1/27/2021 9:51:19 by Anais Carrillo
To: kdomingues@kiausa.com
Cc: anacarrillo@kiaconsumeraffairs.com
Title: ACTION REQUIRED - No Dealer Contact:CT006, [redacted]

*** Phone - Call - Outbound created on 02/01/2021 09:09:46 and created by Anais Carrillo ***
Called dlr CT006
Left Service a vm

Writer states:
1. Introduced self.
2. Calling for ro info
3. Provided case# and cb#

*** Case [redacted] is sent on 2/1/2021 9:11:25 by Anais Carrillo
To: kdomingues@kiausa.com
Cc: anacarrillo@kiaconsumeraffairs.com
Title: ACTION REQUIRED - No Dealer Contact:CT006, [redacted]

*** Phone - Call - Outbound created on 02/02/2021 11:02:09 and created by Anais Carrillo ***
Called dlr CT006
Left Service a vm

Writer states:
1. Introduced self.
2. Calling for ro info
3. Provided case# and cb#

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC5LG[redacted]	[redacted]	2,009

Bristol , CT ,0 010 02/28/2020 Dealer: CT00 Crowley KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

*** Note - Others created on 02/02/2021 11:03:24 and created by Anais Carrillo ***
Call to action
Forwarding to ECR
1. Customer states: Forward collision notice and **LANE DEPARTURE** message on cluster.
2. Dealer states: n/a.
3. Dispatching due to no dealer contact and dpsm not responding.
4. Please follow up accordingly.

*** 02/02/2021 11:04:22 ***
Dispatched from WIPBin = 2. Tues to Queue Eastern Region ECR by Anais Carrillo
Reason:

*** 02/03/2021 04:21:28 ***
Accepted from Queue Eastern Region ECR to WIPBin 09. Eastern by Kayla Erwin

*** 02/03/2021 05:31:40 ***
Case moved into WIPBin 09. Eastern and Sub Status of Working

*** 02/03/2021 05:32:44 ***
Assigned to WIPBin Default of Jacob Adams by Kayla Erwin
Reason:

*** Phone - Call - Inbound created on 02/03/2021 06:06:43 and created by Matthew Stanford ***
dealer states CT 006/ Scott
1)RO is [redacted]/
2)customer has vehicle back

*** 02/05/2021 07:44:48 ***
Case moved into WIPBin ECR 5Friday and Sub Status of Assigned

*** Phone - Call - Outbound created on 02/05/2021 08:47:04 and created by Jacob Adams ***
Writer called [redacted] @ (860) 589-4444 dealer's phone number

*** 02/05/2021 08:47:53 ***
Closed by Jacob Adams with Resolution Code : Repaired at Dlr
[Resolution Summary]
No Cust Contact/no contact information for customer

*** 02/05/2021 08:48:34 ***
Reopened by Jacob Adams with Sub Status of Working

*** 02/05/2021 08:48:52 ***
Closed by Jacob Adams with Resolution Code : Repaired at Dlr
[Resolution Summary]
No Cust Contact/no contact information for customer

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
		5XYP2DHC0MG[redacted]	[redacted]	3,1 1
Bridgewater NJ 08807		07/29/2020	Dealer: NJ074	Bridgewater KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Battery Discharging

Case History

Techline case ([redacted] created on 17-NOV-20 by NJ074.
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--
TL Case created by (Dealer Technician) : Bob Dempsey
TL Case creator phone : 6095409082
TL Case creator email : rdempsey@bridgewaterkia.com
Below are the notes from the TL case describing the concern:

[Problem Description]
Codes C180581 in Icas
Code x160649

[Diagnostics Performed]
Cleared codes, reset immediately
Checked variant coding. Looks correct to me
I see no damage to vehicle
In **SCC** I see failure of sensor calibration.
Not sure if we should recalibrate sensors or if the variant coding is incorrect.

*** Dispatched to Queue Telluride Auto-Created Cases on 11/18/2020 01:10:45 (PST)

*** 11/18/2020 10:03:17 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Inbox by Jada Jones

*** 11/18/2020 10:04:31 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue Callcenter by Jada Jones

*** 11/18/2020 10:25:58 (GMT-07:00) Arizona ***
Accepted from Queue Callcenter to WIPBin default by Brenda Hernandez

*** 11/18/2020 10:41:54 (GMT-07:00) Arizona ***
Dispatched from WIPBin default to Queue ZZ Dean Butler by Brenda Hernandez

*** 11/18/2020 10:54:59 ***
Accepted from Queue ZZ Dean Butler to WIPBin Working by Dean Butler

*** Phone - Call - Outbound created on 11/18/2020 12:48:44 and created by Dean Butler ***
Called Bob NJ074

Writer states
1 Calling to check on veh

NJ074 states
1 RO closed 11/17
2 Charging battery worked

*** 11/18/2020 12:51:44 ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
		2021 TELLURIDE 5XYP2DHC0MG[redacted]	[redacted]	3,1 1

Bridgewater, NJ 08807 07/29/2020 Dealer: NJ074 Bridgewater KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Battery Discharging

Closed by Dean Butler with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J21MG[redacted]	[redacted]	5,039

Columbus , GA 31909 09/02/2020 Dealer: GA033 KIA Autosport

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Case History

Techline case ([redacted] created on 17-NOV-20 by GA033.
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--
TL Case created by (Dealer Technician) : James Burkett
TL Case creator phone :
TL Case creator email : jamz82277@gmail.com
Below are the notes from the TL case describing the concern:

[Problem Description]
I have a 2021 K5 here that the customer complains of random error messages popping up on her dash, from multiple modules including forward collision warning, **SMART CRUISE CONTROL**, and blind spot detection. I scanned all the modules and found codes only from the rear master and slave radar modules- Both modules had a code C169381 ESC Signal Error

[Diagnostics Performed]
The issue is currently not duplicating (shocker, I know). Have you guys seen this issue before? Anything I can do here?

*** Dispatched to Queue Service Alert / Techline on 11/18/2020 01:10:46 (PST)

*** 11/19/2020 12:09:01 ***
Accepted from Queue = Service Alert / Techline to WIPBin Default

*** 11/19/2020 12:22:26 ***
Dispatched from WIPBin Default to Queue Callcenter by Cinthya Espinoza-Peregrina

*** 11/20/2020 06:29:01 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Callcenter to WIPBin Inbox by Jada Jones

*** 11/20/2020 06:29:29 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue ZZ Dana Hitchcock by Jada Jones

*** 11/20/2020 06:47:00 ***
Accepted from Queue ZZ Dana Hitchcock to WIPBin Inbox by Dana Hitchcock

*** Phone - Call - Outbound created on 11/20/2020 09:05:24 and created by Dana Hitchcock ***
Contacted [redacted] @ [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. Provided case # and writer's contact information.
4. Requested callback if additional assistance is needed.

*** Phone - Call - Inbound created on 11/20/2020 09:07:37 and created by Dana Hitchcock ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J21MG[redacted]	[redacted]	5,039

Columbus , GA 31909 09/02/2020 Dealer: GA033 KIA Autosport

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Contacted GA033 spoke with CHRIS

Customer name: [redacted]
Customer phone: [redacted]
Customer address: [redacted] MIDLAND GA
Mileage: 5039

Most recent RO#[redacted]
Open date: 11/17/20
Close date: 11/17/20

Most recent repair issue and diagnosis:
Concern- CEL ON
Cause- COULD NOT DUPLICATE
Correction- NO REPAIRS MADE

Repeat repair: N
How many times:
Repair history
Dates-
RO#-
Customer states-
Dealer states-

ETA for completion- COULD NOT DUPLICATE

Parts on backorder: N
Part #
Order #

Rental/Loaner Provided:N
since when:

Vehicle Repaired- N
Customer has possession- Y

*** 11/20/2020 09:12:41 ***
Closed by Dana Hitchcock with Resolution Code : Information Given
[Resolution Summary]
COMPLETED

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP5DHC2MG[redacted]	[redacted]	3,018
San Antonio TX 78238		09/29/2020	Dealer: TX002 Ancira KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

Case History

Dealer : Ancira KIA
Technician : Richard Flores
Service Manager : Javier Gomez
Dealer Phone :
DPSM : Stormy Childery
Vehicle Model : TELLURIDE SX V6 AWD AUTO
Model Year : 2021
Mileage : 3018
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
customer states warning light comes on randomlysmart cruise inop.

[Diagnostics Performed]
scanned all modules for codes no codes, no lights on, customer sent photo when warning come on will attach to case (**SMART CRUISE CONTROL** disabled,radar blocked)checked radar nothing blocking it.

*** Dispatched to Queue Telluride Auto-Created Cases on 11/24/2020 01:07:12 (PST)

*** Case note has been appended from duplicated auto-case on 11/24/2020 01:10:13 (PST)

Comments from Techline Escalation

Techline case ([redacted] created on 23-NOV-20 by TX002.
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--
TL Case created by (Dealer Technician) : Richard Flores
TL Case creator phone : 7269997310
TL Case creator email : RichFlor6672@yahoo.com
Below are the notes from the TL case describing the concern:

[Problem Description]
customer states warning light comes on randomlysmart cruise inop.

[Diagnostics Performed]
scanned all modules for codes no codes, no lights on, customer sent photo when warning come on will attach to case (**SMART CRUISE CONTROL** disabled,radar blocked)checked radar nothing blocking it.

*** 11/24/2020 08:06:35 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Case Distribution by Ashley Lewis

*** 11/24/2020 08:07:49 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Case Distribution to Queue Callcenter by Ashley Lewis

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP5DHC2MG[redacted]	[redacted]	3,018

San Antonio TX 78238 09/29/2020 Dealer: TX002 Ancira KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

*** 11/25/2020 10:41:51 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Callcenter to WIPBin Inbox by Jada Jones

*** 11/25/2020 11:04:21 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue ZZ Sheri Trull by Jada Jones

*** 12/02/2020 13:05:32 ***
Accepted from Queue ZZ Sheri Trull to WIPBin Inbox by Sheri Trull

*** 12/22/2020 09:28:25 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue Callcenter by Jada Jones

*** 12/22/2020 10:19:38 ***
Accepted from Queue Callcenter to WIPBin Default by Myra Davis

*** 12/22/2020 10:24:28 ***
Dispatched from WIPBin Default to Queue ZZ Noel Vizzo by Myra Davis

*** 12/22/2020 17:59:34 (GMT-07:00) Arizona ***
Accepted from Queue ZZ Noel Vizzo to WIPBin default by Noel Vizzo

*** Phone - Call - Outbound created on 12/24/2020 13:07:39 (GMT-07:00) Arizona and created by Noel Vizzo ***
Writer called Tx002, ring ring, no answer

*** Phone - Call - Outbound created on 12/31/2020 14:18:14 (GMT-07:00) Arizona and created by Noel Vizzo ***
Writer called TX002, spoke to the service desk
1. Adnan is the SA.
2. Out till Tuesday

Writer stated
1. Thank you.

*** Phone - Call - Outbound created on 01/07/2021 18:05:09 (GMT-07:00) Arizona and created by Noel Vizzo ***
Writer called TX042, no answer in service.

*** Phone - Call - Outbound created on 01/13/2021 16:07:38 (GMT-07:00) Arizona and created by Noel Vizzo ***
Writer called TX002, left message
1. Calling regarding the customers vehicle.
2. Case# and contact info.

*** Phone - Call - Outbound created on 01/15/2021 17:05:01 (GMT-07:00) Arizona and created by Noel Vizzo ***
writer called TX002, was placed on hold when connected to service.
Writer disconnected after 5 mins.

*** Case [redacted] is sent on 1/15/2021 16:12:12 by Noel Vizzo
To: schildery@kiausa.com
Cc: NVizzo@kiaconsumeraffairs.com

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC2MG[redacted]	[redacted]	3,018
San Antonio TX 78238		09/29/2020	Dealer: TX002 Ancira KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

Title: ACTION REQUIRED - No Dealer Contact:TX002, [redacted]

*** Phone - Call - Inbound created on 01/21/2021 11:12:08 (GMT-07:00) Arizona and created by Noel Vizzo ***
Writer called TX002,, Bianca

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] Garden Ridge, TX [redacted]
VIN: 5XYP5DHC2MG[redacted]
Year/Model: 2021 Telluride
Mileage: 7807
Most recent RO# [redacted]
Open Date: 1/20/21
Close date (if applicable):
Days Down(if applicable): 2
>>>>Customer states, Camera light flashing
>>>>Cause: Still diagnosing.
>>>>Correction: NA
Able to Duplicate (Y or N): N
Repeat Repair (Y/N): N
ETA for completion of repairs (if applicable): NA
Parts on order (Y/N): N
Techline Case: [redacted]
Rental or Loaner Provided: Y
Date put in rental/loaner: 1/20
Dealer contacted DPSM: N
Vehicle repaired: N
Customer has possession: N
Original Owner (Y or N):
Does customer maintain vehicle at this location: Y

*** Phone - Call - Outbound created on 01/27/2021 13:46:22 (GMT-07:00) Arizona and created by Noel Vizzo ***
Writer called TX102, Ednon stated

1. Waiting n you guys.
2. TL has not responded.

*** 01/28/2021 16:06:42 ***
TL case# [redacted] was escalated to an FTS. Update will be provided after this request is reviewed.

*** Phone - Call - Outbound created on 02/02/2021 16:01:18 (GMT-07:00) Arizona and created by Noel Vizzo ***
Writer called TX002, Service
1. Checking to if there as been an update.

Service stated
1. Still waiting on FTS, COVID.

*** Phone - Call - Outbound created on 02/08/2021 17:08:06 (GMT-07:00) Arizona and created by Noel Vizzo ***
Writer called TX002,
1. Checking for update on the vehicle and the FTS visit.

Service stated:

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC2MG[redacted]	[redacted]	3,018

San Antonio TX 78238 09/29/2020 Dealer: TX002 Ancira KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

1. Still waiting on you guys.

*** Phone - Call - Outbound created on 02/25/2021 14:18:48 (GMT-07:00) Arizona and created by Noel Vizzo ***
Writer called TX002 and requested service
Writer disconnected at 7:30 mins
1. Calling to check status on the vehicle/FTS visit

*** Phone - Call - Outbound created on 03/02/2021 13:06:02 (GMT-07:00) Arizona and created by Noel Vizzo ***
Writer called TX002, requested service
Writer was placed on hold for 4 mins and then the call disconnected

Writer called TX002, was told they were unable to get into the system, having technical issues.
Please call back.

*** Phone - Call - Outbound created on 03/05/2021 18:35:48 (GMT-07:00) Arizona and created by Noel Vizzo ***
Writer called TX002, left Voice Mail for Javier.
1. Checking status of this vehicle.
2. Case# and contact info.

*** Case [redacted] is sent on 3/5/2021 17:39:18 by Noel Vizzo
To: schildery@kiausa.com
Cc: NVizzo@kiaconsumeraffairs.com
Title: ACTION REQUIRED - No Dealer Contact:TX002, [redacted]

*** Case [redacted] is sent on 3/11/2021 16:56:53 by Noel Vizzo
To: schildery@kiausa.com
Cc: NVizzo@kiaconsumeraffairs.com
Title: ACTION REQUIRED - No Dealer Contact:TX002, [redacted]

*** Phone - Call - Outbound created on 03/30/2021 16:51:57 (GMT-07:00) Arizona and created by Noel Vizzo ***
Writer called TX002., spoke to Fernando in service
Fernando stated:
1. Last thin g we have is an oil change.

*** Phone - Call - Inbound created on 03/30/2021 16:56:57 (GMT-07:00) Arizona and created by Noel Vizzo ***
Writer called [redacted] and stated:
1. Calling to follow up regarding the repair to the vehicle.

Customer stated:
1. After they fixed the forward collision had to go back for the blind spot system would not engage.
2. They fixed that.
3. Everything worked except the indicator light for the 360 camera started blinking and would not turn off.
4. Between all the service visits have been without the vehicle for about a month.
5. There were a lot of trips back and forth, too.
6. Got to go back again for this now.

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC2MG[redacted]	[redacted]	3,018
San Antonio TX 78238		09/29/2020	Dealer: TX002 Ancira KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

Writer stated:
1. Sorry for the trouble.
2. Please let us know when the vehicle goes back in for the concern with the AC.
3. We want to have our eyes on the repair.

Writer stated:
1. will do.
2. thank you for the call.

*** Phone - Call - Outbound created on 05/17/2021 09:59:58 (GMT-07:00) Arizona and created by Noel Vizzo ***
Writer called TX002, spoke to Mike in service:
Looking for the most recent RO info on the following:

Customer name: [redacted]
Customer phone #: [redacted]
Customer address:
Mileage:
Most recent RO #: [redacted]
In: v2/12
0807 miles
- concern with camera light flashing
Most recent Repair Issue and Diagnosis:
Repeat Repair (Y/N), if so, how many times?:
Repair History of current concern with dates (Open and Closed) and mileage:
ETA for completion of repairs (if applicable):
Parts on order (Y/N), if so obtain part#, order#:
Rental / Loaner Provided? If so, since when?:
Vehicle repaired?: YES
Customer has possession?: Yes

*** Phone - Call - Outbound created on 05/17/2021 10:04:29 (GMT-07:00) Arizona and created by Noel Vizzo ***
Writer called [redacted] and left voice mail:
1. Calling to see if there has been a visit scheduled for the concern with the AC.

*** 06/14/2021 05:47:10 ***
Dispatched from WIPBin Default to Queue Callcenter by Dan Boyer

*** 06/14/2021 11:14:04 ***
Accepted from Queue Callcenter to WIPBin Default by Dan Boyer

*** 06/14/2021 11:20:13 ***
Dispatched from WIPBin Default to Queue ZZ Paxton Kerns by Dan Boyer

*** 06/15/2021 05:13:31 ***
Accepted from Queue ZZ Paxton Kerns to WIPBin Default by Paxton Kerns

*** 06/26/2021 06:56:44 ***
Closed by Paxton Kerns with Resolution Code : No Cust Contact
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC9LG[redacted]	[redacted]	45,000

Delray Beach FL 33483 04/11/2019 Dealer: FL152 KIA Delray

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Case History

*** 11/24/2020 09:58:38 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 11/24/2020 09:58:54 and created by Jayden Sluss ***
[redacted] (Owner) states
1. I was recently involved in accident on Saturday
2. Prior to accident I've had issues w/ my **LANE ASSIST**
3. Whenever I drive it, it puts me into another lane
4. I took to the Kia dlr in Delray
5. I mentioned that to them as well as other things like oil change
6. I was there 2 different times
7. The last time I was there for 5hrs
8. They advised everything was good to go
9. But when I look at paperwork there is nothing about **LANE ASSIST**
10. I went there again today and they said they didn't recall me mentioning that
11. They said they couldn't touch veh until I call you guys
12. It was pouring raining on Sat and it yanked me 3x from left to right and I bumped a motor cycle

Wrt
1. Apologized
2. No open SC's / recalls
3. -Ran accident script-
4. We'll escalate your case
5. You'll received cb in 2-3 business days
6. What's your preferred method of contact?

Cust
1. Phone

Wrt
1. Case-[redacted]

Cust
1. Thank you.

*** Note - Others created on 11/24/2020 10:00:05 and created by Jayden Sluss ***
Forwarding to NCA.

1. Customer alleges **LANE ASSIST** caused accident by pulling veh randomly.
2. Vehicle is currently down at
3. Customer is requesting assistance b/c she went to dlr for this issue and they said it was fine. Then the accident happened.
4. Please review and follow up accordingly.

*** 11/24/2020 10:15:43 ***
Dispatched from WIPBin = Default to Queue National CA by Jayden Sluss
Reason:

*** 11/25/2020 07:13:16 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC9LG[redacted]	[redacted]	45,000

Delray Beach FL 33483 04/11/2019 Dealer: FL152 KIA Delray

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

*** 11/25/2020 07:15:53 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 1. Intro Calls of Ryan Ristow by Jeff Stroup
Reason:

*** Phone - Call - Inbound created on 12/01/2020 07:53:34 and created by Dana Hitchcock ***
Spoke with [redacted] owner

customer states
1 i was supposed to get a callback on this case
2 my vehicle is not drivable and i need to know what i need to be doing.

writer states
1 apologized
2 adv case has been escalated.
3 adv Ryan as been assigned as new CM.
4 adv CM is not available at the moment but does have a follow up date set for today.
5 adv that KMA was closed for thanksgiving and black Friday so the callback date was pushed back some.

Customer states
1 thank you

*** Phone - Call - Inbound created on 12/01/2020 13:02:54 (GMT-07:00) Arizona and created by Debra Rustin ***

Writer states
1.introduced self
2.How can we help?

[redacted] (Owner) states
1.was suppose to be escalatesd
2. car is considered undrivable

writer states
1.Apologized
2.Ryan has you scheduled to call today

customer states
1. thank you

*** Phone - Call - Outbound created on 12/01/2020 14:43:18 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt contacted the customer:
1. Customer advised body damage is being repaired.
2 Wrt requested photos for review.
3. Wrt advised we can get it into the dealer after.
4. The KMA engineers will advise if they need the dealer to check anything.

*** Others - Others created on 12/02/2020 16:43:52 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt reviewed with KMA engineer 047E:
1. Have dealer inspect car.

*** Phone - Call - Outbound created on 12/10/2020 14:21:04 (GMT-08:00) Pacific Time (US & Canada) and

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC9LG[redacted]	[redacted]	45,000

Delray Beach FL 33483 04/11/2019 Dealer: FL152 KIA Delray

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

created by Ryan Ristow ***
Wrt contacted the customer who advised the body shop was still working on the car.

*** Phone - Call - Outbound created on 12/21/2020 12:58:48 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt contacted the customer:
1. Sher advised the vehicle was still being worked on.
2. She requested a rental and stated that the part from Kia has been reshipped 5 times.

*** 01/04/2021 13:42:28 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 01/04/2021 13:42:01 by Ryan Ristow
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 01/04/2021 13:42:01 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Dear [redacted] Has the body shop been able to complete the repair?

Sincerely,
Ryan R.

01/05/2021 13:52:24
Email is received on 01/05/21 13:52:16 from [redacted]

*** Email - External Email Received created on 01/05/2021 13:52:21 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Yes it was just recently released. What is the next step. Please call me when you can. [redacted]

*** Phone - Call - Outbound created on 01/07/2021 11:29:42 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt contacted the customer and advised her to schedule an appointment with the Kia dealer for an inspection.

*** 01/12/2021 14:35:25 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 01/12/2021 14:35:03 by Ryan Ristow
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 01/12/2021 14:35:03 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Dear [redacted]

Just wanted to see if an appointment had been scheduled.

Sincerely,
Ryan R.

*** 01/20/2021 14:07:22 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Ryan Ristow with Resolution Code : No Cust Contact
[Resolution Summary]
Case closed pending further contact.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J22MG[redacted]	[redacted]	727

Charleston , SC 29414 10/27/2020 Dealer: SC019 KIA Country

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Steering
Kia Case Type Lvl4: Switch Op on Steering Wheel

Case History

Techline case (13894558) created on 01-DEC-20 by SC019.
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--
TL Case created by (Dealer Technician) : Kai Tinsley
TL Case creator phone : 7066641411
TL Case creator email : malakaitinsley1982@hotmail.com
Below are the notes from the TL case describing the concern:

[Problem Description]
Customer stated that **CRUISE CONTROL**, steering mode, ok reset, is inop on the steering wheel switch.

[Diagnostics Performed]
Inspected switch on steering wheel, which is plugged in and not responding while in use. Getting power and ground in the harness. But nothing out of the switch control.

*** Dispatched to Queue Service Alert / Techline on 12/02/2020 01:08:39 (PST)

*** 12/04/2020 09:23:42 ***
Dispatched from WIPBin Default to Queue ZZ GW Marriot by Cinthya Espinoza-Peregrina

*** 12/04/2020 09:31:35 ***
Accepted from Queue ZZ GW Marriot to WIPBin Default by GW Marriot

*** Phone - Call - Outbound created on 12/04/2020 12:07:11 and created by GW Marriot ***
1. Contacted dealer technician spoke with Eric.
2. Introduced self, advised courtesy follow up , requested update on repair.
3. States has set appointment for customer for 12/10 for additional diagnostic testing and has set up a loaner for ch. Eric also advised:
Customer Name: [redacted]
Customer Phone #: [redacted]
VIN: 5XXG34J22MG[redacted]
MY and Mileage: 2021 KIA K5 727
Most recent RO# [redacted]
Open Date and Close date:12/2/2020 still open
Most recent Repair Issue and Diagnosis: diagnosing.
*Concern:
*Cause:
Repeat Repair (Y/N),
Repair History of current concern with RO#,
Open and Closed dates with mileage:
ETA for completion of repairs: unknown at this time.
Parts on order (Y/N):
P/N#
Order#:
ETA:
Techline Case: not available
Rental / Loaner Provided? Y

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J22MG[redacted]	[redacted]	727

Charleston , SC 29414 10/27/2020 Dealer: SC019 KIA Country

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Steering
Kia Case Type Lvl4: Switch Op on Steering Wheel

Dealer contacted DPSM:
Vehicle repaired? N
Customer has possession? Y
Dealer Code/Selling Dealer (Y or N):
Original Owner (Y or N):

*** Phone - Call - Outbound created on 12/11/2020 06:32:33 and created by GW Marriot ***
1. Contacted dealership technician for follow up. Spoke with Tim.
2. Introduced self, advised following up per customer had appointment on 12/10 for additional diagnostics.
3. Per Tim, customer did not bring vehicle back for diagnostics.

*** Phone - Call - Outbound created on 12/11/2020 06:37:40 and created by GW Marriot ***
1.Contacted customer.
2. Introduced self, advised courtesy call for follow up on vehicle.
3. Customer states has loaner and spoke with dealership twice yesterday no ETA on repair but customer is not worried.
4. Advised will follow up with dealer next week.
5. Customer thanked me for the call.

*** Phone - Call - Outbound created on 12/15/2020 12:31:28 and created by GW Marriot ***
1. Contacted dealer for update on part. Spoke with Cheryl.
2. Introduced self, advised follow up call for customer.
3. Cheryl states part should be in by Thursday 12/17 customer is currently in loaner.

*** Phone - Call - Outbound created on 12/15/2020 12:33:54 and created by GW Marriot ***
1. Contacted customer.
2. Introduced self, advised courtesy follow up call per dealership part will be ready no later than 12/17 and I will follow up on Monday to confirm customer satisfaction.

*** Phone - Call - Outbound created on 12/19/2020 09:39:34 and created by GW Marriot ***
1. Contacted parts department in regards to part due in on 12/17.
2. Introduced self, request information on part.
3. Rep advised : part has already been installed.

*** Phone - Call - Inbound created on 12/19/2020 09:43:29 and created by GW Marriot ***
1. Attempted to contact customer. Customer has voicemail.
2. Left voicemail, introduced self, advised courtesy call, advised call back number.

*** Phone - Call - Outbound created on 12/22/2020 05:32:23 and created by GW Marriot ***
1. Attempted to contact customer. Customer has voicemail.
2. Left voicemail, introduced self, advised courtesy call, advised call back number.
3. Per second attempt and no contact closed case.

*** 12/22/2020 05:33:30 ***
Closed by GW Marriot with Resolution Code : No Cust Contact
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J21MG[redacted]	[redacted]	2,222
Indianapolis IN 4 227		10/23/2020	Dealer: IN004	Ray Skillman KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Brake Device

Case History

*** 12/09/2020 12:47:20 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 12/09/2020 12:47:23 and created by Victoria Orr ***
Cust [redacted] Owner states
1 bought new K5 4 weeks ago 11-7-20
2 noticed drivers side disc brakes not square/worn down
3 hit and miss- disc must be warped
4 went to DLR today and replaced heating switch control
5 DLR said measured and offered to turn the discs but I didnt want them to do that
6 KIA said within their specs
7 very disappointed

Wrt states
1 verify cust info

Cust states
1 quoted $180 to buy new drivers front disc by itself
2 not including pads or labor
3 But this is a new vehicle and dont feel I should
4 Another problem also
5 I'm 80 years old and have remote start to do with cell phone
6 we keep car in attached garage
7 get message saying doors unlocked- a little annoying
8 how do I get rid of that or stop that message
9 without locking the doors- b/c garage door is locked

Wrt states
1 I will call DLR and follow up

Cust states
1 can see grooves in one disc only-dark surface and worn but not evenly
2 other 3 are shiny and new
3 Svc Mgr said brakes were all right
4 Its a beautiful car and feel it should be taken care of

Wrt states
1 understand your asking to help replace that one disc
2 not sure can but will try

Cust states
1 have a brick house with metal roof
2 and cant get good cell reception in the house
3 if you call back leave a message and I will call back

Wrt states
1 ok Thanked
2 transferred to UVO to ask about door unlock messages

*** Phone - Call - Inbound created on 12/10/2020 10:51:37 and created by Victoria Orr ***
Wrt called IN004 for RO at above nbr (317) 888-9500

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J21MG[redacted]	[redacted]	2,222
Indianapolis IN 4 227		10/23/2020	Dealer: IN004 Ray Skillman KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Brake Device

1 recording stopped - no sound
2 Wrt disconnected not able to speak to anyone

-Googled Dlr for alt nbr 317 293 8060- called back
1 spoke with Luke in service dept
2 has appt 12-12-20 at 8am - not seen K5 yet-know Chris Eggers
3 Cust is regular cust with our DLR-have 3 DLR' locations
4 checked with my Svc Mgr didnt stop here yesterday 12=9-20
5 advised cust has concern with drivers front disc brake

*** Phone - Call - Inbound created on 12/10/2020 11:02:07 and created by Victoria Orr ***
Wrt called Cust at [redacted] and left VM
1 follow up call regarding front disc brake concern
2 spoke with DLR and didnt recall seeing you yesterday
3 is it possible you went to another location?
4 DLR advised you have appt 12-12-20 at 8am
5 and they will be happy to look into
6 provided both 800/case nbrs
7 Thanked

*** Phone - Call - Inbound created on 12/11/2020 08:51:00 and created by Roberto Salazar ***
Customer [redacted] (owner) States:
1. Requesting to speak with case manager

Writer States:
1. Acknowledged.

Call dropped

*** Phone - Call - Inbound created on 12/11/2020 08:56:34 and created by Jason Walters ***
[redacted] (owner) States:
1. Requesting to speak with case manager

Writer States:
1. Apologized
2. adv will reach out to see if CM available.

Customer states:
1. OK have them call me

<For Internal Use Only
Mr.>

*** 12/11/2020 17:28:36 ***
Email is sent on 12/11/2020 17:26:45 by Victoria Orr
To: adam_franks@rayskillman.net
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J21MG[redacted]	[redacted]	2,222
Indianapolis IN 4 227		10/23/2020	Dealer: IN004	Ray Skillman KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Brake Device

*** Email - External Email Sent created on 12/11/2020 17:26:45 and created by Victoria Orr ***
Dear Service Manager at Ray Skillman KIA,

Please complete the Service Template below for Customer [redacted] and his 2021 K5. Please fill in items below and reply to this email. I understand he had appt. 12-12-20 at 8am.
Cust states his concern is front drivers disc brake not square/worn down and might be warped. Cust states can see grooves on it and has dark surface, not shiny and new like other 3. Can this be replaced under New Car 12/12 Warranty since he just purchased 1 month ago? Or reach out to DPSM?
Thank you for your assistance!

VIN – 5XXG34J21MG[redacted]
Mileage-
Most Recent RO - #
Date opened –
Cust states –
Correction –
Cust in a loaner or rental?
DPSM contacted?
Any additional information?

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]

*** Phone - Call - Inbound created on 12/14/2020 12:47:16 and created by Victoria Orr ***
Wrt called IN004 for RO
1 spoke with John in service dept
2 not finding cust - may be at different DLR
3 Ray Skillman has 3
4 Shadeland store number 3173529500
5 Westside store nbr is 3172938060

*** Phone - Call - Inbound created on 12/14/2020 13:27:34 and created by Victoria Orr ***
Wrt called IN at 3173529500 (Shadeland store)
1 spoke with Service dept
2 No record of Customer

Wrt called IN022 at 3172938060 West Store**********
1 spoke with Luke
2 Cust came in on Saturday 12-12-20 with Soul not K5
3 didnt mention any concerns

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J21MG[redacted]	[redacted]	2,222
Indianapolis IN 4 227		10/23/2020	Dealer: IN004 Ray Skillman KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Brake Device

4 Wrt advised will ask Cust to make appt to look at
5 to see if can do anything under 12/12 New Car Wty

Dealer states
1 Yes thats the adjustment warranty
2 Thank you

Wrt states
1 Thanked

*** Phone - Call - Inbound created on 12/14/2020 13:35:20 and created by Victoria Orr ***
Wrt called Cust at [redacted]
1 follow up call
2 asking to make appt to look at again- could not find record of disc brake concern
3 called all 3 Ray Skillman DLR's in the area

Cust states
1 have appt 12-15-20 at 8am to check passenger heat control-
2 working with Matt
3 went before but still not working right

Wrt states
1 have 12/12 New Car or Adjustment warranty can try to see if can use that for drivers front brake disc
2 or ask DPSM or TL if can approve- No Gtee but can ask
3 apologized about heater switch, you told me about that last week
4 offered to place on hold to call Matt at IN022

Cust states
1 DLR said was within specs and measurements
2 Ok I'll Hold

Dealer states
1 spoke with Matt at IN022
2 Yes , measured and within specs
3 will note for tomorrows RO and ask for 12/12 coverage
4 and advise cust of that decision (DPSM?)

Wrt states
1 relayed DLR info to Cust

Dealer states- other things too.....
1 headlights keep come on during the day-Amber driving lights
2 taillights too- have set on Automatic
3 Cruise will drop out - on 2 lane state highways not Interstate where it can change speed in diff zones
4 Annoying little things

Wrt states
1 apologized
2 **CRUISE CONTROL** I believe reads signs
3 DLR will check and advise tomorrow at appt
4 Thanked

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J21MG[redacted]	[redacted]	2,222

Indianapolis IN 4 227 10/23/2020 Dealer: IN004 Ray Skillman KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Brake Device

Cust states
1 thank you

*** 12/14/2020 14:35:14 ***
Closed by Victoria Orr with Resolution Code : Referred to Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC8LG[redacted]	[redacted]	9,491

Morristown TN 37814 01/0 /2020 Dealer: TN037 Rusty Wallace KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

Case History

Dealer : Rusty Wallace KIA Morristown
Technician : Jeremy Jackson
Service Manager :
Dealer Phone :
DPSM : Johna Hollis
Vehicle Model : TELLURIDE S V6 FWD AUTO
Model Year : 2020
Mileage : 9491
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
customer states the **CRUISE CONTROL** will not slow them down when vehicle is slowing down in front of them

[Diagnostics Performed]
vehicle does have ssc and have checked to insure that ssc is on and can duplicate concern
it acts like normal **CRUISE CONTROL**

*** Dispatched to Queue Telluride Auto-Created Cases on 12/12/2020 01:06:26 (PST)

*** 12/14/2020 05:22:54 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Case Distribution by Ashley Lewis

*** 12/14/2020 05:23:20 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Case Distribution to Queue ZZ Tiffany Fluharty by Ashley Lewis

*** 12/17/2020 16:34:44 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue ZZ Tiffany Fluharty to WIPBin Case Distribution by Ashley Lewis

*** 12/17/2020 16:35:18 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Case Distribution to Queue Callcenter by Ashley Lewis

*** 12/18/2020 09:51:32 ***
Accepted from Queue Callcenter to WIPBin Default by Collado Ortega

*** 12/18/2020 09:59:20 ***
Dispatched from WIPBin Default to Queue ZZ Steve Howard by Collado Ortega

*** 12/18/2020 09:59:44 ***
Accepted from Queue ZZ Steve Howard to WIPBin Default by Collado Ortega

*** 12/18/2020 10:02:15 ***
Dispatched from WIPBin Default to Queue ZZ Lyndsey Shaffer by Collado Ortega

*** 12/18/2020 16:02:27 ***
Accepted from Queue ZZ Lyndsey Shaffer to WIPBin Default by Lyndsey Shaffer

*** Phone - Call - Outbound created on 12/21/2020 15:27:15 and created by Lyndsey Shaffer ***
Outbound call to TN037

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC8LG[redacted]	[redacted]	9,491

Morristown TN 37814 01/0 /2020 Dealer: TN037 Rusty Wallace KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

Writer states
1. Introduced self
2. Calling to obtain RO information
3. Please give us a call back
4. Provided 800# and case#

*** Phone - Call - Outbound created on 12/21/2020 15:31:08 and created by Lyndsey Shaffer ***
Outbound call to Customer[redacted]

Writer states
1. Introduced self
2. Calling to follow up
3. Please give us a call back
4. Provided 800# and case#

*** Phone - Call - Outbound created on 12/22/2020 09:12:29 and created by Lyndsey Shaffer ***
Outbound call to TN037

Writer states
1. Introduced self
2. Calling to obtain RO information
3. Please give us a call back
4. Provided 800# and case#

*** Case [redacted] is sent on 12/22/2020 9:13:18 by Lyndsey Shaffer
To: jhollis@kiausa.com
Cc: lshaffer@kiaconsumeraffairs.com
Title: ACTION REQUIRED - No Dealer Contact:TN037, [redacted]

*** 12/22/2020 09:15:41 ***
Email is sent on 12/22/2020 09:15:34 by Lyndsey Shaffer
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 12/22/2020 09:15:34 and created by Lyndsey Shaffer ***
Your Case Number: [redacted]
VIN: 5XYP64HC8LG[redacted]

Dear [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 (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 contacting Kia.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC8LG[redacted]	[redacted]	9,491

Morristown TN 37814 01/0 /2020 Dealer: TN037 Rusty Wallace KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

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]

*** Phone - Call - Outbound created on 12/22/2020 09:16:28 and created by Lyndsey Shaffer ***
Outbound call to Customer [redacted]

Writer states
1. Introduced self
2. Calling to follow up
3. Please give us a call back
4. Provided 800# and case#

*** 12/22/2020 09:17:22 ***
Closed by Lyndsey Shaffer with Resolution Code : No Cust Contact
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC2LG[redacted]	[redacted]	10,004

Gilbert , AZ 85297 10/31/2019 Dealer: AZ040 Horne KIA

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 on12/16/2020 00:00:00

Dealer Name : HORNE MOTORS OF GILBERT, LLC Horne Kia
Dealer Contact name : RICH
Dealer Phone : 480 813 3300
Part No# : 91210 S9220
Order No# : 1215
Order Qty# : 1

*** Dispatched to Queue Telluride Auto-Created Cases on 12/17/2020 01:02:13 (PST)

*** 12/17/2020 05:11:38 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Inbox by Jada Jones

*** 12/17/2020 05:12:23 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue Callcenter by Jada Jones

*** 12/17/2020 12:09:13 ***
Accepted from Queue Callcenter to WIPBin Default by Collado Ortega

*** 12/17/2020 12:10:42 ***
Dispatched from WIPBin Default to Queue ZZ Victoria Orr by Collado Ortega

*** 12/17/2020 12:43:10 ***
Accepted from Queue ZZ Victoria Orr to WIPBin Default by Victoria Orr

*** Phone - Call - Inbound created on 12/22/2020 16:06:38 and created by Victoria Orr ***
Wrt called AZ040 for Part Order update and Missing Cust info**
1 Finance dept answered? Transferred to receptionist
2 Spoke with Nathan in Parts dept
3 For a Telluride Engine front wiring harness
4 on Back Order - UPER status - ETA 1-2-21 in RED
5 Usually 2 to 3 weeks after that lead time
6 Cust is [redacted]
7 RO [redacted] closed currently- Opened 12-15-20
8 Cust states getting warning light - **SMART CRUISE CONTROL**- damaged
9 getting replaced

*** Phone - Call - Inbound created on 12/22/2020 16:19:30 and created by Victoria Orr ***
Wrt called Cust at [redacted] and left VM
1 introduced self
2 follow up call to part on back order for new vehicle
3 will continue to monitor until part received
4 provided both 800/case nbrs
5 Thanked

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC2LG[redacted]	[redacted]	10,004

Gilbert , AZ 85297 10/31/2019 Dealer: AZ040 Horne KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Parts
Kia Case Type Lvl3: Supply
Kia Case Type Lvl4: Stock Status

*** Phone - Call - Inbound created on 12/31/2020 14:15:15 and created by Victoria Orr ***

<For Internal Use Only
Wrt checked AS400- shows 1-1-21 Red Flashing New Years Day
>

*** Phone - Call - Inbound created on 01/07/2021 13:04:43 and created by Victoria Orr ***

<For Internal Use Only
Wrt checked AS400- shows ETA 1-8-21 Red Flashing
>

*** Phone - Call - Inbound created on 01/07/2021 15:15:22 and created by Victoria Orr ***
Wrt called Cust at [redacted]
1 introduced self
2 follow up call regarding part on back order for vehicle
3 will continue to monitor until part received
4 provided both 800/case nbrs
5 Thanked

*** Phone - Call - Inbound created on 01/14/2021 12:55:56 and created by Victoria Orr ***
Wrt called AZ040
1 spoke with Ramone in Parts dept
2 arrived 1-13-21 - gave it Service dept today 1-14-21
3 SA is Michael - transferred to SA
4 Prev RO [redacted] getting a new one but will zero out
5 Cust dropped off vehicle at 7am this morning, working on it now
6 Its a pretty big job, hope to have done today or tomorrow
7 Cust prepaid for everything - rat chewed through wires
8 Not covered repair, cost Cust almost $3000

<For Internal Use Only
Wrt checked AS400- No match found for part on B/O
>

*** 01/14/2021 13:07:27 ***
Closed by Victoria Orr with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 NIRO	Case Number	Mileage
[redacted]	[redacted]	KNDCE3LC1L5[redacted]	[redacted]	,33
Scottsdale , AZ ,85251		04/03/2020	Dealer: AZ032 Mark KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

Case History

*** 12/17/2020 09:12:49 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 12/17/2020 09:12:32 and created by Erica Killen ***
wrt spoke to (owner) [redacted]

cust states
1.65mph with **CRUISE CONTROL** on but the mph starts dropping going up the mountain

wrt states
1.apologized
2.adv can call the DLR and request a side by side test drive

cust states
1. I won't be back down there for a while

wrt states
1.can still let the SVM know that the next time your down there you want a test drive to duplicate the concern going up the mountains

cust states
1.okay thank you

*** Phone - Call - Outbound created on 12/24/2020 10:42:02 and created by Erica Killen ***
wrt called DLR-AZ032
wrt spoke to Jim SVM

wrt states
1.introduced
2.adv of the cust request for a side by side

Jim states
1.we cant do that
2.we wont be able to make sure the tech gets paid
3.we can only check for codes

wrt states
1.okay thank you

*** 12/24/2020 10:46:42 ***
Closed by Erica Killen with Resolution Code : Information Given
[Resolution Summary]

*** 01/11/2021 11:41:30 ***
Reopened by Haley Shaffer with Sub Status of Working

*** Note - Others created on 01/11/2021 11:42:39 and created by Haley Shaffer ***
Duplicate Case Notes from Case @ 13944494

Last name	First name	VIN of 2020 NIRO	Case Number	Mileage
[redacted]	[redacted]	KNDCE3LC1L5[redacted]	[redacted]	,33
Scottsdale , AZ 85251		04/03/2020	Dealer: AZ032 Mark KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

*** 01/06/2021 10:29:52 ***
Contact = [redacted] Priority = Standard, Sub Status = Dispatched

*** 01/06/2021 10:29:52 ***
Web - Note created on 01/06/2021 10:29:52 and created by [redacted]

We purchased this vehicle under the assumption it would be repaired as promised.
We live in Payson, Arizona which is 5,000 ft above sea level.
In order to receive medical care and shop we have to climb many mountains monthly.
On our return trip from the purchase of this vehicle at Mark Kia in Scottsdale , Arizona our car started to slow down drastically on **CRUISE CONTROL**. Under extreme duress I turned off the cruise and had to use the gas pedal to continue up the mountains.
We were told by the service department this was a problem with the 2020 Kias and they decided you won't fixed the problem and we want to know why.
In order to avoid any further actions we would like to receive a phone call with explanations of what you can do for us and many owners of the 2020 Kia.
Please contact us at [redacted] at your earliest convenience.

Thank You

[redacted]

*** 01/11/2021 11:40:47 ***
Accepted from Queue = eWebSupport to WIPBin Default

*** 01/11/2021 11:43:30 ***
Email is sent on 01/11/2021 11:42:58 by Haley Shaffer
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 01/11/2021 11:42:58 and created by Haley Shaffer ***
Dear [redacted]

We appreciate you reaching out to us and look forward to the opportunity to assist you. I am your case owner and would like to discuss this situation with you in more detail. Is there a certain window of time that works best for me to phone you?

If you need to speak to someone before we have an opportunity to connect, 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.

Sincerely,

Haley
Kia Motors America

01/11/2021 13:32:25
Email is received on 01/11/21 13:32:19 from [redacted]

*** Phone - Call - Inbound created on 01/12/2021 08:51:40 and created by Melissa Atanacio ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 NIRO	Case Number	Mileage
[redacted]	[redacted]	KNDCE3LC1L5[redacted]	[redacted]	,33
Scottsdale , AZ 85251		04/03/2020	Dealer: AZ032 Mark KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

[redacted]

1. I bought a 2017 Niro in 2017
2. We live in the mountains in AZ
3. We started to come home and the vehicle was dying as we were going up the mountains on cruse control
4. They tested it and there was a short somewhere
5. They provided me us a loaner and it also happened to that one as well
6. I called the dlr 2-3 days ago and the part that they ordered had nothing to do with what was going on
7. To me it seems pretty ridiculous
8. I'm not looking to get another car i want KIA to fix it
9. But according to the dlr they are saying that we need to use our foot
10. But nobody seems to want to help me

Wrt states
1. Apologized
2. The vehicle that they provided was that a loaner?

** customer could not hear me, but wrt could here but no response**

*** Phone - Call - Inbound created on 01/12/2021 10:01:06 (GMT-07:00) Arizona and created by Michael Haynes ***
The caller states:
1. Got disconnected
2. I called Mark Kia last week about the part
3. SVCM told me there is someone else in our town that had the same problem we did
4. They had to replace there car
5. SVCM told me that I would need to use my gas pedal in this case
6. However, I want to use my **CRUISE CONTROL** and it it goes from 65 MPH to 30 MPH when going up steep grades will cause someone behind us to go up our butt
7. I think this is a safety concern that it shifts from high to low gear when going through the mountains on **CRUISE CONTROL**
8. I someone had some kind of authority to see what the hell we are talking about
9. Never had this problem with the 2017 Niro
10. Was told this problem is due to the new transmission that is in the 20 Niro
11. So I think this needs to be looked into further
12. I want something done, my wife is afraid to drive it

The writer states:
1. Apologizes issues
2. I am updating the case
3. TCS can contact AZ032 for further info and DPSM for further direction to resolve
4. Once she has further direction on this she will call you back

The caller states:
1. Okay, frustrated with this
2. We love the Niro but this isn't working right

*** Email - External Email Received created on 01/11/2021 13:32:23 and created by Haley Shaffer ***
Please call at [redacted] at your earliest convenience.Thank You
[redacted]

*** Phone - Call - Outbound created on 01/14/2021 08:29:44 and created by Haley Shaffer ***
Outbound call to AZ032 @(480) 425-5300, spoke to Jim

Last name	First name	VIN of 2020 NIRO	Case Number	Mileage
[redacted]	[redacted]	KNDCE3LC1L5[redacted]	[redacted]	,33
Scottsdale , AZ ß5251		04/03/2020	Dealer: AZ032 Mark KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

Service manager states
1. he bought a Niro from us
2. He brought it back for 2 concerns
3. The car would not maintain speed going up the hill
4. Collision Avoidance warning coming on
5. We ordered the part
6. We swapped him to another Niro
7. He said the **CRUISE CONTROL** will not maintain speed with large hills
8. We talked to TL and our rep
9. We gave that guy another Sportage to drive and it did the same
10. They considered it normal and nothing can be done
11. It works fine on normal terrain
12. It does fine with the gas
13. The guy does not like that
14. We do not actually have a repair order for it

Writer states
1. Thank you

*** Phone - Call - Outbound created on 01/14/2021 08:31:41 and created by Haley Shaffer ***
Outbound call to [redacted] @ [redacted] (owner)
No answer, left voicemail.
Writer states
1. Advised writer calling about recent vehicle concern
2. Please reach out to 800 #
3. Advised of case #

*** Phone - Call - Inbound created on 01/14/2021 10:50:34 and created by Rasheed Hardman ***
Owner called
1. veh will not go over the hills
2. i have go punch it to 7k
3. manual shift for 5th to 3rd to get up the hill
4. this is the 3rd car
5. lags over hills its terrible / flat terrain its great

Wrtr states
1. apologies
2. CM will f/u
3. has and update set 1/19

cust states
1. thank you

*** 01/20/2021 05:08:59 ***
Case moved into WIPBin 2. Tuesday and Sub Status of Working

*** Phone - Call - Outbound created on 01/21/2021 09:52:03 and created by Haley Shaffer ***
Outbound call to AZ032 @ (480) 425-5300,
Concern - cust states vehicle will not go over mountains

Last name	First name	VIN of 2020 NIRO	Case Number	Mileage
[redacted]	[redacted]	KNDCE3LC1L5[redacted]	[redacted]	,33
Scottsdale , AZ ß5251		04/03/2020	Dealer: AZ032 Mark KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

Cause - the **CRUISE CONTROL** works fine on normal and up mountain has to use the gas pedal
Correction - considered normal
Customer has possession?:
He bought a Niro with a different VIN
It would not go up mountains and swapped cars
There is no RO for it

Writer states
1. Thank you

*** Phone - Call - Inbound created on 01/21/2021 09:40:03 and created by Ryan Hale ***
Customer (owner) [redacted] called in and states
1. Any update on case?
2. Should I take vehicle to the DLR?
3. Will they test drive my car?
4. I'm not lying about how this car is driving and I"m not lying to you sir.
5. I'm scared to death to drive this car.(Husbands wife)

writer states
1. Apologized for concerns
2. Verified customer information
3. Reviewing
4. Reaching out to CM
5. We reached out to DLR and the DLR is stating it's working as it should
6. Kia participates in a third-party arbitration program through BBB AUTO LINE (this service is free of charge to Kia customers).
Please reference your Warranty and Consumer Information Manual (WCIM) for more details about the BBB arbitration program. We are escalating your case to ECR and you should expect a callback in 2-3 business days.

cust states
1. Thank you
2. No one even looked at this vehicle before so how can they say there's no a concern.
3. I'll wait to hear from someone.

*** Note - Others created on 01/21/2021 09:59:57 and created by Haley Shaffer ***
CALL TO ACTION
1. Customer states vehicle will not maintain speeds on mountains
2. AZ032 states it is normal
3. Dispatching because customer feels unsafe
4. Referred to WCIM
5. Please review and follow up accordingly

*** 01/21/2021 10:00:33 ***
Dispatched from WIPBin = 2. Tuesday to Queue Western Region ECR by Haley Shaffer
Reason:

*** 01/21/2021 10:16:17 ***
Web - Note created on 01/21/2021 10:16:16 and created by [redacted]
I just want someone to review what has been reported on this vehicle and PLEASE give us an answer as to what to do !!!! We just talked , AGAIN, to a gentleman and he told us that the notes he reviewed stated "the vehicle is

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 NIRO	Case Number	Mileage
[redacted]	[redacted]	KNDCE3LC1L5[redacted]	[redacted]	,33
Scottsdale , AZ ß5251		04/03/2020	Dealer: AZ032 Mark KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

working fine".....!!!!!!!!!!!!!!!!!!!! WHAT ??????????????????
I have never dealt with a company/dealership that is so out of tuned with what is happening to us !!!!!!
We took our 2017 Kia Niro down to Mark Kia in Scottsdale Az and wound up purchasing a 2020 Niro from them.
On the way home, the car started to totally run out of steam (so to speak) on the first mountain incline we came to. I mean, totally started to die. I , after contemplating what to do, turned off the **CRUISE CONTROL** and put my foot to the floor.....yes literally to the FLOOR before it would start gaining speed again. Mind you, the speed limit is 65 and cars all over the place, honking, etc.. !!!!!!!!!! I was literally scared to death and believe me when I say, that's hard to do.
We called the sales man when we got home and he told us to bring it down ASAP!!
We took the car down and they were going to put it on some machines to test it, etc..
The service mgr called in a couple days and told us there was a problem and the part would have to be ordered from elsewhere and he'd call when arrives. We, yes WE, waited for a call back and after a few days, we called and it was then that he told us the car could not be repaired for at least 30 days.

*** 01/22/2021 05:14:44 ***
Accepted from Queue Western Region ECR to WIPBin 12. Western by Kayla Erwin

*** 01/22/2021 07:19:45 ***
Assigned to WIPBin 1. ECR of Jessica Weaver by Kayla Erwin
Reason:

*** Phone - Call - Outbound created on 01/28/2021 10:30:25 (GMT-07:00) Arizona and created by Jessica Weaver ***
Writer called [redacted] @ [redacted]

Writer states:
1. Introduced writer
2. Apologized for loss of acceleration
3. Calling to follow up.

Customer states:
1. Mark Kia said that the service manager said they weren't able to fix it
2. Customer doesn't know where to go from here
3. Its scary customer will be driving at 65 mph then it just looses acceleration suddenly going up hill
4. Its when the **CRUISE CONTROL** is on
5. Customer will have to put foot to the floor in order to get it to accelerate and even then its very slow to gain speed.
6. It will also jerk when doing this
7. We did take it back in - there was a part we were waiting for
DLR never called so customer called and they said it may take a month
8. They suggested that we bring the vehicle back - this is 2nd time in

Writer states:
1. Would like to look into further
2. Please allow 2-3 business days for follow up
3. If questions, please call
4. Provided writer phone number

Customer states:
1. Okay thanked

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 NIRO KNDCE3LC1L5[redacted]	[redacted]	,33

Scottsdale , AZ ,85251 04/03/2020 Dealer: AZ032 Mark KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

*** Phone - Call - Inbound created on 02/05/2021 15:23:14 (GMT-07:00) Arizona and created by Jessica Weaver ***
[redacted] states:
1. Looking for an update

Writer states:
1. Waiting to hear back from DLR
2. Please hold

***Writer placed caller on hold

Writer called AZ032 spoke to Jim Service Manager

Writer states:
1 .Calling for more info

Jim states:
1. This is customer 2nd Niro
2. 1st one was having similar problems
3. Customer was given a Sportage to drive - was also having the same problems while in **CRUISE CONTROL**
4. Leads service manager to believe that this is concerned normal operation of Kia vehicle.

Writer states:
1. Was wanting to refer customer into deler

Jim states:
5. Payson has a lot of hills
6. Around DLR there is no hills
7. Do not think will be able to duplicate customer concerns

Writer thanked

*** Phone - Call - Inbound created on 02/10/2021 17:28:49 (GMT-07:00) Arizona and created by Jessica Weaver ***
[redacted] states:
1. Looking for an update

Writer states:
1. Waiting to hear back from DLR
2. Please hold

***Writer placed caller on hold

Writer called AZ032 spoke to Jim Service Manager

Writer states:
1 .Calling for more info

Jim states:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 NIRO	Case Number	Mileage
[redacted]	[redacted]	KNDCE3LC1L5[redacted]	[redacted]	,33
Scottsdale , AZ ,85251		04/03/2020	Dealer: AZ032 Mark KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

1. This is customer 2nd Niro
2. 1st one was having similar problems
3. Customer was given a Sportage to drive - was also having the same problems while in **CRUISE CONTROL**
4. Leads service manager to believe that this is concerned normal operation of Kia vehicle.

Writer states:
1. Was wanting to refer customer into deler

Jim states:
5. Payson has a lot of hills
6. Around DLR there is no hills
7. Do not think will be able to duplicate customer concerns

Writer thanked

****Writer went back to caller

Writer states:
1. DLR believes vehicle is operating as designed - explained why
2. Would like to check another resource prior to advising to have vehicle takne back in
3. Please call if questions

Customer states:
1. Okay thanked

*** 05/28/2021 17:41:56 (GMT-07:00) Arizona ***
Case moved into WIPBin 3. Tuesday and Sub Status of Assigned

*** Phone - Call - Outbound created on 07/20/2021 08:43:48 (GMT-07:00) Arizona and created by Jessica Weaver ***
Writer called [redacted] @ [redacted] LVM

Writer states:
1. Calling to see if customer still needing assistance
2. Please call if questions
3. Provided writer phone number and case number.

*** 07/21/2021 17:57:26 (GMT-07:00) Arizona ***
Closed by Jessica Weaver with Resolution Code : Concerns Recorded
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP DHC8LG[redacted]	[redacted]	1 ,515
Avon , IN ,4 123		05/01/2019	Dealer: IN030 Andy Mohr KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Result
Kia Case Type Lvl4: Not Applicable

Case History

*** 12/20/2020 13:37:19 ***
Contact = [redacted] Priority = Standard, Sub Status = Dispatched

*** 12/20/2020 13:37:19 ***
Web - Note created on 12/20/2020 13:37:19 and created by [redacted]
My safety recall for Wiring Harness **CRUISE CONTROL** issues was not completed by dealer correctly.
They installed it but it didn't work correctly so they took the harness off and put the old one back on.
I think they may have closed the ticket,
Can you check and see if my recall is still open and help me get it repaired?
See attached service ticket
Thanks

*** 12/20/2020 13:37:20 ***
Kia.Service.Ticket.pdf added by [redacted] on 12/20/2020 13:37:19

*** 12/23/2020 07:10:05 ***
Accepted from Queue = eWebSupport to WIPBin Inbox

*** 12/23/2020 07:10:12 ***
Email is sent on 12/23/2020 07:10:08 by Savannah Berg
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 12/23/2020 07:10:08 and created by Savannah Berg ***
Your Case Number: [redacted]
VIN: 5XYP6DHC8LG[redacted]

Dear [redacted]

Thank you for contacting Kia Motors America. We appreciate your feedback. This email is to let you know we have received your concerns and look forward to the opportunity in getting this resolved for you. We will respond to you with updated status as soon as it is available.

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 your patience.

Sincerely,
Kia Motors America

*** Phone - Call - Outbound created on 12/24/2020 09:10:00 and created by Savannah Berg ***
Writer called IN030 and spoke with Dana, receptionist

Writer states:
1. calling for clarification

Dealer states:
1. there are no SVCAs available

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC8LG[redacted]	[redacted]	1 ,515
Avon , IN ,4 123		05/01/2019	Dealer: IN030 Andy Mohr KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Result
Kia Case Type Lvl4: Not Applicable

2. someone will call you back

Writer states:
1. gave phone # and case #
2. thank you

*** Phone - Call - Inbound created on 12/28/2020 06:02:21 and created by Mike Meadows ***
Writer received call from [redacted] (owner) @ [redacted]
Customer states
1 got recall on wiring harness for tow hitch.
2 if was having problem if when had **CRUISE CONTROL** engaged if autmaticly slows down for traffic brake lights come on.
3. SC194 TRAILER BRAKE LIGHT states completed on 10/1 and tech put it on there but warning lights flashing and brake lights going off. drove back to dealer and tech said had done a couple dozen of those and if does not work must be something wrong with car and would put old one back and and would get back with you.
4. they closed case and make it look like complete and it was not.
5. called dealer 3 times to get update on what to do then no contact and that is when decided to call CA.

Writer states:
1. apologized for concerns
2. confirmed will have CM followup advised waiting on dealer call if not cm will call dealer.
3. ok thank you.

customer states
1. ok thank you

*** Phone - Call - Outbound created on 12/29/2020 12:56:37 and created by Savannah Berg ***
Writer called IN030
No answer, left voicemail.
Writer states:
1. KCAC calling in regards to customer concern.
2. Provided customer's information and last 8 of VIN.
3. Provided case # and writer's contact information.
4. Requested callback for assistance.

*** Phone - Call - Outbound created on 12/30/2020 12:09:41 and created by Savannah Berg ***
Writer called IN030 and spoke with Esther, SVCA

Writers tates:
1. calling to get clarification

Dealer states:
1. let me find out about this
2. i will call you back

Writer states:
1. thank you

*** Phone - Call - Inbound created on 01/04/2021 06:28:42 and created by Dana Hitchcock ***
Spoke with [redacted] owner

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC8LG[redacted]	[redacted]	1 ,515
Avon , IN ,4 123		05/01/2019	Dealer: IN030 Andy Mohr KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Result
Kia Case Type Lvl4: Not Applicable

customer states
1 i would like to follow up with my case

writer states
1 apologized
2 adv would reach out to CM
3 adv CM not available.
4 adv CM is pending info from the dealer.
5 adv CM has set to follow up tomorrow.

Customer states
1 thank you

*** Phone - Call - Outbound created on 01/05/2021 12:18:22 and created by Savannah Berg ***
Writer called IN030 and spoke with Jacob, service manager

Writer states:
1. calling for clarification

Dealer states:
1. he had the recall done
2. after it was done they took it to customer and some lights were on
3. we brought it back and the tech couldn't tell why the lights were on
4. the customer took the vehicle back
5. the customer has an appt next week to get it done with the master technician

Writer states:
1. thank you

*** Phone - Call - Inbound created on 01/05/2021 12:20:53 and created by Savannah Berg ***
Writer called [redacted] owner) at [redacted]

Writer states:
1. calling to confirm appointment was made to resolve issue

Customer states:
1. yes

Writer states:
1. thank you
2. call back if you have further issues

*** 01/05/2021 12:21:15 ***
Closed by Savannah Berg with Resolution Code : Referred to Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
		5XYP 4HC8LG[redacted]	[redacted]	9,285

Houston , TX ,77090 0 /17/2020 Dealer: TX022 Demontrond KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

Case History

Dealer : Demontrond KIA
Technician : kory knapp
Service Manager : Maurice Grant
Dealer Phone :
DPSM : Steven Webster
Vehicle Model : TELLURIDE S V6 FWD AUTO
Model Year : 2020
Mileage : 9285
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
I PUT A **LKAS** MODULE IN THIS VEHICLE THIS MORNING, COMPLETED THE VARIANT CODING, AND COMPLETED CALIBRATION.

[Diagnostics Performed]
CUSTOMER TOOK THE VEHICLE AND CAME BACK SAYING THE **SCC** WASN'T WORKING. FOUND NO DTC'S IN THE SYSTEM AND I TOOK IT AND TEST DROVE IT TO FIND THE ERROR MESSAGES IN THE CLUSTER (PICTURES ATTACHED) AND THE **SCC** INOP AND STILL NO DTC'S IN THE SYSTEM. THE **SCC** RADAR IS BOLTED ON AND NOT LOOSE AND NO SIGNS OF PHYSICAL DAMAGE TO THE FRONT BUMPER COVER. I'M NOT SURE WHERE TO GE FROM HERE.

*** Dispatched to Queue Telluride Auto-Created Cases on 12/22/2020 01:06:07 (PST)

*** 12/22/2020 05:48:51 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Inbox by Jada Jones

*** 12/22/2020 05:49:35 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue Callcenter by Jada Jones

*** 12/22/2020 10:54:44 (GMT-07:00) Arizona ***
Accepted from Queue Callcenter to WIPBin default by Brenda Hernandez

*** 12/22/2020 10:55:57 (GMT-07:00) Arizona ***
Dispatched from WIPBin default to Queue ZZ Chris Davis by Brenda Hernandez

*** 12/27/2020 18:40:54 (GMT-07:00) Arizona ***
Accepted from Queue ZZ Chris Davis to WIPBin Default by Chistopher Davis

*** Phone - Call - Inbound created on 01/09/2021 13:28:06 (GMT-07:00) Arizona and created by Chistopher Davis ***
Writer states:
1.Called TX022 for RO info

John(SVCA)states:
1.Car is gone

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: N/A

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
		2020 TELLURIDE 5XYP 4HC8LG[redacted]	[redacted]	9,285

Houston , TX ,77090 0 /17/2020 Dealer: TX022 Demontrond KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

VIN: 5XYP64HC8LG[redacted]
Year/Model: 2020 Telluride
Mileage: 9,285
Most recent RO: [redacted]
Open Date: 12/15/2020
Close date (if applicable): 12/22/2020
Days Down(if applicable):
>>>>Customer states, Forward collision warning message
>>>>Cause: **LANE KEEP** module faulty
>>>>Correction: Replaced **LANE KEEP** assist module
Able to Duplicate (Y or N): Yes
Repeat Repair (Y/N): No
Repair History of current concern: N/A
ETA for completion of repairs (if applicable): Done
Parts on order (Y/N): No
Part # N/A
Order # N.A
Techline Case: [redacted]
Rental or Loaner Provided: No
Date put in rental/loaner: N/A
Dealer contacted DPSM: No
Vehicle repaired: yes
Customer has possession: yes
Original Owner (Y or N): Yes

*** 01/09/2021 13:38:31 (GMT-07:00) Arizona ***
Closed by Chistopher Davis with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP DHC8MG[redacted]	[redacted]	2,755

Renton , WA 98057 09/30/2020 Dealer: WA034 Car Pros KIA Renton

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

Case History

Techline case (13936330) created on 30-DEC-20 by WA034.
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--
TL Case created by (Dealer Technician) : Joseph Clinch
TL Case creator phone : 9492953959
TL Case creator email : clinch@carpros.com
Below are the notes from the TL case describing the concern:

[Problem Description]
CUSTOMER STATES SHE USED THE **CRUISE CONTROL** AND THEN THE STEERING WHEEL STARTED MAKING A WEIRD NOISE WHEN TURNING WHILE SLOWLY OR BACKING UP - STATES ITS ALSO LOCKING UP AND HAS A "CATCHING" FEELING - STATES SHE HAD THE

[Diagnostics Performed]
Verified concern. While at a stop turning the steering wheel there is an abnormal ratcheting scraping type noise coming from the MDPS column. Test drove vehicle a short distance at low speeds below 5mph. Verified the steering wheel felt like it was catching, binding (locking up). Inspected MDPS system assembly. No damages, after-market installation, or obstructions were found. Scanned all vehicle systems for DTCs. No DTCs were retrieved. Performed KGIS detailed search by VIN and concern symptom key word. No related articles were found,

*** Dispatched to Queue Telluride Auto-Created Cases on 12/31/2020 01:07:02 (PST)

*** 12/31/2020 06:18:50 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Case Distribution by Ashley Lewis

*** 12/31/2020 06:19:22 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Case Distribution to Queue Callcenter by Ashley Lewis

*** 12/31/2020 11:18:39 (GMT-07:00) Arizona ***
Accepted from Queue Callcenter to WIPBin AA default by Thomas Morales

*** 12/31/2020 11:25:11 (GMT-07:00) Arizona ***
Dispatched from WIPBin AA default to Queue ZZ Bethany Grombly by Thomas Morales

*** 12/31/2020 11:45:56 (GMT-07:00) Mountain Time (US & Canada) ***
Accepted from Queue ZZ Bethany Grombly to WIPBin Default by Bethany Grombly

*** Phone - Call - Outbound created on 12/31/2020 13:12:09 and created by Shanice Lujan ***
Writer states:
1. No answer
2. SA busy on other line
3. Set cb

*** Case 13936845 is sent on 1/4/2021 15:13:5 by Shanice Lujan
To: mwhite@kiausa.com
Cc: sluajn@kiaconsumeraffairs.com
Title: ACTION REQUIRED - No Dealer Contact:WA034, 13936845, OBRYAN

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP DHC8MG[redacted]	[redacted]	2,755

Renton , WA 98057 09/30/2020 Dealer: WA034 Car Pros KIA Renton

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

*** Phone - Call - Outbound created on 01/04/2021 15:11:45 and created by Shanice Lujan ***
Writer states:
1. No answer
2. Left vm
3. Sent dpsm

*** Email - External Email Received created on 01/07/2021 09:06:20 and created by Shanice Lujan ***
Customer is in rental vehicle.
Parts on order. (MDPS power pack) 5 day ETA.

Bob Hogan

*** Phone - Call - Outbound created on 01/13/2021 09:03:31 and created by Shanice Lujan ***
Writer states:
1. No answer
2. Set cb

*** Phone - Call - Outbound created on 01/14/2021 10:58:23 and created by Shanice Lujan ***
Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] FEDERAL WAY WA[redacted]

Mileage: 2755
Most recent RO #: [redacted]
Most recent Repair Issue and Diagnosis:
IQS cust states steering wheel making noise;
Dealer states: found it was mdps power pack assembly ; the one we rcvd was damaged had to get a new one; intalled this am and everythign woirking as it should

Repeat Repair (Y/N). N If so, how many times?:

ETA for completion of repairs (if applicable):

Parts on order (Y/N). Y Module for smart key If so obtain part#

Rental / Loaner Provided? Y

Vehicle repaired?: Y

Customer has possession?: N

*** Phone - Call - Outbound created on 01/15/2021 10:34:45 and created by Shanice Lujan ***
Writer states:
1. Adv kcac
2. Calling if veh concerns res and veh in pos

Customer states:
1. Yes so far its good

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP DHC8MG[redacted]	[redacted]	2,755

Renton , WA 98057 09/30/2020 Dealer: WA034 Car Pros KIA Renton

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

Writer states:
1. Great thank you

*** 01/15/2021 10:35:59 ***
Closed by Shanice Lujan with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
SISK	RANDALL	5XYP DHC2MG[redacted]	13943 9	5,917
Springfield, MO , 5807		10/30/2020	Dealer: MO00 John Youngblood KIA	

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

Case History

Techline case (13941858) created on 05-JAN-21 by MO006.
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--
TL Case created by (Dealer Technician) : Trevor Marchbanks
TL Case creator phone : 6605961269
TL Case creator email : trevoryoungbloodkia@gmail.com
Below are the notes from the TL case describing the concern:

[Problem Description]
Customer states the **SMART CRUISE CONTROL** will not set and the front collision warning will go off intermittently

[Diagnostics Performed]
Found codes C162078 Alignment failed active and C186286 Invalid signal of **SCC** history. Found no damage to the vehicle. Should I attempt to align the current radar or will it need a new **SCC**? Thanks!

*** Dispatched to Queue Telluride Auto-Created Cases on 01/06/2021 01:07:19 (PST)

*** 01/06/2021 05:06:19 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Inbox by Jada Jones

*** 01/06/2021 05:08:18 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue Callcenter by Jada Jones

*** 01/06/2021 10:38:16 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Callcenter to WIPBin Inbox by Jada Jones

*** 01/06/2021 12:22:29 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue ZZ Dana Hitchcock by Jada Jones

*** 01/07/2021 04:59:58 ***
Accepted from Queue ZZ Dana Hitchcock to WIPBin Inbox by Dana Hitchcock

*** Phone - Call - Outbound created on 01/07/2021 05:09:46 and created by Dana Hitchcock ***
Contacted MO006 spoke with Matt

Customer name: RANDALL SISK
Customer phone: 8706154701
Customer address: N/A
Mileage: 5917

Most recent RO# 8142768
Open date: 1/5/21
Close date: OPEN- PENDING CUSTOMER PICKUP

Most recent repair issue and diagnosis:
Concern- **SMART CRUISE CONTROL** AND FRONT COLLISION WARNING WILL GO OFF
Cause- ALIGNMENT FAILED ACTIVE CODE AND INVALID SIGNAL OF **SCC** HISTORY, NO DAMAGE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
SISK	RANDALL	5XYP DHC2MG[redacted]	13943 9	5,917
Springfield, MO , 5807		10/30/2020	Dealer: MO00 John Youngblood KIA	

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

Correction- READJUST THE SENSOR

Repeat repair: N
How many times:
Repair history
Dates-
RO#-
Customer states-
Dealer states-

ETA for completion- VEHICLE IS READY FOR PICKUP

Parts on backorder: N
Part #
Order #

Rental/Loaner Provided:Y
since when: 1/5/21

Vehicle Repaired- Y
Customer has possession- N

*** 01/07/2021 05:15:24 ***
Email is sent on 01/07/2021 05:15:14 by Dana Hitchcock
To: RANDALLJSISK@GMAIL.COM
Cc:
Title: Kia Consumer Assistance Center Case#13943669

*** Email - External Email Sent created on 01/07/2021 05:15:14 and created by Dana Hitchcock ***
Your Case Number: 13943669
VIN: 5XYP6DHC2MG[redacted]

Dear Randall,Thank you for contacting Kia Motors America. We appreciate your feedback and the opportunity to address your concerns. Kia Motors America has been informed by the dealer that your vehicle has now been repaired. We wanted to follow up with you to make sure all of your concerns have been resolved.If you have any further questions or concerns, 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.In the event that you believe Kia has been unable to satisfactorily address the concern, a special alternative resolution program called BBB AUTO LINE is available to you. This independent program is administered by BBB National Programs and is provided at no cost to you. You may contact them at: BBB AUTO LINE a Division of BBB National Programs, Inc. 1676 International Drive, Suite 550, McLean, VA 22102; Ph: (800) 955-5100.Thank you for being the best part of Kia!Sincerely,Kia Motors America

*** 01/07/2021 05:19:05 ***
Closed by Dana Hitchcock with Resolution Code : Information Given
[Resolution Summary]
COMPLETED

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SORENTO	Case Number	Mileage
BAILEY	ROBERT	5XYRKDLF MG[redacted]	13949130	1, 1
Lubbock , TX ,79407		11/11/2020	Dealer: TX050 Gene Messer KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Case History

Techline case (13948095) created on 08-JAN-21 by TX050.
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--
TL Case created by (Dealer Technician) : Christopher Morales
TL Case creator phone : 8067290396
TL Case creator email : morales515@gmail.com
Below are the notes from the TL case describing the concern:

[Problem Description]
CUSTOMER STATES THAT WHILE DRIVING THE CHECK **SMART CRUISE CONTROL** SYSTEM AND THE **CRUISE CONTROL** STOPPED WORKING

[Diagnostics Performed]
SCANNED FOR CODES AND HAD ABS/ESC - C161386 CAN SIGNAL ERROR EMS, FR-RADAR - C136081 ESP IRREVERSIBLE ERROR, FR-CMR - C186286 - INVALID SIGNAL OF **SCC**. ALL CODES WERE HISTORY CODES. THERE IS NO DAMAGE TO THE VEHICLE EVERYTHING IS INTACT PROPERLY. I WILL UPLOAD A PHOTO OF THE SCREEN SHOT OF THE DTC'S.

*** Dispatched to Queue Service Alert / Techline on 01/09/2021 01:09:56 (PST)

*** 01/11/2021 12:04:30 ***
Accepted from Queue = Service Alert / Techline to WIPBin Default

*** 01/11/2021 12:09:48 ***
Dispatched from WIPBin Default to Queue ZZ Catherine Szucs by Cinthya Espinoza-Peregrina

*** 01/11/2021 12:24:18 ***
Accepted from Queue ZZ Catherine Szucs to WIPBin 1. Monday by Catherine Szucs

*** 01/11/2021 16:59:15 ***
Case moved into WIPBin 1. Monday and Sub Status of Working

*** Case note has been appended from duplicated auto-case on 01/12/2021 01:03:13 (PST)

Comments from Service Alert - TL

Dealer : Gene Messer KIA
Technician : Christopher Morales
Service Manager : JESSE PAEZ
Dealer Phone :
DPSM : Matt Pfeifer
Vehicle Model : SORENTO X-LINE SX PRESTIGE 2.5T AWD AUTO
Model Year : 2021
Mileage : 1661
Initial comments by Technician found in TL Case #13948095 :

Last name	First name	VIN of 2021 SORENTO	Case Number	Mileage
BAILEY	ROBERT	5XYRKDLF MG[redacted]	13949130	1, 1
Lubbock , TX ,79407		11/11/2020	Dealer: TX050 Gene Messer KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

[Problem Description]
CUSTOMER STATES THAT WHILE DRIVING THE CHECK **SMART CRUISE CONTROL** SYSTEM AND THE **CRUISE CONTROL** STOPPED WORKING

[Diagnostics Performed]
SCANNED FOR CODES AND HAD ABS/ESC - C161386 CAN SIGNAL ERROR EMS, FR-RADAR - C136081 ESP IRREVERSIBLE ERROR, FR-CMR - C186286 - INVALID SIGNAL OF **SCC**. ALL CODES WERE HISTORY CODES. THERE IS NO DAMAGE TO THE VEHICLE EVERYTHING IS INTACT PROPERLY. I WILL UPLOAD A PHOTO OF THE SCREEN SHOT OF THE DTC'S.

*** Phone - Call - Outbound created on 01/12/2021 14:35:51 and created by Catherine Szucs ***
Writer called TX050; left message for service.

Writer states:
1. Introduced self.
2. Follow up on vehicle .
3. Gave VIN #.
4. NEED RO info; cust. Info.

*** Phone - Call - Outbound created on 01/13/2021 10:57:07 and created by Catherine Szucs ***
Writer called TX050; spoke w/Jesse in service

Writer states:
1. Introduced self.
2. Follow up on vehicle .
3. Gave VIN #.
4. NEED RO info; cust. Info.

Jesse states:
1. Robert Bailey
2. 575 637 0007
3. robailey@rnrhotshot.com
4. did have some some codes
5. working w/Techline
6. waiting for TL.
7. he's in a rental.
8, he lives in NM

*** 01/13/2021 11:11:40 ***
Email is sent on 01/13/2021 11:09:55 by Catherine Szucs
To: ROBAILEY@RNRHOTSHOT.COM
Cc:
Title: Kia Consumer Assistance Center Case#13949130

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SORENTO	Case Number	Mileage
BAILEY	ROBERT	5XYRKDLF MG[redacted]	13949130	1, 1
Lubbock , TX ,79407		11/11/2020	Dealer: TX050 Gene Messer KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

*** Email - External Email Sent created on 01/13/2021 11:09:55 and created by Catherine Szucs ***
Your Case Number: 13949130
VIN: 5XYRKDLF6MG[redacted]

Dear Robert,

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.Gene Messer Kia in Texas is working diligently along with techline to come up with a solution to the issues with your **CRUISE CONTROL**. We appreciate your patience during this process.

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) 333-4542 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 choosing Kia. Wishing you a safe and healthy New Year!

Sincerely,Cathy
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#13949130.

*** Phone - Call - Outbound created on 01/20/2021 10:55:47 and created by Catherine Szucs ***
Writer called TX050; left msg for service advisor.

Writer states:
1. Introduced self.
2. Follow up on vehicle .
3. Gave VIN #.
4. NEED RO info;

*** Phone - Call - Outbound created on 01/22/2021 12:12:54 and created by Catherine Szucs ***
Writer called TX050; left msg for service advisor.

Writer states:
1. Introduced self.
2. Follow up on vehicle .
3. Gave VIN #.
4. NEED RO info;

Last name	First name	VIN of 2021 SORENTO	Case Number	Mileage
BAILEY	ROBERT	5XYRKDLF MG[redacted]	13949130	1, 1
Lubbock , TX ,79407		11/11/2020	Dealer: TX050 Gene Messer KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

*** Phone - Call - Outbound created on 01/28/2021 14:37:58 and created by Catherine Szucs ***
Writer called TX050; spoke w/Chris.

Writer states:
1. Introduced self.
2. Follow up on vehicle .
3. Gave VIN #.
4. NEED RO info;

Chris states:
1. repaired - coming to pick it up on saturday.

*** 01/28/2021 14:40:44 ***
Email is sent on 01/28/2021 14:40:02 by Catherine Szucs
To: ROBAILEY@RNRHOTSHOT.COM
Cc:
Title: Kia Consumer Assistance Center Case#13949130

*** Email - External Email Sent created on 01/28/2021 14:40:02 and created by Catherine Szucs ***
Your Case Number: 13949130
VIN: 5XYRKDLF6MG[redacted]

Dear Robert,Thank you for contacting Kia Motors America. We appreciate your feedback and the opportunity to address your concerns. Kia Motors America has been informed by the dealer that your vehicle has now been repaired. We wanted to follow up with you to make sure all of your concerns have been resolved. I realize you haven't picked up the vehicle yet. Please let us know, after you get your vehicle back, if it has been repaired to your satisfaction. If you have any further questions or concerns, 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.In the event that you believe Kia has been unable to satisfactorily address the concern, a special alternative resolution program called BBB AUTO LINE is available to you. This independent program is administered by BBB National Programs and is provided at no cost to you. You may contact them at: BBB AUTO LINE a Division of BBB National Programs, Inc. 1676 International Drive, Suite 550 McLean, VA 22102; Ph: (800) 955-5100.Thank you for being the best part of Kia!Sincerely,CathyKia Motors America
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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#13949130.

*** 01/29/2021 10:19:51 ***
Dispatched from WIPBin 1. Monday to Queue ZZ Catherine Szucs by Catherine Szucs

*** 02/02/2021 07:00:17 ***
Accepted from Queue ZZ Catherine Szucs to WIPBin Auto Assigned by Christina Steir

*** 02/02/2021 07:33:21 ***
Case moved into WIPBin Auto Assigned and Sub Status of Working

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SORENTO	Case Number	Mileage
BAILEY	ROBERT	5XYRKDLF MG[redacted]	13949130	1、1
Lubbock , TX ,79407		11/11/2020	Dealer: TX050 Gene Messer KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

*** 02/02/2021 09:32:47 ***
Dispatched from WIPBin 3. Wednesday to Queue ZZ Anastasia Smith by Christina Steir

*** 02/02/2021 12:27:47 ***
Closed by Anastasia Smith with Resolution Code : Repaired at Dlr
[Resolution Summary]
Customer is picking it up Saturday. sent email - check back w/customer on Monday.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC0LG[redacted]	[redacted]	58,701

East Syracuse NY ,13057 07/19/2019 Dealer: NY058 KIA of East Syracuse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Result
Kia Case Type Lvl4: Not Applicable

Case History

*** 01/14/2021 12:40:50 (GMT-07:00) Arizona ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 01/14/2021 12:45:43 (GMT-07:00) Arizona and created by Debra Rustin ***

Writer states
1.introduced self
2.How can we help?

customer states
1. need to file a complaint against a dlr
2. having coolant issues
3. still under warranty
4. burning antifreeze
5. had a brake issue as well
6.called NY058
7. said bring in
8. needed pads/rotors
9. said reservoir was empty
10. said nothing detected and pressure tests normal
11. i paid $1100 for brakes
12. i had to pay of of pocket for a rental
13. when i got my car a week later have all the lights on my dash
14. epb light, esc light, **SCC** light and orange auto hold light
15. i called them
16. told me we have no loaners
17. i told them these lights are on now after repair
18. said im not paying for a rental again
19. said he will call me next week
20. never called
21. i called at 8am and had to leave a message
22. its 2:30 now and no call
23. called him again and they said dont know if we will call you today
24. i called another dlr
25. said because NY058 did the brakes they cant touch it
26. he said im sure they broke a sensor
27. they will have to pay for that
28. he said he could hear my brakes
29. i called NY058 again
30. as soon as i tell him my name hes unavailable
31. i should not be having a transmission or coolant issue
32. they dont want to fix it
33. my brakes are awful

writer states
1.Apologized

customer states
1. they said nothing detected on transmission
2. im driving down the road and rpms are reving up and down
3. so i video'd this for them
4. told them i smell coolant

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC0LG[redacted]	[redacted]	58,701

East Syracuse NY ,13057 07/19/2019 Dealer: NY058 KIA of East Syracuse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Result
Kia Case Type Lvl4: Not Applicable

5. they filled it and not even 2 weeks later its empty
6. told me would put me in a rio rental
7. now no call backs
8. un acceptable
9. i expect to have a working vehicle
10. my brake pedal is going to the floor

writer states
1. i will file this complaint
2. i will request Mike contacts you

*** Phone - Call - Outbound created on 01/14/2021 12:51:33 (GMT-07:00) Arizona and created by Debra Rustin ***

NY058/Michael Knight/SM
writer states
1. went over complaint
2. can you please contact this customer?

NY058/Michael Knight/SM
1. yes i can call her and get her in right now

*** 01/14/2021 12:52:06 (GMT-07:00) Arizona ***
Closed by Debra Rustin with Resolution Code : Concerns Recorded
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC3MG[redacted]	[redacted]	800
Tyler , TX ,75703		12/11/2020	Dealer: TX147 Peltier KIA Tyler	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Product
Kia Case Type Lvl3: Spec
Kia Case Type Lvl4: Convenience

Case History

*** 01/15/2021 04:47:38 ***
Contact = [redacted] Priority = Standard, Sub Status = Dispatched

*** 01/15/2021 04:47:39 ***
Web - Note created on 01/15/2021 04:47:39 and created by [redacted]
I am having issues with my new 2021 Telluride **CRUISE CONTROL**. During a short trip last week, when I would set the **CRUISE CONTROL** to say 60 miles an hour and go up a steep hill, the cars speed would drop 4 -5 miles an hour before the **CRUISE CONTROL** would try and adjust the speed. It would then almost floor board it to reach the set speed. What a waste of gas not to mention the sudden acceleration feeling! To top it off, my dealer said this was normal for a Kia. I just can't believe that! Every vehicle I have owned never wavers more than 1 mph from the set speed. It has been suggested to me to try a different driving mode. I don't see how that should make a difference but willing to try anything. Is there anyway to adjust the sensitivity of the **CRUISE CONTROL**?

*** 01/21/2021 05:18:45 ***
Accepted from Queue eWebSupport to WIPBin 0. Default by Kayla Harlow

*** 01/21/2021 05:32:30 ***
Email is sent on 01/21/2021 05:25:15 by Kayla Harlow
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 01/21/2021 05:25:15 and created by Kayla Harlow ***
Dear [redacted]
Good morning. We have received your online contact regarding your Kia Telluride. We are terribly sorry to hear about the vehicle concerns and we will be glad to discuss this matter with you further. Please contact our office by dialing 1-800-333-4542 (options 2, 5) and reference case # [redacted] Thank you for being the best part of Kia!
Sincerely,
Kia Motors America

*** Phone - Call - Outbound created on 01/22/2021 12:10:09 and created by Kayla Harlow ***
Writer contacted owner [redacted]
Writer states:
1. calling from KCAC
2. advise calling to follow up on web inquiry

Customer states:
1. Thank you
2. I did not submit that inquiry

*** 01/22/2021 12:12:09 ***
Closed by Kayla Harlow with Resolution Code : Information Given
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2019 NIRO EV	Case Number	Mileage
[redacted]	[redacted]	KNDCE3LG3K5[redacted]	[redacted]	7,920
Longmont , CO 80504		11/12/2019	Dealer: CO034 Ehrlich I-25 KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

Case History

Dealer : Ehrlich I-25 KIA
Technician : Anthony Torres
Service Manager : Ron Volk
Dealer Phone :
DPSM : Hazel Joy
Vehicle Model : NIRO EV EX PREMIUM
Model Year : 2019
Mileage : 7920
Initial comments by Technician found in TL Case #13826713 :

[Problem Description]
customers complaint is **LANE KEEP** assist is on when **CRUISE CONTROL** is on he is wanting to disable it when **CRUISE CONTROL** is active is that possible he has tried to turn it off then activating cruise and the **LANE KEEP** system is still on when in **CRUISE CONTROL**.

customer is getting a message on the instrument cluster when the battery is 79% charged and he has it to charge to 80% that message states not charging current battery level is higher then set target level is there a threshold where if the battery is close to the set charging level the vehicle will not charge to the charge set level?

[Diagnostics Performed]
customers complaint is **LANE KEEP** assist is on when **CRUISE CONTROL** is on he is wanting to disable it when **CRUISE CONTROL** is active is that possible he has tried to turn it off then activating cruise and the **LANE KEEP** system is still on when in **CRUISE CONTROL**.

customer is getting a message on the instrument cluster when the battery is 79% charged and he has it to charge to 80% that message states not charging current battery level is higher then set target level is there a threshold where if the battery is close to the set charging level the vehicle will not charge to the charge set level?

*** Dispatched to Queue Service Alert / Techline on 01/19/2021 01:05:27 (PST)

*** Note - Others created on 05/27/2021 12:01:25 and created by Kim Miyaki ***
*** NO ACTIVITY CLOSING CASE***

*** 05/27/2021 12:01:50 ***
Closed by Kim Miyaki with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 K900	Case Number	Mileage
[redacted]	[redacted]	KNAS24J 0L [redacted]	139 548	1,700
Wesley , FL 33543		09/03/2019	Dealer: FL154 KIA of Wesley Chapel	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Door
Kia Case Type Lvl4: Open/Close Op(etc)

Case History

*** 01/20/2021 15:42:21 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 01/20/2021 15:40:03 and created by Ryan Hale ***
Customer (owner) [redacted] called in and states
1. Veh down at the DLR once again
2. Headlight holding water, trunk has to be slammed, **CRUISE CONTROL** goes up 10mph , Passenger door showing open.
3. Put in a 20k rental

writer states
1. Apologized for concerns
2. Verified customer information
3. Advised will follow up with DLR and customer
4. What is customer requesting?

cust states
1. I want out of my car and my Hyundai back that's still on the lot
2. This KIA is terrible and I will be contacting the BBB after this call.

WTR States
1. Kia participates in a third-party arbitration program through BBB AUTO LINE (this service is free of charge to Kia customers).
Please reference your Warranty and Consumer Information Manual (WCIM) for more details about the BBB arbitration program. We are escalating your case to ECR and you should expect a callback in 2-3 business days

Cust States
1. Thanks

*** Phone - Call - Outbound created on 01/20/2021 15:48:27 and created by Ryan Hale ***
WTR called DLR FL154
No answer or voicemail option

*** Note - Others created on 01/20/2021 15:49:17 and created by Ryan Hale ***
***Call to Action:
1. Customer states Headlight holding water, trunk has to be slammed, **CRUISE CONTROL** goes up 10mph , Passenger door showing open
2. FL154 no contact
3. Dispatching because customer states they want out of the car and will be contacting BBB (Hot State)
4. Please review and follow up accordingly.

*** 01/20/2021 15:51:26 ***
Dispatched from WIPBin = Default to Queue Southern Region ECR by Ryan Hale
Reason:

*** Case note has been appended from duplicated auto-case on 01/21/2021 01:04:45 (PST)

Comments from Service Alert - TL

Dealer : KIA of Wesley Chapel
Technician : George Paulsen

Last name	First name	VIN of 2020 K900	Case Number	Mileage
[redacted]	[redacted]	KNAS24J 0L [redacted]	139 548	1,700

Wesley , FL 33543 09/03/2019 Dealer: FL154 KIA of Wesley Chapel

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Door
Kia Case Type Lvl4: Open/Close Op(etc)

Service Manager : Peter Mccabe
Dealer Phone :
DPSM : Richard Dudley
Vehicle Model : K900 LUXURY
Model Year : 2020
Mileage : 1686
Initial comments by Technician found in TL Case #13964871 :

[Problem Description]
L/front door does not close properly, has to be slammed

[Diagnostics Performed]
Checked door fitment and alignment. All ok.

*** Case note has been appended from duplicated auto-case on 01/21/2021 01:11:20 (PST)

Comments from Techline Escalation

Techline case (13964871) created on 20-JAN-21 by FL154.
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--
TL Case created by (Dealer Technician) : George Paulsen
TL Case creator phone : 7273653042
TL Case creator email : gpaulsen2@verizon.net
Below are the notes from the TL case describing the concern:

[Problem Description]
L/front door does not close properly, has to be slammed

[Diagnostics Performed]
Checked door fitment and alignment. All ok.

*** 01/21/2021 05:05:45 ***
Accepted from Queue Southern Region ECR to WIPBin 10. Southern by Kayla Erwin

*** 01/21/2021 07:09:03 ***
Case moved into WIPBin 10. Southern and Sub Status of Working

*** 01/21/2021 07:13:52 ***
Assigned to WIPBin Inbox of Jason Henry by Kayla Erwin
Reason:

*** Phone - Call - Inbound created on 01/22/2021 14:44:25 and created by Rasheed Hardman ***
Owner states
1. looking for an update

Last name	First name	VIN of 2020 K900	Case Number	Mileage
[redacted]	[redacted]	KNAS24J 0L [redacted]	139 548	1,700
Wesley , FL 33543		09/03/2019	Dealer: FL154 KIA of Wesley Chapel	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Door
Kia Case Type Lvl4: Open/Close Op(etc)

2. was supposed to get a call back

Wrtr states
1. apologies
2. 2/3 business day
3. day 2 since 1/20

cust states
1. thank you

*** Email - External Email Received created on 01/26/2021 14:28:20 and created by Jason Henry ***
Wrt received the following email from Devin @ FL154:

CRUISE CONTROL seat heater and trunk I was not able to duplicate. the door issue we did duplicate with Richard Dudley here and he recommended we open a techline case (13964871) and techline advised that the K900 doors are heavier and will require more force to close (note we were not able to duplicate this condition on any of the other doors). the Headlight issue we have replaced the headlights once and customer states they are still holding moisture. Richard Dudley advised they are a vented headlight issue and some moisture buildup will be normal when vehicle is not in operation and is within normal operation as long as it dissipates within 30 minutes of start of vehicle operation.

Headlight Repair RO 217969 mileage 429
last RO 219259 mileage 1704

I did provide the customer with a Loaner vehicle on the last Visit as I held the car for 6 days, she was very upset with the loaner (a 2021 Sportage)

*** Phone - Call - Outbound created on 01/26/2021 14:29:14 and created by Jason Henry ***
ECR Called FL113, s/w Jonathan:
1. Just duplicated the trunk issue, and a radio concern
2. Advising her to return for additional diag

*** Phone - Call - Outbound created on 01/26/2021 14:38:49 and created by Jason Henry ***
ECR Called Cust to f/u:
1. Intro self, Region, apologized for concerns
2. Relayed noted concerns and dlr info
3. Wrt understands that Cust has asked that the deal be unwound and Cust get their trade-in back
4. Wrt cannot assist directly with that, as the mfg is prohibited from being directly involved
5. If FL154 Mgmt can facilitate that, that's up to them, Wrt doesn't know the state laws in FL.

Cust states:
1. You're kia Corp, you're supposed to know that.

Wrt states:
1. Apologized, Wrt works with 35 dealers across 7 states, and does not work for the dlrs directly in the sales, as again, prohibited
2. Wrt is on the wty side of things, and cannot tell Cust definitively if they can/will reverse the deal
3. Wrt can, as KMA, send documentation to review for Kia to repurchase/replace under things like LL, but that's a review process that takes some time.

Cust states:

Last name	First name	VIN of 2020 K900	Case Number	Mileage
[redacted]	[redacted]	KNAS24J 0L [redacted]	139 548	1,700

Wesley , FL 33543 09/03/2019 Dealer: FL154 KIA of Wesley Chapel

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Door
Kia Case Type Lvl4: Open/Close Op(etc)

1. I want to do both
2. Who do I talk to at FL154

Wrt states:
1. Provided SM name

Cust states:
1. I'm going to hunt him down, call me back in 15 mins.

*** Phone - Call - Outbound created on 01/26/2021 14:58:49 and created by Jason Henry ***
ECR called Cust to f/u:
1. Following up
2. Did Cust speak with the SM?

Cust states:
1. I did, they're going to look into it and call me tomorrow by noon
2. I want you to call me tomorrow as well.

Wrt states:
1. Certainly
2. Explained difference between KMA and dlrs, Wrt cannot control dlr actions or force them to do anything
3. They're looking into it, that's fine
4. If that doesn't work, as we discussed, Wrt can send Cust the docs for Kia's review.

Cust states:
1. If it ends up going that way, I'll hire a lawyer who will look over all that for me
2. Everyone will lose because I won't back down
3. Please email your contact info.

Wrt states:
1. Understood
2. Wrt will send email

*** 01/26/2021 15:13:19 ***
Email is sent on 01/26/2021 15:11:48 by Jason Henry
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 01/26/2021 15:11:48 and created by Jason Henry ***
Good afternoon, [redacted] You can reach me at 520.274.1661 between the hours of 9.30a-5p EST, Mon-Fri.

Kind regards,Jason Henry
Kia Motors America

*** Phone - Call - Outbound created on 01/28/2021 12:18:34 and created by Jason Henry ***
ECR called cust to follow up:
1. Left VM with ECR# and Case ID
2. Calling to follow up on veh concerns
3. Please call to discuss
4. Thank you

Last name	First name	VIN of 2020 K900	Case Number	Mileage
[redacted]	[redacted]	KNAS24J 0L [redacted]	139 548	1,700

Wesley , FL 33543 09/03/2019 Dealer: FL154 KIA of Wesley Chapel

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Door
Kia Case Type Lvl4: Open/Close Op(etc)

*** Phone - Call - Outbound created on 02/02/2021 10:07:10 and created by Jason Henry ***
ECR Called Cust to f/u:
1. Following up on case
2. Did FL154 agree to unwind the deal?

Cust states:
1. No, they're not willing to assist me
2. I'll need you to send me the paperwork

Wrt states:
1. Understandable, wrt will email the documents needed
2. Did they say why?

Cust states:
1. They weren't willing to lose any money on the deal

Wrt states:
1. Ah, ok
2. As discussed, they have the ability to, but may decline to do so at their discretion

Cust states:
1. I know they do
2. Send it to me, I'll fill it out.
3. Thank you

*** 02/02/2021 10:12:13 ***
Email is sent on 02/02/2021 10:11:35 by Jason Henry
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case# [redacted]
Attachments:
[redacted] Unsigned ACK.pdf

*** Email - External Email Sent created on 02/02/2021 10:11:35 and created by Jason Henry ***
Dear [redacted]

As discussed, please find our review documents attached. Please print, sign, and return all pages, as well as the list of requested documents to me by email, or you may fax to 866.852.6617, ATTN: JASON - Case ID [redacted] If you fax, please still reply to this email letting me know when, so that I may find it in that day's received faxes. Once received, reviews are sent each Monday, and our review may take up to 2 weeks. If your repairs are finished during this review, you will need to pick up your vehicle pending review completion. For more information, see your Warranty Consumer Information Manual.

Sincerely,

Jason Henry
Kia Motors America

*** 03/02/2021 10:34:20 ***
Dispatched from WIPBin 2. Tuesday to Queue ZZ Kayla Erwin by Jason Henry

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 K900	Case Number	Mileage
[redacted]	[redacted]	KNAS24J 0L [redacted]	139 548	1,700

Wesley , FL 33543 09/03/2019 Dealer: FL154 KIA of Wesley Chapel

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Door
Kia Case Type Lvl4: Open/Close Op(etc)

*** 03/05/2021 10:32:57 ***
Accepted from Queue ZZ Kayla Erwin to WIPBin 07. Assigned by Kayla Erwin

*** 03/05/2021 11:23:21 ***
Dispatched from WIPBin 07. Assigned to Queue ZZ Ashley Lewis by Kayla Erwin

*** 03/08/2021 09:58:23 ***
Accepted from Queue ZZ Ashley Lewis to WIPBin 07. Assigned by Kayla Erwin

*** 03/08/2021 10:11:09 ***
Assigned to WIPBin Inbox of Melissa Hight by Kayla Erwin
Reason:

*** Phone - Call - Outbound created on 03/10/2021 07:29:42 and created by Melissa Hight ***
wtr called cust @ [redacted]

wtr states
1. Introduced self as ECR
2. Advised wtr following up regarding case wtr received for review
3. Request if cust veh was repaired and back in cust possession

cust states
1. I do have the veh back
2. There are still issues with it with the trunk and the radio
3. The veh they gave me to drive is not even comparable and does not fit my family
4. It makes it really hard to take the veh in and get it looked at
5. I didn't return the docs because I didn't know if I wanted to get a lawyer or not

wtr states
1. Apologized for cust continued concerns
2. Advised wtr will start the prelim review which can take a couple weeks
3. Advised wtr will also email cust with wtr contact info
4. Advised wtr will follow up once review is complete
5. Request if cust has any other questions at this time

cust states
1. No, thank you

*** 03/10/2021 07:36:29 ***
Email is sent on 03/10/2021 07:35:48 by Melissa Hight
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case# [redacted]

*** Email - External Email Sent created on 03/10/2021 07:35:48 and created by Melissa Hight ***
Dear [redacted]
It was a pleasure talking with you today. As I mentioned, I will plan to follow up once our preliminary review is complete.
Thank you!
Sincerely,
Melissa
520.274.1103

Last name	First name	VIN of 2020 K900	Case Number	Mileage
[redacted]	[redacted]	KNAS24J 0L [redacted]	139 548	1,700
Wesley , FL 33543		09/03/2019	Dealer: FL154 KIA of Wesley Chapel	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Door
Kia Case Type Lvl4: Open/Close Op(etc)

Kia Motors America

*** Email - External Email Sent created on 03/10/2021 07:35:48 and created by Melissa Hight ***
Dear [redacted]
It was a pleasure talking with you today. As I mentioned, I will plan to follow up once our preliminary review is complete.
Thank you!
Sincerely,
Melissa
520.274.1103
Kia Motors America

*** Phone - Call - Outbound created on 03/18/2021 07:51:33 and created by Melissa Hight ***
wtr called cust @ [redacted]

no answer - left VM
wtr states
1. Introduced self as ECR
2. Advised wtr following up regarding cust request
3. Provided case # and wtr phone
4. Request call back to discuss

*** 03/18/2021 07:52:37 ***
Email is sent on 03/18/2021 07:52:20 by Melissa Hight
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case# [redacted]

*** Email - External Email Sent created on 03/18/2021 07:52:20 and created by Melissa Hight ***
Dear [redacted]
I attempted to reach you by phone today to provide an update on your case. If you would kindly let me know your availability, I will be happy to follow up with you.
Sincerely,
Melissa
Kia Motors America

*** Phone - Call - Outbound created on 03/19/2021 07:12:47 and created by Melissa Hight ***
wtr called cust @ [redacted]

wtr states
1. Introduced self as ECR
2. Advised at this time, Kia is not offering a repurchase

cust states
1. It is not an acceptable answer that I have to slam one door harder than the others and that my headlights are fogging up
2. They were replaced once and now I'm being told that is normal
3. Who is going to address those things when that is what the dlr is telling me

wtr states
1. Apologized
2. Advised if that is the info provided by the dlr based on their diagnosis, wtr would support that info
3. Advised if cust is still experiencing a concern, wtr would recommend cust take veh to dlr for diagnosis

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 K900	Case Number	Mileage
[redacted]	[redacted]	KNAS24J 0L [redacted]	139 548	1,700
Wesley , FL 33543		09/03/2019	Dealer: FL154 KIA of Wesley Chapel	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Door
Kia Case Type Lvl4: Open/Close Op(etc)

cust states
1. I'm sure my lawyer will have something to say about that
2. Have a nice day

*** 03/19/2021 07:18:26 ***
Closed by Melissa Hight with Resolution Code : Concerns Recorded
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE 5XYP DHC3LG[redacted]	Case Number [redacted]	Mileage 15,175
Louisville , KY ,40213		09/20/2019	Dealer: KY008 The KIA Store	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

Case History

Dealer : The KIA Store
Technician : Isaac Matute
Service Manager : Guy Neuschwander
Dealer Phone :
DPSM : Scott Smith
Vehicle Model : TELLURIDE S V6 AWD AUTO
Model Year : 2020
Mileage : 15175
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
SCC code for alignment failed c162078 car has original bumper no signs of damage or part removal values are not met under data analysis

[Diagnostics Performed]
Visual dtc scan

*** Dispatched to Queue Telluride Auto-Created Cases on 01/22/2021 01:07:03 (PST)

*** 01/22/2021 07:19:27 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Case Distribution by Ashley Lewis

*** 01/22/2021 07:20:50 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Case Distribution to Queue Callcenter by Ashley Lewis

*** 01/25/2021 11:32:59 ***
Accepted from Queue Callcenter to WIPBin Default by Myra Davis

*** 01/25/2021 13:24:19 ***
Dispatched from WIPBin Default to Queue ZZ William Bushong by Myra Davis

*** 01/25/2021 13:59:40 (GMT-07:00) Arizona ***
Accepted from Queue ZZ William Bushong to WIPBin Default by William Bushong

*** Note - Others created on 01/25/2021 14:59:50 (GMT-07:00) Arizona and created by William Bushong ***
*** no cust information shown ***

*** Phone - Call - Outbound created on 01/25/2021 15:02:36 (GMT-07:00) Arizona and created by William Bushong ***
Writer called KY008 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 created on 02/04/2021 10:33:51 (GMT-07:00) Arizona and created by William Bushong ***
Writer called KY008 and LVM for Svc Adv :

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
		2020 TELLURIDE 5XYP DHC3LG[redacted]	[redacted]	15,175

Louisville , KY ,40213 09/20/2019 Dealer: KY008 The KIA Store

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

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

*** Note - Others created on 02/04/2021 10:35:14 (GMT-07:00) Arizona and created by William Bushong ***
*** warranty history shows repair is completed ***

*** 02/04/2021 10:36:06 (GMT-07:00) Arizona ***
Closed by William Bushong with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC1LG[redacted]	[redacted]	,15

Madison , WI ,53719 0 /22/2020 Dealer: WI01 Russ Darrow Madison KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Accelerator Operation

Case History

Dealer : Russ Darrow Madison KIA
Technician : Erik Filipowicz
Service Manager : Keith Anderson
Dealer Phone :
DPSM : Clarence Erickson
Vehicle Model : TELLURIDE S V6 AWD AUTO
Model Year : 2020
Mileage : 6156
Initial comments by Technician found in TL Case #13967175 :

[Problem Description]
c/s cruise will stop working at times.

[Diagnostics Performed]
First Repair - Test drove, confirmed. Cluster shows "conditions not met to engage" Full system scan found all history C186286, C123501, C136081.
I checked the SC194 and found it was not properly done. I reinstalled this correctly and test drove with no problems. Cleared all codes and released to owner.

This time - He cameback after 11 miles with the same warning message. Full system scan found the same history DTC's set. Visual inspections of harnesses looks normal. No aftermarket items noticed. Current data on test drive looks normal.

Any thoughts on this one??

*** Dispatched to Queue Telluride Auto-Created Cases on 01/22/2021 01:07:03 (PST)

*** 01/22/2021 07:19:27 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Case Distribution by Ashley Lewis

*** 01/22/2021 07:20:51 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Case Distribution to Queue Callcenter by Ashley Lewis

*** 01/25/2021 11:23:00 ***
Accepted from Queue Callcenter to WIPBin Default by Myra Davis

*** 01/25/2021 13:23:56 ***
Dispatched from WIPBin Default to Queue ZZ Victoria Orr by Myra Davis

*** 01/25/2021 13:40:37 ***
Accepted from Queue ZZ Victoria Orr to WIPBin Default by Victoria Orr

*** Phone - Call - Inbound created on 01/26/2021 09:45:49 and created by Victoria Orr ***
Wrt called WI016 for RO
1 spoke with Ben Service dept
2 RO [redacted] opened 1-18-21 at 6156 miles
3 Cust is [redacted] Phone [redacted]
4 SA is Paul- checked for update
5 TL open

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP DHC1LG[redacted]	[redacted]	,15

Madison , WI ,53719 0 /22/2020 Dealer: WI01 Russ Darrow Madison KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Accelerator Operation

6 car still here- ordered part
7 transferred to Parts dept- only part is wiring kit and billed out
8 nothing on order ?

*** Phone - Call - Inbound created on 02/04/2021 15:24:25 and created by Victoria Orr ***
Wrt called WI016 for RO update
1 spoke with Leah in service dept
2 RO is closed on 1-29-21
3 Repair - replaced hydraulic assy and brake inspection and adjustment
4 C/S - **CRUISE CONTROL** not engaging properly- only works for a few miles at a time
5 TL - recommend replace the ABS/ESC module

*** Phone - Call - Inbound created on 02/04/2021 15:32:25 and created by Victoria Orr ***
Wrt called Cust at [redacted] and left VM
1 introduced self
2 DLR advised vehicle in recently for repairs
3 calling to check and see how everything is
4 provided both 800/case nbrs
5 Thanked

*** 02/04/2021 15:37:04 ***
Closed by Victoria Orr with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J25MG[redacted]	[redacted]	1,001

Jonesboro , AR ,72404 09/17/2020 Dealer: AR012 Cavenaugh KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Lamp Operation

Case History

Dealer : Cavenaugh KIA
Technician : Andy Conger
Service Manager : Brandon Evans
Dealer Phone :
DPSM : Michael Downing
Vehicle Model : K5 GT-LINE 1.6T 4CYL AUTO
Model Year : 2021
Mileage : 1001
Initial comments by Technician found in TL Case #13983538 :

[Problem Description]
Customer stated while driving warning lights came on, blind side, collision warning, **LANE KEEP** assist, 160 miles after front view camera was replaced

[Diagnostics Performed]
Replaced front view camera and completed sptac calibration on the customers initial RO 313908 January 20, 2021 for this concern. Customer returned nearly 160 miles later stating all the lights came back on, however, the lights are off and no DTC's are stored.

*** Dispatched to Queue Service Alert / Techline on 02/03/2021 01:07:22 (PST)

*** Case note has been appended from duplicated auto-case on 02/03/2021 01:11:04 (PST)

Comments from Techline Escalation

Techline case (13983538) created on 02-FEB-21 by AR012.
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--
TL Case created by (Dealer Technician) : Andy Conger
TL Case creator phone : 8703074122
TL Case creator email : drayton4122@gmail.com
Below are the notes from the TL case describing the concern:

[Problem Description]
Customer stated while driving warning lights came on, blind side, collision warning, **LANE KEEP** assist, 160 miles after front view camera was replaced

[Diagnostics Performed]
Replaced front view camera and completed sptac calibration on the customers initial RO 313908 January 20, 2021 for this concern. Customer returned nearly 160 miles later stating all the lights came back on, however, the lights are off and no DTC's are stored.

*** 08/03/2021 09:58:53 ***
Dispatched from WIPBin = Default to Queue Callcenter by Anastasia Smith

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J25MG[redacted]	[redacted]	1,001

Jonesboro , AR ,72404 09/17/2020 Dealer: AR012 Cavenaugh KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Lamp Operation

Reason:

*** 08/03/2021 11:03:22 (GMT-07:00) Arizona ***
Accepted from Queue Callcenter to WIPBin Friday-1 by Randy Chacon

*** 08/03/2021 11:04:18 (GMT-07:00) Arizona ***
Dispatched from WIPBin Friday-1 to Queue ZZ Arielle Sluss by Randy Chacon

*** 08/04/2021 08:59:05 ***
Accepted from Queue ZZ Arielle Sluss to WIPBin Default by Jayden Sluss

*** Phone - Call - Outbound created on 10/02/2021 07:24:09 and created by Jayden Sluss ***
Calling cust@ [redacted] to f/u on concnerns

Wrt
1. Calling for [redacted]

Cust
1. No answer- left VM stating to CB for concerns

*** Phone - Call - Outbound created on 10/07/2021 17:51:00 and created by Jayden Sluss ***
Calling cust@ [redacted] to f/u on concnerns

Wrt
1. Calling for [redacted]

Cust Troy Hicks states
1.They've been resolved
2. Thank you

*** 10/07/2021 17:51:59 ***
Closed by Jayden Sluss with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 NIRO	Case Number	Mileage
[redacted]	[redacted]	KNDCC3LC1L5[redacted]	[redacted]	100
,	,	11/13/2020	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

Case History

*** 02/04/2021 05:38:02 ***
Contact = [redacted] Priority = Standard, Sub Status = Dispatched

*** 02/04/2021 05:38:03 ***
Web - Note created on 02/04/2021 05:38:03 and created by [redacted]
Hi KIA Team,

I bought a brand new 2020 Kia Niro Hybrid and was excited about the Driver Assist features. However, while on the highway with **LFA** enabled, my Niro prefers to stay to the left of the lane rather than keep the middle of the lane. It is so much to the left of the lane that it is too close for comfort to the other traffic and I have to steer it back to the middle of the lane. This also means that I am constantly steering against the **LFA** system, which is quite tiresome on a long journey.

Second, the reactions (steering torque application) come too late so that the car constantly bounces around in the lane. I made sure that **LFA** is enabled (not just **LKA**). I believe that the system needs to be properly calibrated at a dealership.

Could you please advise a dealership that could perform this calibration for me that is close-by my home in Boston, MA? I'm looking for a dealership that has the necessary calibration tools and targets to actually perform the calibration for the **LFA**.

Thanks,
[redacted]

*** 02/04/2021 06:13:06 ***
Accepted from Queue = eWebSupport to WIPBin Inbox

*** 02/04/2021 12:35:00 ***
Email is sent on 02/04/2021 12:33:22 by Savannah Berg
To: ROBBEL@GMAIL.COM
Cc:
Title: Kia Consumer Assistance Center Case#13986978

*** Email - External Email Sent created on 02/04/2021 12:33:22 and created by Savannah Berg ***
Dear [redacted] We have received your recent online contact and we appreciate the opportunity to assist. We are terribly sorry to hear about the issues in reference to your Kia. In order to address your concerns, please authorize your local Kia dealership to perform a vehicle diagnosis. We have found that according to your zip code, your closest Kia dealership is Quirk Kia, located at 280 Quincy Ave. in Braintree, MA 02184. Their contact number is 781-602-6097. If you have any further questions or concerns, 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 being the best part of Kia!
Sincerely,
Kia Motors America

*** 02/04/2021 12:37:44 ***
Closed by Savannah Berg with Resolution Code : Referred to Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP5DHC8MG[redacted]	[redacted]	7,753

Wauwatosa, WI 5322 | 08/25/2020 | Dealer: WI022 Russ Darrow KIA of

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Case History

Dealer : Russ Darrow KIA of Wauwatosa
Technician : Kurt Schoenung
Service Manager : Erin Poulos
Dealer Phone :
DPSM : Clarence Erickson
Vehicle Model : TELLURIDE SX V6 AWD AUTO
Model Year : 2021
Mileage : 7753
Initial comments by Technician found in TL Case #14001182 :

[Problem Description]
customer states that the smart cruise will not recognize a vehicle in front of it and continues to accelerate, but it slows down if there is a car in the next lane.

[Diagnostics Performed]
opening this case because this vehicle just had the front sensors calibrated by another tech at this dealership. I road tested the vehicle and verified the customers concern. It at times will not see the car right in front of it but will follow the car in the left hand lane, even with no car in front of it. I am WONDERING IF I CAN CHECK THE CALIBRATION AND RE SET IT ? I DONT BELIVE HE ADJUSTED ANY OF THE ACTUAL SENSORS, HE JUST USED THE TARGET.

*** Dispatched to Queue Telluride Auto-Created Cases on 02/12/2021 01:07:10 (PST)

*** 02/12/2021 10:27:38 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Inbox by Jada Jones

*** 02/12/2021 10:29:13 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue Callcenter by Jada Jones

*** 02/12/2021 11:29:11 ***
Accepted from Queue Callcenter to WIPBin Default by Cinthya Espinoza-Peregrina

*** 02/12/2021 11:38:09 ***
Dispatched from WIPBin Default to Queue ZZ Sandra Taylor by Cinthya Espinoza-Peregrina

*** 02/25/2021 06:52:43 ***
Accepted from Queue ZZ Sandra Taylor to WIPBin Inbox by Sandra Taylor

*** Phone - Call - Outbound created on 03/02/2021 06:09:55 and created by Sandra Taylor ***
Wtr called WI022. Spoke to: Ryan
Wtr states:
1. Need RO info

Dealer states:
1. Working with TL
2. Radar sensor on order

Customer Name: same as above
Customer phone #: same as above

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP5DHC8MG[redacted]	[redacted]	7,753

Wauwatosa, WI 5322 | 08/25/2020 | Dealer: WI022 Russ Darrow KIA of

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Customer address: same as above
VIN#/MY: 5XYP5DHC8MG1[redacted] 2021 Telluride
Mileage: 7753
Most recent RO #: 341415
Open Date - 2/19/2021
Close Date -
Most recent Repair Issue and Diagnosis:
Concern - Cust states that the smart cruise will not recognize a vehicle in front of it and continues to accelerate, but it slows down if there is a car in the next lane.
Cause - Replacing radar sensor
Correction -
Repeat Repair (Y/N), if so, how many times?: N
Repair History of current concern with dates (Open and Closed) and mileage: N
Techline case: Y
ETA for completion of repairs (if applicable): N
Parts on order (Y/N), if so obtain part#, order#: Y
Rental / Loaner Provided? If so, since when?: Y
Vehicle repaired?: N
Customer has possession?N

*** Note - Others created on 03/04/2021 07:41:40 and created by Sandra Taylor ***
CALL TO ACTION:
Vehicle Down 10+ Days
Forwarding to ECR.
1. Cust states that the smart cruise will not recognize a vehicle in front of it and continues to accelerate, but it slows down if there is a car in the next lane..
2. WI022 states Replacing radar sensor needs to be replaced.
3. Dispatching because vehicle has been down 25 days.
4. Please review and follow up accordingly.

*** 03/04/2021 07:42:51 ***
Dispatched from WIPBin = 5. Friday to Queue Central Region ECR by Sandra Taylor
Reason:

*** 03/05/2021 04:58:07 ***
Accepted from Queue Central Region ECR to WIPBin 08. Central by Kayla Erwin

*** 03/05/2021 06:08:50 ***
Case moved into WIPBin 08. Central and Sub Status of Working

*** 03/05/2021 06:15:36 ***
Assigned to WIPBin RO recap of Heather Orosco by Kayla Erwin
Reason:

*** Phone - Call - Inbound created on 03/25/2021 08:34:01 (GMT-07:00) Arizona and created by Heather Orosco ***
Writer Called Dealer WI022 @ (414) 778-5700:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC8MG[redacted]	[redacted]	7,753

Wauwatosa, WI 5322 | 08/25/2020 | Dealer: WI022 Russ Darrow KIA of

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Eric Service States:

1.03/03/21 last time vehicle was here
2.I will get you over to Ryan service writer
3.Ryan is with a customer

Noah Parts States:

1.RO 341415
2.I do see we did receive the unit for Radar Sensor

TL *** 03/03/2021 09:40:37 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: replaced front radar sensor

*** Phone - Call - Inbound created on 03/25/2021 08:44:41 (GMT-07:00) Arizona and created by Heather Orosco ***
Writer Called Owner [redacted] @ [redacted]

Left VM

1.Introduced self from the escalated Division
2.Received case regarding **CRUISE CONTROL**
3.Russ Darrow KIA replaced the Radar Sensor for you
4.Making sure vehicle is operating as designed
5.Apologized
6.Please contact me if you have any questions
7.Case# 520# ext#

*** 03/25/2021 10:04:36 (GMT-07:00) Arizona ***
Email is sent on 03/25/2021 10:01:51 by Heather Orosco
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 03/25/2021 10:01:51 (GMT-07:00) Arizona and created by Heather Orosco ***
Dear [redacted]

This is Heather following up from the Escalations Division regarding your Case. Following up after Radar Sensor replaced a Russ Darrow KIA. Great news! Please contact me if you have any questions or concerns. I apologize for any invoncenineses this may have caused. Thank you,

Sincerely,
Kia Motors America

*** 03/25/2021 10:05:39 (GMT-07:00) Arizona ***
Closed by Heather Orosco with Resolution Code : Repaired at Dlr
[Resolution Summary]
No customer contact /WI022 Radar Sensor replaced.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC7LG[redacted]	[redacted]	33,437

Mesquite , TX ,75150 10/10/2019 Dealer: TX097 Southwest KIA-Nw

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Case History

Dealer : Southwest KIA-Nw
Technician : Mark Pumphrey
Service Manager : Jason Murphy
Dealer Phone :
DPSM : Matt Pfeifer
Vehicle Model : TELLURIDE S V6 FWD AUTO
Model Year : 2020
Mileage : 33437
Initial comments by Technician found in TL Case #14002265 :

[Problem Description]
CUSTOMER STATES **LANE DEPARTURE** AND FRONTAL COLLISION LIGHTS ON DASH. 2 FAULTS IN SYSTEM. **SCC** C180581 **LKAS** CAN SIGNAL ERROR AND MFC C160649 ECU SOFTWARE ERROR

[Diagnostics Performed]
CHECKED FOR ANY DAMAGE TO VEH AND CHECKED CONNECTORS TO **SCC** MODULE AND MFC MODULE. ALL LOOK NORMAL. NO SOFTWARE UPDATES AVAILABLE FOR EITHER SYSTEM

*** Dispatched to Queue Telluride Auto-Created Cases on 02/25/2021 18:32:36 (PST)

*** 02/26/2021 10:31:36 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Inbox by Jada Jones

*** 02/26/2021 10:37:36 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue Callcenter by Jada Jones

*** 02/26/2021 10:51:13 ***
Accepted from Queue Callcenter to WIPBin New cases by Collado Ortega

*** 02/26/2021 11:04:06 ***
Dispatched from WIPBin New cases to Queue ZZ Debra Rustin by Collado Ortega

*** 02/26/2021 11:09:57 (GMT-07:00) Arizona ***
Accepted from Queue ZZ Debra Rustin to WIPBin Holding by Debra Rustin

*** 03/13/2021 06:39:10 (GMT-07:00) Arizona ***
Closed by Debra Rustin with Resolution Code : Repaired at Dlr
[Resolution Summary]
completed

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYRK4LF1M[redacted]	[redacted]	1,0 7

Beaumont , TX ,7770 01/20/2021 Dealer: TX083 Classic KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

Case History

Dealer : Classic KIA
Technician : Gary Weaver
Service Manager :
Dealer Phone :
DPSM : Steven Webster
Vehicle Model : SORENTO SX PRESTIGE 2.5T FWD AUTO
Model Year : 2021
Mileage : 1067
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
CUSTOMER SAID CAR HAD WARNING MESSAGES ON. CHECK ENGINE LIGHT WAS ON, **CRUISE CONTROL** DIDNT WORK, AND THE AUTO/STOP START DIDNT WORK

[Diagnostics Performed]
UNABLE TO DUPLICATE CONCERN, BUT HAD P0504 IN THE ECM. NO PROBLEMS AT THIS TIME.

*** Dispatched to Queue Service Alert / Techline on 02/26/2021 19:44:49 (PST)

*** Case note has been appended from duplicated auto-case on 02/26/2021 19:47:18 (PST)

Comments from Techline Escalation

Techline case ([redacted] created on 26-FEB-21 by TX083.
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--
TL Case created by (Dealer Technician) : Gary Weaver
TL Case creator phone : 4097909068
TL Case creator email : 89toy4wd@gmail.com
Below are the notes from the TL case describing the concern:

[Problem Description]
CUSTOMER SAID CAR HAD WARNING MESSAGES ON. CHECK ENGINE LIGHT WAS ON, **CRUISE CONTROL** DIDNT WORK, AND THE AUTO/STOP START DIDNT WORK

[Diagnostics Performed]
UNABLE TO DUPLICATE CONCERN, BUT HAD P0504 IN THE ECM. NO PROBLEMS AT THIS TIME.

*** 04/26/2021 10:34:00 ***
Closed by Hope Bushnell with Resolution Code : Duplicate Case
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA24M7[redacted]	[redacted]	4.97
,	,	07/25/2020	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Noise

Case History

*** 02/28/2021 22:11:47 ***
Contact = [redacted], Priority = Standard, Sub Status = Dispatched

*** 02/28/2021 22:11:47 ***
Web - Note created on 02/28/2021 22:11:47 and created by Garrett Cooper
Hello, my name is [redacted]
I am a first time Kia buyer, and I am also a full Time nursing student at University. I am very busy and often on the go. My Kia Seltos for starters has no horn. It has been broken for weeks now, upon taking it to the dealer and being told that there was an internal issue with the horn and that the part is on back order, nothing has been done. This is concerning and frustrating for me as a horn is quite simply a matter of safety while driving, especially considering I live in a large city with a lot of traffic. My breaking point was when someone almost merged into me on the highway because they could not see me and I had no horn to alert them. I am agitated, and I want something done. Also, I got another alert regarding my EPB yesterday, and then another alert about a **SCC** malfunction. I do not have time to keep going back and forth to my dealership which is about 30 minutes from me.

I want to know what Kia can do for me regarding my cars lack of a horn. The other stuff is frustrating but nothing that is keeping me from feeling safe while driving. Not having a horn is a serious safety issue. If this issue is not resolved, I will heavily reconsider whether I will continue buying Kia in the future.

Thank you.

*** 03/04/2021 07:21:30 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue eWebSupport to WIPBin Case Distribution by Ashley Lewis

*** 03/04/2021 07:23:04 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Case Distribution to Queue Callcenter by Ashley Lewis

*** 03/04/2021 12:15:09 ***
Accepted from Queue Callcenter to WIPBin Default by Myra Davis

*** 03/04/2021 12:29:38 ***
Dispatched from WIPBin Default to Queue ZZ Kevin Harrell by Myra Davis

*** 03/05/2021 16:00:37 ***
Accepted from Queue ZZ Kevin Harrell to WIPBin Default by Kevin Harrell

*** Phone - Call - Outbound created on 03/13/2021 12:26:35 and created by Kevin Harrell ***
Outbound call to [redacted]

Writer states
1. Called customer to see if any repairs have been done
2. Spoke with customer [redacted]
3. The horn was install this past week and since then no issue reportd

*** 03/13/2021 12:27:57 ***
Closed by Kevin Harrell with Resolution Code : Concerns Recorded
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP3DHC LG[redacted]	[redacted]	27、37
,	,	04/2 /2019	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Product
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: E terior Design_Front

Case History

*** 03/02/2021 08:26:05 ***
Contact = [redacted] Priority = Standard, Sub Status = Dispatched

*** 03/02/2021 08:26:05 ***
Web - Note created on 03/02/2021 08:26:05 and created by [redacted]
the lower sensor is covered everytime it snows, freezing rain etc, disabling the driver assit, feature, is there a heater option that would keep it from being covered??? It seems to be a poor design really,

*** 03/04/2021 07:21:36 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue eWebSupport to WIPBin Case Distribution by Ashley Lewis

*** 03/04/2021 07:23:08 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Case Distribution to Queue Callcenter by Ashley Lewis

*** 03/04/2021 12:15:13 ***
Accepted from Queue Callcenter to WIPBin Default by Myra Davis

*** 03/04/2021 12:48:34 ***
Dispatched from WIPBin Default to Queue ZZ Noel Vizzo by Myra Davis

*** 03/05/2021 18:54:31 (GMT-07:00) Arizona ***
Accepted from Queue = ZZ Noel Vizzo to WIPBin default

*** Phone - Call - Inbound created on 03/26/2021 11:00:32 (GMT-07:00) Arizona and created by Noel Vizzo ***
Writer called [redacted] and left voice mail
1. Calling in response to a message received.
2. Case# and 80#.

*** 03/26/2021 11:36:28 (GMT-07:00) Arizona ***
Closed by Noel Vizzo with Resolution Code : Information Given
[Resolution Summary]

*** 03/29/2021 09:32:33 ***
Reopened by Rasheed Hardman with Sub Status of Working

*** Phone - Call - Inbound created on 03/29/2021 09:35:32 and created by Rasheed Hardman ***
Owner Mark called
1. i was wondering if there was a heating feature for the front sensors
2. snow / sleet / slush of course would knock all the sensors our
3. no **SMART CRUISE CONTROL** either
4.

Wrtr states
1. apologies
2. will doc design complaint
3. no documentation on heated bumpers for sensors

cust states thank you

*** 03/29/2021 09:41:30 ***
Closed by Rasheed Hardman with Resolution Code : Information Given

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP3DHC LG[redacted]	[redacted]	27、37
,	,	04/2 /2019	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Product
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: E terior Design_Front

[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHCXLG[redacted]	[redacted]	25,929

Neptune , NJ 07753 0 /25/2019 Dealer: NJ051 Sansone Jr's KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: E t Parts(Wrong/No Install)

Case History

*** 03/02/2021 15:02:08 (GMT-07:00) Arizona ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 03/02/2021 15:04:30 (GMT-07:00) Arizona and created by William Bushong ***
cust states
1. my forward collision sensors are malfunctioning
2. the dealer looked at the car and said it needs to be calibrated

writer states
1. apologized
2. as per WCIM, adjustments are covered under 12/12
3. this would be considered maintenace if parts are not being replaced

cust states
1. the dealer told me to call KCAC

*** Phone - Call - Outbound created on 03/09/2021 07:49:55 (GMT-07:00) Arizona and created by William Bushong ***
service adviser Jay NJ051

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] MONROE NJ [redacted]
VIN: 5XYP3DHCXLG[redacted]
MY and Mileage: 2020 Telluride and 25929 miles
Most recent RO# and Open Date: [redacted] open and closed 3/2/2021
Days Down at initial Service Alert report (if applicable): 0 days
Most recent Repair Issue and Diagnosis: Customer says, forward collision sensor issue; dealer, adjustments need to be done, labor $269.90 plus tax
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): no
Vehicle repaired?: no
Customer has possession?: yes

*** Case [redacted] is sent on 3/9/2021 6:51:16 by William Bushong
To: gkaras@kiausa.com
Cc: wbushong@kiaconsumeraffairs.com
Title: ACTION REQUIRED - Goodwill (Out of Warranty) :NJ051, [redacted]

*** Email - Internal Email Sent created on 03/09/2021 07:51:21 (GMT-07:00) Arizona and created by William Bushong ***
*** sent email to DPSM requesting GW ***

*** Phone - Call - Inbound created on 03/09/2021 09:53:02 (GMT-07:00) Arizona and created by Debra Rustin ***
Caller [redacted]

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP3DHCXLG[redacted]	[redacted]	25,929

Neptune , NJ ,07753 0 /25/2019 Dealer: NJ051 Sansone Jr's KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: E t Parts(Wrong/No Install)

writer states
1.introduced self
2. how may we help?

customer states
1. they werre gonna call the dlr
2. dlr said they spoke with kia
3. what is status?

writer states
1.Apologised
2. Bill put in a GW request today
3. we may not get an answer for a day or two
4. he will follow up with you

customer states
1. thank you

*** Phone - Call - Inbound created on 03/19/2021 09:37:41 and created by Nicole Silvas ***
Customer called in

Writer states:
1. introduced self
2. may i have your case # or vin #

Customer states:
1. info provided

Writer states:
1. how may i help you

Customer states:
1. i needed to see if there a answer yet

Writer states:
1. let me reach out to your case manager
2. and ask him
one moment

Customer states:
1. ok

Writer states:
1. i think he's on another call
2. i can request a call back for you
3. verify your number for me

Customer states:
1. number verified

Writer states:
1. Anything else I can help you with

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP3DHCXLG[redacted]	[redacted]	25,929

Neptune , NJ ,07753 0 /25/2019 Dealer: NJ051 Sansone Jr's KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: E t Parts(Wrong/No Install)

Customer states:
1. no
2. thank you

Writer states:
1. thank you for being the best part of kia
2. have a good day

*** Email - Internal Email Received created on 03/23/2021 09:43:31 (GMT-07:00) Arizona and created by William Bushong ***
*** DPSM responded to email request for GW, if the damage is an outside influence it is cust pay, if it is factory defect warranty will cover repair ***

*** Phone - Call - Outbound created on 03/23/2021 09:46:11 (GMT-07:00) Arizona and created by William Bushong ***
service adviser jay NJ051

writer states
1. calling to confirm if this is a covered event or not

dealer states
1. this is an adjustment so it falls outside the 12/12
2. this is cust pay

*** Phone - Call - Outbound created on 03/23/2021 09:49:44 (GMT-07:00) Arizona and created by William Bushong ***
writer states
1. apologized
2. the DPSM has declined the GW request

cust states
1. thank you

*** 03/23/2021 09:50:56 (GMT-07:00) Arizona ***
Closed by William Bushong with Resolution Code : Concerns Recorded
[Resolution Summary]
DPSM declined GW

*** 09/29/2021 08:03:49 ***
Reopened by Erica Killen with Sub Status of Working

*** Note - Others created on 09/29/2021 08:04:04 and created by Erica Killen ***
**********Start duplicate case**********

Dealer : Sansone Jr's 66 KIA
Technician : Michael Chang
Service Manager : Robert SCHRUL
Dealer Phone :
DPSM : George Karas
Vehicle Model : TELLURIDE EX V6 AWD AUTO

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHCXLG[redacted]	[redacted]	25,929
Neptune , NJ 07753		0 /25/2019	Dealer: NJ051 Sansone Jr's KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: E t Parts(Wrong/No Install)

Model Year : 2020
Mileage : 32941
Initial comments by Technician found in TL Case #14292983 :

[Problem Description]
Customer states vehicle will not brake with **SMART CRUISE CONTROL** engaged - reads vehicle to left of driving lane, not immediately in front of vehicle.

[Diagnostics Performed]
Confirmed customer concern - doing exactly what they stated it does. Prior service visit, we had performed an alignment of the front radar angle, and had driven the recommended ten minutes at 40mph minimum. Had not experienced any issues, since this is New Jersey: only drove like 55 on the highway, and people were flying by. No chance given to test the **SCC** braking. BUT this time around, we did keep a keen eye on the radar and sure enough, it only picks up the vehicles to our left, and will not brake for a vehicle directly ahead of the Telluride. Removing the bumper, the radar was re-measured, but not with a vertical protractor, electronic clinometer, or a verticality meter. Virtually no adjustment was made; it seems right on point with the rest of the vehicle. Between 3 service employees, we all verified proper height, distance and centering of the front radar & radar reflector and re-preformed another alignment to no success. Please advise.

*** Dispatched to Queue Telluride Auto-Created Cases on 07/31/2021 01:08:50 (PST)

*** 08/02/2021 05:42:56 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Inbox by Jada Jones

*** 08/02/2021 05:50:41 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue Callcenter by Jada Jones

*** 08/02/2021 13:00:07 (GMT-07:00) Arizona ***
Accepted from Queue Callcenter to WIPBin Friday-1 by Randy Chacon

*** 08/02/2021 13:02:14 (GMT-07:00) Arizona ***
Dispatched from WIPBin Friday-1 to Queue ZZ Peggy Madrid by Randy Chacon

*** 08/04/2021 06:51:44 ***
Accepted from Queue ZZ Peggy Madrid to WIPBin Default by Peggy Madrid

*** Phone - Call - Inbound created on 08/19/2021 05:26:04 and created by Shyla Hill ***
Customer states:
1. There is an issue with the brake and **SMART CRUISE CONTROL**.
2. The dealer did a recalibration and I had to pay for that and that didn't work.
3. Had to bring it back and they replaced the radar.
4. They told me to reach out to Kia for a reimbursement for the recalibration since that wasn't the issue and I had to pay for it.

WRT states:
1. We can review no guarantee.

Customer states:
1. Thank you.

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHCXLG[redacted]	[redacted]	25,929

Neptune , NJ 07753 0 /25/2019 Dealer: NJ051 Sansone Jr's KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: E t Parts(Wrong/No Install)

*** 08/19/2021 05:28:27 ***
Email is sent on 08/19/2021 05:28:01 by Shyla Hill
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 08/19/2021 05:28:01 and created by Shyla Hill ***
Dear [redacted]
Good Morning, Could you please attach the document of where you paid for the repair. Thank You.
Sincerely,
Kia America

08/19/2021 05:57:40
Email is received on 08/19/21 05:57:29 from [redacted]
Attachments:
08.2021 Kia Recal Bill (should be under warranty).pdf

*** Email - External Email Received created on 08/19/2021 05:57:36 and created by Shyla Hill ***
Hi Kia,

Please find attached a bill for the re-calibration 139.95 + 9.27 (tax) = $149.22.

This re-calibration was misdiagnosed and actually needed a replacement of the radar, which was covered under the warranty. That service order is also attached.

Please reimburse me by mailing a check to:

[redacted]
Monroe NJ [redacted]

Thank you

-
[redacted]

*** Case [redacted] is sent on 8/19/2021 9:42:57 by Shyla Hill

To: gkaras@kiausa.com

Cc: shyhill@kiaconsumeraffairs.com

Title: ACTION REQUIRED - Goodwill (Out of Warranty) :NJ051, [redacted]

*** Case [redacted] is sent on 8/20/2021 8:20:59 by Shyla Hill

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHCXLG[redacted]	[redacted]	25,929

Neptune , NJ ,07753 0 /25/2019 Dealer: NJ051 Sansone Jr's KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: E t Parts(Wrong/No Install)

To: gkaras@kiausa.com

Cc: shyhill@kiaconsumeraffairs.com

Title: ACTION REQUIRED - Goodwill (Out of Warranty) :NJ051, [redacted]

*** Note - Others created on 08/23/2021 08:38:56 and created by Shyla Hill ***
No Response from DPSM
*****Call-to-Action*****
Forwarding to ECR.
1. Customer states re Calibration was done and didnt need to be done
2. Customer sent in RO info
3. Unable to reach DPSM, added to no contact list.
4. Dispatching because customer is requesting GW coverage of re calibration as that was not needed
5. Please review and follow up accordingly.

*** 08/23/2021 08:40:05 ***
Dispatched from WIPBin = 3. Wednesday to Queue Eastern Region ECR by Shyla Hill
Reason:

*** 08/24/2021 04:35:15 ***
Accepted from Queue Eastern Region ECR to WIPBin 04. Eastern by Kayla Erwin

*** 08/24/2021 05:31:40 ***
Case moved into WIPBin 04. Eastern and Sub Status of Working

*** 08/24/2021 05:33:58 ***
Assigned to WIPBin Inbox of Savannah Berg by Kayla Erwin
Reason:

*** 08/24/2021 13:31:31 (GMT-05:00) Eastern Time (US & Canada) ***
Assigned to WIPBin Default of Shyla Hill by Ashley Lewis
Reason: GW review of in-warranty concerns are with TL/APM, please post to whiteboard.

*** 08/24/2021 12:02:05 (GMT-07:00) Mountain Time (US & Canada) ***
Dispatched from WIPBin = Charles Default to Queue Eastern Region ECR by Charles Chastain
Reason:

*** 08/25/2021 04:32:12 ***
Accepted from Queue Eastern Region ECR to WIPBin 04. Eastern by Kayla Erwin

*** 08/25/2021 05:52:13 ***
Assigned to WIPBin Inbox of Erica Killen by Kayla Erwin
Reason:

09/24/2021 06:43:27
Email is received on 09/24/21 06:43:20 from [redacted]

*** Email - External Email Received created on 09/24/2021 06:43:25 and created by Erica Killen ***
What is the status of this case?

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP3DHCXLG[redacted]	[redacted]	25,929

Neptune , NJ 07753 0 /25/2019 Dealer: NJ051 Sansone Jr's KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: E t Parts(Wrong/No Install)

-
[redacted]

*** Phone - No Callback created on 09/29/2021 07:17:21 and created by Aftan Isaacs ***
cust states
1. i sent a couple emails and not heard anything back
2. its been over a month

wrt states
1. apologized
2. let me reach out to you cm , with ECR.
3. provided number 515- 666- 4111
4. offered survey /

cust states
1.sure, thank you

*** 09/29/2021 08:02:59 ***
Closed by Erica Killen with Resolution Code : Duplicate Case
[Resolution Summary]

**********End of dup case notes**********

*** Phone - Call - Inbound created on 09/29/2021 10:57:20 and created by Erica Killen ***
wrt spoke to (owner)[redacted]

wrt states
1. introduced as ECR
2. adv f/u on the case for review
3. what can wrt assist with today?

cust states
1.calling back

wrt states
1.adv we did review the case
2.at this time this would not be something we kia can reimburse

cust states
1.can i get this written?

wrt states
1.no sir the written denial is the original RO and the WICM

cust states
1. why cant you send what you just told me by email?

wrt states
1.because we do not give decisions by email

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHCXLG[redacted]	[redacted]	25,929

Neptune , NJ ,07753 0 /25/2019 Dealer: NJ051 Sansone Jr's KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: E t Parts(Wrong/No Install)

cust states
1.why?

wrt states
1. because we do not there is already 2 written forms

cust states
1.fine

*** 09/29/2021 11:01:54 ***
Closed by Erica Killen with Resolution Code : Information Given
[Resolution Summary]
DPSM declined GW

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 NIRO	Case Number	Mileage
[redacted]	[redacted]	KNDCC3LC3L5[redacted]	[redacted]	543
Waipahu , HI 9 797		07/17/2020	Dealer: HI002 Aloha KIA Leeward	

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

Case History

*** 03/04/2021 16:46:40 ***
Contact = [redacted] Priority = Standard, Sub Status = Dispatched

*** 03/04/2021 16:46:40 ***
Web - Note created on 03/04/2021 16:46:40 and created by [redacted]
Dear Sirs: On not a few occasions when I set CC on an upward incline, even if gentle, the car slows down by some 10 MPH for unexplained reason. I do have **SCC** engaged but this happens with nothing ahead of me. I reported this to the dealer and their service department checked it out and said everything was fine. The dealer tells me this is because **SCC** is so sensitive that even a leaf or a bird flying in front of the vehicle (which I've never seen) will slow it down. I don't know if it will re-accelerate because usually it goes so slow I'm forced to use the pedal. This is very different than any CC I've used before in dozens of different cars and is not satisfactory. Please watch the attached video and see if this is normal behavior. Thank you.

*** 03/04/2021 16:46:44 ***
trim.A0D8BFC8-80C7-4A96-9D74-9CFA532AB60A.MOV added by [redacted] on 03/04/2021 16:46:41

*** 03/08/2021 07:19:20 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue eWebSupport to WIPBin Case Distribution by Ashley Lewis

*** 03/08/2021 07:30:44 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Case Distribution to Queue Callcenter by Ashley Lewis

*** 03/08/2021 08:48:20 ***
Accepted from Queue Callcenter to WIPBin Default by Cinthya Espinoza-Peregrina

*** 03/08/2021 11:52:51 ***
Dispatched from WIPBin Default to Queue ZZ Shyla Hill by Cinthya Espinoza-Peregrina

*** 03/08/2021 13:01:16 ***
Accepted from Queue = ZZ Shyla Hill to WIPBin Default

*** Phone - Call - Inbound created on 03/12/2021 12:30:40 and created by Roberto Salazar ***
Customer [redacted] (owner) States:
1. Requesting assistance.
2. **CRUISE CONTROL** does not function.
3. I do not agree with this.
4. I would like to submit complaint.

Writer States:
1. Acknowledged and apologized.
2. Referred to WICM/OM.
3. I will contact the DLR for the RO.
4. I will call back with details.
5. Thank you.

Customer [redacted] (owner) States:
1. Thank you.

*** Phone - Call - Outbound created on 03/12/2021 12:46:40 and created by Roberto Salazar ***
Writer Contacted HI002 Service Department (808) 727-1978
Writer Left Voicemail Message Service Department

Last name	First name	VIN of 2020 NIRO	Case Number	Mileage
[redacted]	[redacted]	KNDCC3LC3L5[redacted]	[redacted]	543
Waipahu , HI 9 797		07/17/2020	Dealer: HI002	Aloha KIA Leeward

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

Writer States:
1. Provided customer contact information.
2. Requested RO.
3. Requested Callback.

*** Phone - Call - Outbound created on 03/17/2021 17:18:01 and created by Roberto Salazar ***
Writer Contacted HI002 Service Department (808) 727-1978

Writer States:
1. Requested RO.
2. Provided last 8 of VIN.

Service Adviser States:
1. Requested last 8 of VIN.

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] KANEOHE, HI [redacted]
VIN: KNDCC3LC3L5[redacted]
MY and Mileage: 2020 NIRO TOURING 4CYL AUTO / 388 mi.
Most recent RO# [redacted]
Open Date: 02/25/2021
Close Date: Still open vehicle not here
Days Down at initial Service Alert report (if applicable): 20
Most recent Repair Issue and Diagnosis: **CRUISE CONTROL**
Concern: Customer states **CRUISE CONTROL** does not work properly slow down on its own
Cause: Test drove 8 miles
Correction: Operating as desgined
Able to Duplicate (Y or N): N
Repeat Repair (Y/N): N
if so, how many times?: N/A
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): N.A
Part No#: N/A
Order No#: N/A
Techline Case (if applicable): N/A
Rental / Loaner Provided? N/A
If so, since when?: N/A
Dealer contacted DPSM (if needed): N/A
Vehicle repaired?: N
Customer has possession?: Y
Dealer Code/Selling Dealer (Y or N): HI002
Original Owner (Y or N): N
What is current Customer Request (if needed): N/A

*** Phone - Call - Outbound created on 03/17/2021 17:22:10 and created by Roberto Salazar ***
Writer Contacted Customer Primary Phone #: [redacted]

Writer States:
1. Following up on case.
2. Confirmed RO, operating as designed.

Last name	First name	VIN of 2020 NIRO	Case Number	Mileage
[redacted]	[redacted]	KNDCC3LC3L5[redacted]	[redacted]	543
Waipahu , HI 9 797		07/17/2020	Dealer: HI002	Aloha KIA Leeward

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

3. Referred to OM, regarding **CRUISE CONTROL** section.
4. Thank you.

Customer [redacted] (owner) States:
1. I appreciate it the call.
2. The **CRUISE CONTROL** does go down now at 5 MPH.
3. Thank you.

*** 03/17/2021 17:58:41 ***
Closed by Roberto Salazar with Resolution Code : Concerns Recorded
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC3LG[redacted]	[redacted]	19、57
Joplin , MO , 4801		05/21/2020	Dealer: MO012 Roper KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Case History

Dealer : Roper KIA
Technician : Brock Goodpasture
Service Manager : Tim Striegel
Dealer Phone :
DPSM : Gialan Williams
Vehicle Model : TELLURIDE EX V6 AWD AUTO
Model Year : 2020
Mileage : 19657
Initial comments by Technician found in TL Case #14024233 :

[Problem Description]
SMART CRUISE CONTROL not working properly

[Diagnostics Performed]
SMART CRUISE CONTROL inop, does not recognize vehicle in front of you, will only recognize vehicles in the lane to the left of the lane you're driving in. Performed calibration 2/23/21 for **SCC** warning light illuminated. No warning code this visit. Performed calibration and found horizontal angle at -9.0 degrees. After calibration angles were +1 and 0. Drove vehicle and problem continued. Checked vehicle current data and found Horizontal angle at -8.6 and Vertical at 0.6. Cannot visibly see bend in brackets or any impact damage on/near sensor or bumper cover.

*** Dispatched to Queue Telluride Auto-Created Cases on 03/05/2021 01:07:16 (PST)

*** 03/05/2021 05:40:40 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Case Distribution by Ashley Lewis

*** 03/05/2021 05:41:03 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Case Distribution to Queue Callcenter by Ashley Lewis

*** 03/05/2021 10:11:29 ***
Accepted from Queue Callcenter to WIPBin New cases by Collado Ortega

*** 03/05/2021 10:15:55 ***
Dispatched from WIPBin New cases to Queue ZZ Lyndsey Shaffer by Collado Ortega

*** 03/10/2021 16:09:04 ***
Accepted from Queue = ZZ Lyndsey Shaffer to WIPBin Default

*** Phone - Call - Outbound created on 03/17/2021 08:02:54 and created by Lyndsey Shaffer ***
Outbound call to MI012

Writer states
1. Introduced self
2. Calling to obtain RO information

Tereasa states
1. sure
2. i will need to transfer you to the service advisor for the rest
transferred call

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC3LG[redacted]	[redacted]	19, 57
Joplin , MO , 4801		05/21/2020	Dealer: MO012 Roper KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Writer states
1. Introduced self
2. Calling to obtain RO information

Matt states
1. sure

Mileage: 19657
RO#: 620232
Open: 3/9/21
Closed: open
Days Down at initial Service Alert report:
Most recent Repair Issue and Diagnosis:
>>>>>> Concern: when someone driving next to the vehicle and they try to turn the vehicle brakes by itself
>>>>>> Cause: forward collision sensor
>>>>>> Correction: replace sensor
Repeat Repair (Y/N):
ETA for completion of repairs: appointment needs to be made with customer to bring vehicle back
Estimated cost of repairs:
Parts on order (Y/N), if so obtain part#, order#: part was ordered its here
Techline Case: Y
Rental / Loaner Provided?: N
Dealer contacted DPSM:
Vehicle repaired?: N
Customer has possession?: Y
Dealer Code/Selling Dealer: MO012/Y
Original Owner: Y

*** 03/19/2021 09:29:09 ***
Email is sent on 03/19/2021 09:29:05 by Lyndsey Shaffer
To: KAHILBISH73@GMAIL.COM
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 03/19/2021 09:29:05 and created by Lyndsey Shaffer ***
Your Case Number: [redacted]
VIN: 5XYP3DHC3LG[redacted]

Dear Kenneth,

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 (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 contacting Kia.

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC3LG[redacted]	[redacted]	19，57
Joplin , MO , 4801		05/21/2020	Dealer: MO012 Roper KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

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]

*** Email - External Email Sent created on 03/19/2021 09:29:05 and created by Lyndsey Shaffer ***
Your Case Number: [redacted]
VIN: 5XYP3DHC3LG091453

Dear Ke[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 (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 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]

*** Phone - Call - Outbound created on 03/19/2021 09:30:05 and created by Lyndsey Shaffer ***
Outbound call to [redacted]

Writer states
1. Introduced self
2. Calling to follow up
3. Please give us a call back
4. Provided 800# and case#

*** 03/19/2021 09:30:51 ***
Closed by Lyndsey Shaffer with Resolution Code : No Cust Contact
[Resolution Summary]

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC3LG[redacted]	[redacted]	19, 57
Joplin , MO , 4801		05/21/2020	Dealer: MO012 Roper KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

*** 04/28/2021 08:52:08 (GMT-05:00) Eastern Time (US & Canada) ***
Reopened by Robyn Hall with Sub Status of Working

*** Phone - Call - Inbound created on 04/28/2021 08:52:11 (GMT-05:00) Eastern Time (US & Canada) and created by Robyn Hall ***
notes copied from dup case [redacted]

*** 03/19/2021 10:44:15 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 03/19/2021 10:45:18 and created by Michael Crandall ***
Caller states
1 I i am calling about telluride
2 **LANE ASSIST**
3 third time at dealer

Writer states
1 I am sorry that you going through this
2 let me reach out to the dealr
3 thanked caller for time
4cal concluded

*** Phone - Call - Outbound created on 03/20/2021 10:02:18 and created by Michael Crandall ***
Writer states: Contacting dealer to get RO
1 introduced self
2 request RO
3 provided last 8 of vin

Spoke with: Reception / Andrew

Dealer states:
1 smart cruise calibration in Feb
2 nothing since
3 provided RO

Writer states:
1 thanked dealer for time
2 call concluded

Customer Name: [redacted]
Customer phone#: [redacted]
Customer address: See cust. Card
VIN: 5XYP3DHC3LG[redacted]
Mileage:

Most recent RO# [redacted]
Open Date: 02/23/2021
Close date (if applicable): 02/23/2021

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC3LG[redacted]	[redacted]	19、57
Joplin , MO , 4801		05/21/2020	Dealer: MO012 Roper KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Days Down at ISA(if applicable): 0
Most recent Repair Issue and Diagnosis:
Able to Duplicate (Y or N): Y
Repeat Repair (Y/N), N
If so, how many times: 1
Repair History RO#, n/a
Open and Closed dates: n/a
ETA for completion of repairs (if applicable):
Parts on order (Y/N), n
Part#, n
Order#: n
Techline Case (if applicable): n
Rental / Loaner Provided? unavailable
If so, since when: unknown
Dealer contacted DPSM (if needed):
Vehicle repaired: y
Customer has possession: (Y or N) Y
Dealer Code/Selling Dealer (Y or N): MO012
Original Owner (Y or N): Y
What is current Customer Request (if needed):assistance again

*** 03/27/2021 13:34:28 ***
Closed by Michael Crandall with Resolution Code : Referred to Dlr
[Resolution Summary]
call cust advise to return to Andrew at dealer

*** 04/28/2021 08:52:59 (GMT-05:00) Eastern Time (US & Canada) ***
Closed by Robyn Hall with Resolution Code : No Cust Contact
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J23MG[redacted]	[redacted]	1
,	,	01/13/2021	Dealer:	

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

Case History

*** 03/12/2021 14:07:09 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Note - Others created on 03/12/2021 14:04:33 and created by Kim Miyaki ***
*** hard copy documentation 02*/23/2021

"
2021 K5

[redacted] stated;

1. On the freeway while using **CRUISE CONTROL** the vehicle turned off.

2. Has happened 3x.

3. The vehicle is with me.

Writer stated:

1. Sorry for the trouble.

2. The vehicle will need to be seen at a Kia dealership service department.

3. Gave nearest dealership info.

"

*** 03/12/2021 14:07:28 ***
Dispatched from WIPBin = Default to Queue New Hard Copy Cases by Kim Miyaki
Reason:

*** 05/19/2021 06:28:55 (GMT-05:00) Eastern Time (US & Canada) ***
Case moved into WIPBin INBOX and Sub Status of Working

*** 05/20/2021 18:13:05 (GMT-05:00) Eastern Time (US & Canada) ***
Closed by Robyn Hall with Resolution Code : Concerns Recorded
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC2LG[redacted]	[redacted]	15,889

West Nyack NY 10994 | 08/01/2019 | Dealer: NY128 KIA of West Nyack

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Battery Discharging

Case History

Dealer : KIA of West Nyack
Technician : Jorge Mizhquiri
Service Manager :
Dealer Phone :
DPSM : Robert Speer
Vehicle Model : TELLURIDE SX V6 AWD AUTO
Model Year : 2020
Mileage : 15889
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
customer states when vehicle stopped in left lane, vehicle **SMART CRUISE CONTROL** will think vehicle in left lane is in front and will slam on the brakes

[Diagnostics Performed]
will attach videos and have pcitures of a good radar and the bad one in the customer car

*** Dispatched to Queue Telluride Auto-Created Cases on 03/13/2021 01:06:44 (PST)

*** 03/15/2021 05:19:22 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Inbox by Jada Jones

*** 03/15/2021 05:21:35 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue Callcenter by Jada Jones

*** 03/15/2021 10:32:05 ***
Accepted from Queue Callcenter to WIPBin New cases by Collado Ortega

*** 03/15/2021 10:52:17 ***
Dispatched from WIPBin New cases to Queue ZZ William Bushong by Collado Ortega

*** 03/15/2021 14:16:33 (GMT-07:00) Arizona ***
Accepted from Queue ZZ William Bushong to WIPBin Default by William Bushong

*** Phone - Call - Outbound created on 03/24/2021 09:52:29 (GMT-07:00) Arizona and created by William Bushong ***
*** called cust, no answer, no option for vm ***

*** Phone - Call - Outbound created on 03/24/2021 09:59:52 (GMT-07:00) Arizona and created by William Bushong ***

Service Adviser Ashley NY128

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] NANUET NY [redacted]
VIN: 5XYP5DHC2LG[redacted]
MY and Mileage: 2020 telluride and 15,889 miles
Most recent RO# and Open Date: [redacted] open 3/11/2021 closed 3/22/2021

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC2LG[redacted]	[redacted]	15,889

West Nyack, NY ,10994 08/01/2019 Dealer: NY128 KIA of West Nyack

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Battery Discharging

Days Down at initial Service Alert report (if applicable): 11 days
Most recent Repair Issue and Diagnosis: Customer says, **SMART CRUISE CONTROL** malfunctioning; dealer, recaliberated, replaced radar
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): completed
Parts on order (Y/N), if so obtain part#, order#: no
Techline Case (if applicable): yes
Rental / Loaner Provided? If so, since when?: yes
Dealer contacted DPSM (if needed): no
Vehicle repaired?: yes
Customer has possession?: yes

*** 03/24/2021 10:00:20 (GMT-07:00) Arizona ***
Closed by William Bushong with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J21MG[redacted]	[redacted]	5,131

Clifton , NJ ,07013 09/25/2020 Dealer: NJ014 Fette KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

Case History

*** 03/15/2021 08:25:54 (GMT-07:00) Arizona ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 03/15/2021 08:20:21 (GMT-07:00) Arizona and created by Mariella Campos ***
Cust states:
1. Had a snow storm a few weeks
2. Recently, those sensors for front-collision warning and smart cruise and such turned off
3. Unplugged battery and plugged back in
4. It was fine for a while but happened again
5. Most recently, the features were turning on and off
6. Blind-spot warning was going on and off
7. Trying unplugging battery again but did not resolve
8. Not sure if it's software or sensors
9. Have an appt for maintenance this Thurs. so I will mention then
10. But have to drive at least 10-15 minutes
11. Any other recommendations?

Wrt states:
1. Apologized
2. Advised wrt not technically trained
3. Advised cust correct in addressing with dlr

Cust states:
1. Issue is not consistent

Wrt states:
1. Understand
2. Advised cust keep note of consistent conditions in which concern presents itself
3. May help dlr when attempting to dup

Cust states:
1. Also, think road noise is supposed to be reduced
2. Having an issue w/ road noise
3. Can dlr replace tire under warranty?
4. Happens when pano room open
5. Alignment is also a little off but may be because of potholes in my city

Wrt states:
1. Advised in order to complete repair under warranty, dlr would need to verify cause
2. Advised dlr may be able to review for alignment under 12/12 Adjustment warranty
3. Will follow up w/ dlr after appt on 3/18

Cust states:
1. Took case #

Cust thanked and was xfrd to survey

*** Phone - Call - Inbound created on 03/19/2021 08:38:16 (GMT-07:00) Arizona and created by Mariella Campos ***
Wrt called NJ052 (Nutley Auto Kia)- Spoke w/ Srv Adv Todd

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J21MG[redacted]	[redacted]	5,131
Clifton , NJ 07013		09/25/2020	Dealer: NJ014 Fette KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

Srv Adv states:
1. Just hung up with cust
2. He is picking up his veh today
3. No repairs were needed
4. There is a pitstop referring to that being a normal function of those features

Wrt thanked and call ended

*** Phone - Call - Inbound created on 03/19/2021 12:11:53 and created by Rasheed Hardman ***
Owner states
1. still having the issue
2. dlr states they cant do anything
3. i dont feel safe in vehicle

Wrtr states
1. apologies
2. Will update case for CM to submit to ecr
3. doesnt feel safe with veh
4. 3/5 business response time
5. cm has been advised as well

cust states
1. thank you

*** Note - Others created on 03/24/2021 07:05:34 (GMT-07:00) Arizona and created by Mariella Campos ***
*** CALL TO ACTION ***

1. Cust states front-collision warning and **SMART CRUISE CONTROL** features toggle on/off
2. Dlr determined normal functionality
3. Cust cited concern for safety
4. Please review and follow up accordingly

*** Note - Others created on 03/17/2021 07:51:05 (GMT-07:00) Arizona and created by Mariella Campos ***
NA

*** 03/24/2021 07:11:58 (GMT-07:00) Arizona ***
Dispatched from WIPBin = Working to Queue Eastern Region ECR by Mariella Campos
Reason:

*** 03/25/2021 04:58:53 ***
Accepted from Queue Eastern Region ECR to WIPBin 09. Eastern by Kayla Erwin

*** 03/25/2021 06:24:12 ***
Assigned to WIPBin ECR cases of Michael Jablonowski by Kayla Erwin
Reason:

*** Phone - Call - Outbound created on 03/25/2021 08:10:13 and created by Michael Jablonowski ***
Wtr contacted @[redacted]

Wtr states

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J21MG[redacted]	[redacted]	5,131
Clifton , NJ 07013		09/25/2020	Dealer: NJ014 Fette KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

1. Following up with concerns with vehicle

Cust states
1. Having problems with vehicles front end collision and **LANE DEPARTURE**
2. Dlr is unable to duplicate concerns
3. Would like to have this fixed somehow

Wtr states
1. Apologized
2. Informed cust can take vehicle to a different
3. Informed cust ECR could call Dlr

Cust states
1. That really isn't necessary
2. Going back to Dlr
3. I hope they can do something
4. We may have to go in a different direction

Wtr states
1. Will call Dlr to follow up on concerns with vehicle
2. Will follow up with cust after speaking

Cust states
1. You can call Dlr but I don't know what they are going to tell you different
2. It is not fair that I have options that don't work all the time
3. Want this resolved as quickly as possible
4. Thank you for calling

*** Phone - Call - Outbound created on 03/25/2021 08:40:01 and created by Michael Jablonowski ***
Wtr contacted NJ052

Wtr states
1. Spoke to Tyler (SVCM)
2. Informed Tyler following up on cust concerns with vehicle

Tyler states
1. Gave Kia pitstop and told cust that was normal operation
2. Was able to duplicate
3. Once again told cust normal operation

Wtr states
1. Thank you for the update
2. Will follow up with cust

*** Phone - Call - Outbound created on 03/25/2021 09:39:59 and created by Michael Jablonowski ***
Wtr states
1. Informed cust spoke to Tyler (SVCM)
2. Tyler states cust was given pitstop stating that vehicle is operating as designed per KIA

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J21MG[redacted]	[redacted]	5,131

Clifton , NJ ,07013 09/25/2020 Dealer: NJ014 Fette KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

Cust states
1. That's not right
2. Going to take to a different Dlr
3. What is going to be two Dlrs that are telling you the vehicle is running as designed
4. What do I do then?

Wtr states
1. That is something we can discuss after cust takes to second Dlr

Cust states
1. I will call you after going to get second opinion
2. Have a good weekend

*** Phone - No Callback created on 04/06/2021 07:56:05 and created by Paxton Kerns ***
[redacted] (Owner) called in stating:
1. I was told to take this to a different dealer I believe.
2. I took the car to Plaza Kia 03/29/21 and they had it for 2 days.
3. They said that they can't do anything about it.
4. Jack Daniels Kia said that they don't fix Kias that you don't buy from us.
5. The Bronx Kia dealer (Plaza) was very rude and unhelpful as well.
6. I need the car to be fixed soon or for someone to go to my house to have the situation looked at.
7. Every time I go to Kia service they don't do anything.

Wrt stated:
1. Apologized
2. The other dealers are supposed to work on your vehicle, we can provide feedback as necessary.
3. We'll ensure that you recieve a follow-up on this case, we'll call Plaza Kia and get back to you.

Cust stated:
1. Nutley Kia didn't even check the fluids or reset the service monitor on the car the last time I was there.
2. They just half-[redacted] jobs in NJ here and it's ridiculous.
3. I'm going to Freddy Ford this Thursday for some basic fluids and to see if there's anything that they can do.
4. I need this to be escalated or something because this hasn't been going anywhere.

*** Phone - Call - Outbound created on 04/06/2021 08:06:20 and created by Paxton Kerns ***
Wrt called Plaza Auto Mall disconnected due to extended hold

*** Phone - Call - Outbound created on 04/06/2021 12:44:41 and created by Michael Jablonowski ***
Wtr contacted cust @ [redacted]

Wtr states
1. Left VM with cust
2. Informed cust following up on concerns with vehicle
3. Gave ECR information and case#

*** 04/06/2021 12:48:07 ***
Email is sent on 04/06/2021 12:47:21 by Michael Jablonowski
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 04/06/2021 12:47:21 and created by Michael Jablonowski ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J21MG[redacted]	[redacted]	5,131

Clifton , NJ 07013 09/25/2020 Dealer: NJ014 Fette KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

Your Case Number: [redacted]
VIN: 5XXG34J21MG[redacted]

Dear [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 (520) 274-1166 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

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]

*** 04/06/2021 13:35:33 ***
VID_20210320_171453.mp4 added by [redacted] on 04/06/2021 13:34:32

*** 04/06/2021 13:36:39 ***
VID_20210405_104247.mp4 added by [redacted] on 04/06/2021 13:35:33

*** 04/06/2021 13:36:39 ***
Web - Note created on 04/06/2021 13:36:39 and created by [redacted]
I have been having this issue for over a month! I have went 3 different dealership and they said they didn't find anything! This is extremely annoying and messed up. My **CRUISE CONTROL** and Head on Collision keeps getting disabled at random times. I even went back to my original dealership in Bronx plaza kia and they said they didn't find anything or can't fix it. I live in NJ and they don't take my vehicle in NJ because I did not purchase it from them! Thought kia service center will help but they just give me attitude and listen to my full story. I will not continue with rude people or people who don't care. If someone can help get this fixed that would be amazing. I have an appointment at fette kia in nj is Thursday to refill my fluids. I am not going to drive 1 hour for no results. They didn't even refill my wiper fluid or reset the system so that it says all fluid are good. This is unfair because I have bought this car with all these features and yet they don't work? How come? Most of these service people really don't care about you unless you are there original customer. Please get this issue escalated so that it can get fixed asap! I have attached videos to show proof that these features get disabled and enabled at random times. Thank you

*** Phone - Call - Inbound created on 04/07/2021 09:54:54 and created by Michael Jablonowski ***
Cust states
1. Have an appointment with Fette Kia tomorrow

INFORMATION REDACTED PURSUANT TOTHE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J21MG[redacted]	[redacted]	5,131
Clifton , NJ 07013		09/25/2020	Dealer: NJ014 Fette KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

2. Have taken to two other Dlrs and they are stating there is nothing wrong with vehicle
3. Was told under certain conditions that front end collision system
may not work
4. Need someone to drive with me at Dlr
5. Need someone to drive vehicle for a few hours or days to see what is happening

Wtr states
1. Apologized
2. Informed cust to take to Fette Kia tomorrow
3. We can see what the Dlr states
4. If there is nothing that they can find that would be four Dlr's that are saying the vehicle is operating as designed there is not much Kia can can do

Cust states
1. Well we'll see what happens after taking to Dlr
2. If they can't find anything may have to go a different way
3. Thank you for listening to me
4. Have a good day

*** Phone - Call - Inbound created on 04/21/2021 12:44:43 and created by Steve Howard ***
Customer [redacted] (owner) calling in states
1. **CRUISE CONTROL** and head on collision issue
2. Have had issue for a month
3. Took to dealer
4. There was a crack on the bumper
5. Had that fixed
6. It's at Freddy Kia
7. They say they can't fix it due to not having any warranty
8. They say they need approval to remove the bumper
9. They want me to authorize diagnostic fee
10. They told me that it had been hit
11. After the bumper was fixed they say the the radar is aimed downward
12. I have a photo of the sensor pointing correctly
13. Dishon at the dealer said they need authorization from Kia

Writer states
1. Apologized
2. Advised dealer needs to be paid for work done
3. They need to do a diagnosis
4. Then if the repair is a warranty issue Kia will pay the diagnostic fee
5. Otherwise would be an insurance issue
6. I cannot authorize the diagnosis
7. You would need t authorize
8. Referred to WCIM

Customer states
1. Will call and authorize the diagnosis

Writer states
1. Is there anything else I can help with?

Customer states

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J21MG[redacted]	[redacted]	5,131
Clifton , NJ 07013		09/25/2020	Dealer: NJ014 Fette KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

1. OK

Writer states
1. Thank you for being the best part of Kia

Customer states
1. Thank you

*** Phone - Call - Outbound created on 05/18/2021 07:32:34 and created by Michael Jablonowski ***
Wtr contacted cust @ [redacted]

Wtr states
1. Informed cust following up on concerns repair

Cust states
1. Vehicle has been returned
2. Body shop is taking care of some paint isues
3. Other then that everything is fine
4. Thank you for calling

*** 05/18/2021 07:37:04 ***
Closed by Michael Jablonowski with Resolution Code : Repaired at Dlr
[Resolution Summary]
cust will follow up after taking to dlr

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC0LG[redacted]	[redacted]	2 ,094

Columbia , SC 29203 03/11/2019 Dealer: SC030 Jts KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Case History

*** 03/15/2021 10:33:30 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Outbound created on 03/15/2021 10:20:52 and created by Kaylan Campbell ***
MY:
Mileage: 25952
Most recent RO#: [redacted] (feb 3rd, RO [redacted]
Opened: 3/15
Closed:

Days Down at initial Service Alert report :
Most recent Repair Issue and Diagnosis: **CRUISE CONTROL** wont engage at all
Concern:
Cause: unknown
Correction: unknown
Able to Duplicate (Y or N):
Repeat Repair (Y/N) n
if so, how many times?:
Repair History of current concern: y
ETA for completion of repairs: n
Parts on order (Y/N): n
part#:
order#:

Tech-line Case:
Rental / Loaner Provided? n
Dates:
Dealer contacted DPSM:
Vehicle repaired?:
Customer has possession?:
Dealer Code/Selling Dealer (Y or N): SC030 / y
Original Owner (Y or N): y

*** Phone - Call - Inbound created on 03/15/2021 10:12:23 and created by Kaylan Campbell ***
[redacted] - owner @ [redacted]

owner/Customer states:
1. veh is at dealer electrical system concern
2. **SMART CRUISE CONTROL** not working because sensors dirty
3. dealer had veh for 2 weeks for fix and now its not working again
4. I dont want this veh because it isnt safe
5. veh has been at dealer 3 times for this issue
6. veh is a lease
7. this is last straw and we dont want this veh anymore
8 . please buyback veh

WRT states:
1. apologizes
2. will reach out to dealer

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC0LG[redacted]	[redacted]	2 ,094

Columbia , SC 29203 03/11/2019 Dealer: SC030 Jts KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

*** called SC030 SVC***

WRT states:
1. veh info?

SVCA Josh states:
1. cust was in here for recall of wiring harness, eng issues and **CRUISE CONTROL** issues x2
2. provided SVC temp info

WRT states:
1. thanks
****

WRT states:
1. esc case for veh down 3 times at dealer for same issue
2. will esc case and cm should each out in 2-3 days
3. confirmed contact info

Customer states:
1. thanks

*** Note - Others created on 03/15/2021 10:35:11 and created by Kaylan Campbell ***
Forwarding to ECR.
1. Customer states veh at dealer for **CRUISE CONTROL** issues 3x and veh isnt safe.
2. SC030 states unable to duplicate issues but working on it.
3. Dispatching because vehicle has been into dealer 3x for **CRUISE CONTROL** issue and cust stating buyback.

*** 03/17/2021 06:01:20 ***
Dispatched from WIPBin = Default to Queue Southern Region ECR by Kaylan Campbell
Reason: cust alleges veh isnt safe, requesting buyback and veh down at dealer 3x for same concern

*** 03/18/2021 05:10:26 ***
Accepted from Queue Southern Region ECR to WIPBin 10. Southern by Kayla Erwin

*** 03/18/2021 07:47:59 ***
Case moved into WIPBin 10. Southern and Sub Status of Working

*** 03/18/2021 07:54:54 ***
Assigned to WIPBin Swecker Inbox of Eric Swecker by Kayla Erwin
Reason:

*** Phone - Call - Outbound created on 03/19/2021 07:09:16 and created by Eric Swecker ***
SECR calls customer - LVM
Writer states:
1. Introduced self and advised calling from Kia's escalation team.
2. Advised writer is reaching out due to recent vehicle concern.
3. Advised writer will be following up through repairs to ensure vehicle is taken care of as needed.
4. Provided case # and direct contact information if any additional questions or concerns.
5. Advised writer will follow up in approximately one week.

*** 03/19/2021 07:10:51 ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC0LG[redacted]	[redacted]	2 ,094

Columbia , SC 29203 03/11/2019 Dealer: SC030 Jts KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Email is sent on 03/19/2021 07:10:24 by Eric Swecker
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 03/19/2021 07:10:24 and created by Eric Swecker ***
Dear [redacted]

I attempted to reach you by phone today regarding your case which has been escalated to me for review. I contacted you to introduce myself and to further discuss your case. I will be reaching out to the dealership(s) involved to gather the necessary information to review your request, and I will follow up with you accordingly. If you would kindly let me know your preferred method of communication and your availability to speak with me, I will be happy to follow up with you.

Sincerely,

Eric S.
Phone: (520) 274-1674
Kia Motors America

*** Email - External Email Sent created on 03/19/2021 07:11:09 and created by Eric Swecker ***
*** Sent email to SVCM requesting an update on vehicle. ***

*** Email - External Email Sent created on 03/19/2021 07:10:24 and created by Eric Swecker ***
Dear [redacted]

I attempted to reach you by phone today regarding your case which has been escalated to me for review. I contacted you to introduce myself and to further discuss your case. I will be reaching out to the dealership(s) involved to gather the necessary information to review your request, and I will follow up with you accordingly. If you would kindly let me know your preferred method of communication and your availability to speak with me, I will be happy to follow up with you.

Sincerely,

Eric S.
Phone: (520) 274-1674
Kia Motors America

*** Phone - Call - Inbound created on 03/19/2021 10:40:25 and created by Eric Swecker ***
SECR received a call from customer

Cust states:
1. I am returning call from this morning.
2. You called my husband and he told me to call you.

Writer states:
1. Apologize for the inconvenience.
2. Thanked for returning call.
3. Adv her that we were calling to follow up on her vehicle concern.
4. Adv how can we help?

Cust states:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC0LG[redacted]	[redacted]	2 ,094

Columbia , SC 29203 03/11/2019 Dealer: SC030 Jts KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

1. Yes, I love my vehicle and all I really want is it to work properly.
2. I am currently leasing the vehicle, and I am afraid that I have a lemon.
3. So, I don't know what to do.
4. The dealership has it right now, but I have not heard anything.

Writer states:
1. Apologize for the inconvenience.
2. Adv her that we did try to reach out to the dealership, and we have not heard anything back.
3. Adv her we would be happy to review her request.
4. Verified contact information, and adv her that we will be sending her a form requesting more information.
5. Adv we once we have all the information, we will be able to review her request.
6. Adv her that we will still be working with the dealership to make sure the vehicle is diagnosed properly.

Cust states:
1. Verified contact information.
2. Okay, thank you.

*** 03/19/2021 11:05:37 ***
Email is sent on 03/19/2021 11:04:48 by Eric Swecker
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]
Attachments:
Acknowledgment Letter - [redacted] - [redacted] pdf

*** Email - External Email Sent created on 03/19/2021 11:04:48 and created by Eric Swecker ***
Dear [redacted]

Good Afternoon, thank you for speaking with me today. As discussed, I would like to ensure we make a comprehensive and accurate review of your vehicle history, so that we can provide the best-suited assistance possible. To that end, would you please review and provide the requested information?

I am also contacting the dealership to request they provide available information regarding your vehicle’s history.

I will review upon receipt and follow-up with you to further discuss a resolution.

Sincerely,

Eric S.
Phone: (520) 274-1674
Kia Motors America

*** Email - External Email Sent created on 03/19/2021 11:07:25 and created by Eric Swecker ***
*** Sent email requesting copies of ROs to SVCM ***

*** 03/29/2021 04:58:56 ***
Case moved into WIPBin d. Wednesday 03/24 and Sub Status of Assigned

*** 04/01/2021 12:08:35 ***
Case moved into WIPBin 1.1 - Tuesday and Sub Status of Assigned

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC0LG[redacted]	[redacted]	2 ,094

Columbia , SC 29203 03/11/2019 Dealer: SC030 Jts KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

*** 04/01/2021 13:06:51 ***
Case moved into WIPBin 00. WIP Bin and Sub Status of Assigned

*** 04/01/2021 13:10:03 ***
Case moved into WIPBin 1.0 - Monday 4/5 and Sub Status of Assigned

*** Phone - Call - Outbound created on 04/15/2021 10:25:55 and created by Eric Swecker ***
*** SECR calls SC030 to speak with SVCM - Unable to leave a message due to being on hold for 3+ mins. ***

*** Email - External Email Sent created on 04/15/2021 10:29:13 and created by Eric Swecker ***
*** Sent email to SVCM requesting an update on vehicle's repair ***

*** Phone - Call - Outbound created on 04/15/2021 10:59:05 and created by Eric Swecker ***
SECR calls customer - LVM
Writer states:
1. Introduced self and advised calling from Kia's escalation team.
2. Advised writer is reaching out to further discuss recent vehicle concerns.
3. Provided case # and direct contact information.
4. Requested callback for further assistance.

*** 04/15/2021 11:00:56 ***
Email is sent on 04/15/2021 11:00:31 by Eric Swecker
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 04/15/2021 11:00:31 and created by Eric Swecker ***
Dear [redacted]

I attempted to reach you by phone today to provide an update on your case. If you would kindly let me know your preferred method of communication and your availability, I will be happy to follow up with you.

Sincerely,

Eric S.
Kia Motors America

*** 04/23/2021 05:23:57 ***
Case moved into WIPBin e Wednesday 04/21 and Sub Status of Assigned

*** Phone - Call - Outbound created on 05/15/2021 15:08:51 and created by Eric Swecker ***
SECR calls customer - LVM
Writer states:
1. Advised writer is reaching out to follow up on recent vehicle concern.
2. Advised writer wanted to make sure vehicle is repaired and doing well.
3. Provided case # and direct contact information if any additional questions or concerns.

<For Internal Use Only
+++ Completed on 03/22/2021 +++>

*** 05/15/2021 15:11:18 ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC0LG[redacted]	[redacted]	2 ,094

Columbia , SC 29203 03/11/2019 Dealer: SC030 Jts KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Email is sent on 05/15/2021 15:11:10 by Eric Swecker
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 05/15/2021 15:11:10 and created by Eric Swecker ***
Dear [redacted]

I attempted to reach you by phone today to follow up on your recent vehicle repairs. If you have any further questions or concerns, please feel free to provide me with your availability and I will be happy to follow up with you.

Sincerely,
Kia Motors America

*** Email - External Email Sent created on 05/15/2021 15:11:10 and created by Eric Swecker ***
Dear [redacted]

I attempted to reach you by phone today to follow up on your recent vehicle repairs. If you have any further questions or concerns, please feel free to provide me with your availability and I will be happy to follow up with you.

Sincerely,
Kia Motors America

*** 05/15/2021 15:12:19 ***
Closed by Eric Swecker with Resolution Code : Letter Sent
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP34HCXMG[redacted]	[redacted]	,491

Conroe , TX ,77301 10/0 /2020 Dealer: TX090 Cowboy KIA of Conroe

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Dashboard Light Operation

Case History

*** 03/17/2021 09:08:59 (GMT-07:00) Arizona ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 03/17/2021 09:02:23 (GMT-07:00) Arizona and created by Teri Donnelly ***
Customer States([redacted]owner):
1 My car is in the shop (TX090) it has been there for 2 weeks
2. Dlr has been great but they are needing some parts for the **CRUISE CONTROL** and wiring behind insturment cluster
3. Car was shorting out the battery, cruse was not working and led light on digital display not working
4. Spoke to svc mgr, Rick Young who says they have can not get parts
5. People who are making parts needed shut down due to covid
6. They gave me a Forte to drive but I am a realotor and I can not take customers around looking at Million dollar homes in a Forte
7. I am livid and need to get this car repaired
8. That is why I am calling

Writer States:
1. Confirmed was speaking to owner [redacted]
2. Confirmed phone is primary point of contact
3. What kia dlr is car at?
4. Who is customer speaking to at dlr?
5. Will be glad to follow up with resources to see if dlr is able to get an authorization for rental on comparable vehicle and can check to confirm parts order has been upgraded to highest priority
6. This will take couple days but after follow up with resources will call back
7. Advised case#

Customer States:
1. Thanked writer for assistance

Writer States
1. Thanked customer for contacting kia

*** Phone - Call - Inbound created on 03/17/2021 16:19:19 (GMT-07:00) Arizona and created by Teri Donnelly ***
Writer states:
1. Placed call to dlr (TX090) to speak to svc that was closed
2. No message left

*** 05/26/2021 15:07:43 (GMT-07:00) Arizona ***
Dispatched from WIPBin Default to Queue Callcenter by Justina Sinclair

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP34HCXMG[redacted]	[redacted]	,491

Conroe , TX ,77301 10/0 /2020 Dealer: TX090 Cowboy KIA of Conroe

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Dashboard Light Operation

*** 05/27/2021 13:17:37 ***
Accepted from Queue Callcenter to WIPBin Default by Dan Boyer

*** 05/27/2021 13:18:23 ***
Dispatched from WIPBin Default to Queue ZZ Erica Killen by Dan Boyer

*** 05/28/2021 05:06:22 ***
Accepted from Queue ZZ Erica Killen to WIPBin Inbox by Erica Killen

*** Note - Others created on 06/22/2021 12:30:26 and created by Erica Killen ***
Per warranty history veh completed on 03/19/2021

*** 06/22/2021 12:30:43 ***
Closed by Erica Killen with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHCXMG[redacted]	[redacted]	12,458
Slidell , LA ,704 1		09/09/2020	Dealer: LA047 Lakeshore KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Other

Case History

Dealer : Lakeshore KIA
Technician : jessie jesus abalos
Service Manager : Greg Rein
Dealer Phone :
DPSM : Arthur Averhart
Vehicle Model : TELLURIDE SX V6 AWD AUTO
Model Year : 2021
Mileage : 12458
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
Vehivle has failure codes for **SMART CRUISE CONTROL** system

[Diagnostics Performed]
DTC c18081 showing active on the vehicle, vehicle has never been in an accident please advise on further action to be taken

*** Dispatched to Queue Telluride Auto-Created Cases on 03/18/2021 01:07:18 (PST)

*** 03/18/2021 06:48:49 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Case Distribution by Ashley Lewis

*** 03/18/2021 06:50:23 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Case Distribution to Queue Callcenter by Ashley Lewis

*** 03/19/2021 11:39:57 ***
Accepted from Queue Callcenter to WIPBin 9. ZZ Dispatch by Collado Ortega

*** 03/19/2021 14:08:18 ***
Dispatched from WIPBin 9. ZZ Dispatch to Queue ZZ Stephanie Taylor by Collado Ortega

*** 03/23/2021 17:02:15 ***
Accepted from Queue ZZ Stephanie Taylor to WIPBin Default by Stephanie Taylor

*** Phone - Call - Outbound created on 03/30/2021 09:19:08 and created by Stephanie Taylor ***
Writer calls LA047,
LVM
Writer states:
1. Stephanie from KCAC
2. Requesting RO information for VIN #
3. Provided case # 800#
4. Requesting call back for assistance

*** 04/16/2021 18:38:34 ***
Closed by Stephanie Taylor with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	1
,	,	10/30/2020	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Others
Kia Case Type Lvl4: Overall Perform/Func/Quality

Case History

*** 03/23/2021 08:35:42 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Social Media - Social Media Posting created on 03/23/2021 08:26:24 and created by Tracy Stinson ***
Social Media Contact - 3/11/2021

Customer - [redacted]
@kiamotorsusa give the K5 a software update that allows the adaptive smart cruise to be disabled and regular cruise an option

@el_guapo69420 I've found no way to do. I've dug through every single option and setting. I've tried methods from other models as well. Nothing works. And I absolutely cannot stand the K5 **SCC**. Makes the car borderline unbearable.

@el_guapo69420 it seems that all other Kia models allow it, even the Telluride. The K5 doesn't allow the cruise system to "on/armed" without setting a speed to save for the resume feature. All other models allow you to turn on the system without actually setting the speed, then you can hold the distance button to disable it. But because the K5 automatically saves a set speed, it doesn't work. At least that's how I've comprehended it between all of the models.

@kia.wor**LDW**ide fix the **SCC** on the K5 and allow it to be set to run as just regular old **CRUISE CONTROL**. Rather not have my car smashing the brakes when someone gets over in front of me.

@kiamotorsusa yo make a software update that allows the K5 to disable the smart cruise feature so we can drive with just regular **CRUISE CONTROL**.

@turbluetucson that's a big negative. There's no way to turn off the **ADAPTIVE CRUISE** on the K5.

@turbluetucson trust me man, I've played with/turned off/on every single setting possible. Nothing on my GT-Line allows me to disable smart cruise to use regular set-speed cruise.

Driver assistance only has "Driving convenience, warning timing, warning volume, driver attention, forward safety, lane safety, blind spot and parking safety".

Driving convenience has **HIGHWAY DRIVING ASSIST** and highway auto speed change. I have both off, **SCC** still does it's annoying shit.

Forward assist has active assist, warning only and off. None of which have affected **SCC** whatsoever.

KMA - 3/17/2021
[redacted] According to the 2021 K5 Features and Functions Guide (Page 24) - To change the **CRUISE CONTROL** mode from **SCC** to standard **CRUISE CONTROL**, press and holdthe "Vehicle Distance Button" . Repeat to switch back to **SCC** mode (the **SCC** system must not be activated to change modes). ^TS

Customer - 3/17/2021
@kiamotorsusa I've read the manual and tried that method every which way possible. Unfortunately it does nothing. There is no way to turn on the cruise system without saving a set speed into it, which I'm assuming is the why it doesn't work.

KMA - 3/18/2021
@kiamotorsusa pressing the cruise button turns on the system and sets the speed, press the brakes to disengage the system, then hold the distance button does nothing. The user manual is wrong.

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	1
, ,		10/30/2020	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Others
Kia Case Type Lvl4: Overall Perform/Func/Quality

Customer - 3/18/2021
@kiamotorsusa sent it

Regarding the 2021 K5 GT-Line and the **SCC** issue.

[redacted]

The issue is that there is no way to disable the **SCC** feature on the K5 so that owners can use just a traditional "set it and forget it" type of **CRUISE CONTROL**.

KMA - 3/23/2021
Our Apologies for the delay. Thank you for providing your VIN and contact info. Please allow 2-3 business days for one of our team members to contact you. ^TS

*** Social Media - Social Media Posting created on 04/02/2021 13:37:39 (GMT-07:00) Arizona and created by Mariella Campos ***
SOCIAL MEDIA CONTACT 3/29/21

CUSTOMER
Still waiting on an email

*** Social Media - Social Media Posting created on 04/07/2021 07:58:08 and created by Tracy Stinson ***
SOCIAL MEDIA CONTACT 4/5/21

CUSTOMER
@kiamotorsusa still waiting to hear from y'all about the **CRUISE CONTROL** issue present on all K5s.

@kiamotorsusa I still haven't heard from you about the **CRUISE CONTROL** issue present on all K5s, even after you took my information and said you'd reach out.

*** Social Media - Social Media Posting created on 04/07/2021 16:02:06 (GMT-07:00) Arizona and created by Roxana Montano ***
Social Media Contact 04/05/21

CUSTOMER [redacted]
Can you see if anyone is going to try and reach out?

Still waiting
==========

*** Social Media - Social Media Posting created on 04/13/2021 17:11:04 (GMT-07:00) Arizona and created by Roxana Montano ***
Social Media Contact 04/07/21

CUSTOMER [redacted]
@kiamotorsusa I'm going to keep spamming until someone reaches out to me regarding the **CRUISE CONTROL** issue on

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	1
,	,	10/30/2020	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Others
Kia Case Type Lvl4: Overall Perform/Func/Quality

all K5s. I sent you my information like you asked and you said someone would contact me in 2-3 days. Its been almost 2 weeks now.

@jimraywil51 there is no way to disable the smart cruise system to have just regular cruise. There's complaints and threads on forums about it. The manual says it's possible, but the method doesn't work to disable it.
==========

*** Phone - Call - Inbound created on 04/15/2021 16:14:00 and created by Tracy Stinson ***
Social Media Contact 04/14/21

CUSTOMER [redacted]
Kia

Y'all REALLY need to fix the **CRUISE CONTROL** on the K5 so that we don't have to use your awful **SCC** system. Still waiting to hear from one of your techs that you said would reach out to me.

Kia

*** 04/15/2021 16:45:24 ***
Email is sent on 04/15/2021 16:42:57 by Tracy Stinson
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 04/15/2021 16:42:57 and created by Tracy Stinson ***
Dear [redacted]

Thank you for contacting Kia Motors America. We appreciate your inquiry. Regrettably, here within Consumer Affairs, we are not technically trained, nor do we have access to service manuals or instructions. As we are not technically trained, we recommend reviewing your question with one of our trained technicians available at any local KIA dealer so they can provide you with accurate information. Additionally we we are documenting your issue and forwarding the information to the appropriate team members within here at Kia Motors of America.

If you have any additional questions, 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.

Sincerely,

Kia Motors America

04/15/2021 16:57:27
Email is received on 04/15/21 16:57:23 from [redacted]

*** Email - External Email Received created on 04/15/2021 16:57:26 and created by Tracy Stinson ***
Hi,

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	1
,	,	10/30/2020	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Others
Kia Case Type Lvl4: Overall Perform/Func/Quality

Thanks for reaching out. Unfortunately a dealer tech will be of no help to me.

The issue with the **CRUISE CONTROL** is something that the software engineers of Kia need to look into.

Based on feedback from many people on forums, as well as my own research into it, the **CRUISE CONTROL** system just needs to be able to be turned on without automatically setting a speed for it to function as the other Kia models do. Seems that is just a software issue and nothing mechanical.

If you could forward it to someone like that, it would be greatly appreciated.

Thanks

*** 04/20/2021 10:31:53 ***
Email is sent on 04/20/2021 10:30:06 by Tracy Stinson
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 04/20/2021 10:30:06 and created by Tracy Stinson ***
Dear [redacted]

We will definitely pass along the information to the software engineers here at Kia Motors of America. A dealer tech may be able to assist in that they have the ability to report technical issues as well. If the vehicle feature is not performing as designed they can also report the issue and get more eyes on it.

Sincerely,
Tracy
Kia Motors America

*** 05/19/2021 14:58:59 ***
Closed by Tracy Stinson with Resolution Code : Information Given
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP 4HC7LG[redacted]	[redacted]	,577

Groveport , OH ,43125 03/11/2020 Dealer: OH028 Ricart KIA

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

Case History

Dealer : Ricart KIA
Technician : ADAM DONNELLY
Service Manager : CINDY PRICE
Dealer Phone :
DPSM : Matt Partington
Vehicle Model : TELLURIDE S V6 FWD AUTO
Model Year : 2020
Mileage : 6577
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
DTC C162078 IN **SCC** SYSTEM. FORWARD COLLISION WARNING ON DASH, CRUISE INOPERATIVE. BRAKES RANDOMLY APPLY WHEN ANOTHER VEHICLE IS NEXT TO THEM WHILE DRIVING.

[Diagnostics Performed]
SCANNED VEHICLE AND FOUND DTC C162078 IN SMART CRUISE SYSTEM FOR ALIGNMENT FAILURE. I HAVE NOT ATTEMPTED TO PERFORM **SCC** RADAR CALIBRATION YET. THIS IS THE THIRD TELLURIDE I HAVE HAD SINCE THURSDAY WITH THIS SAME CODE/ISSUE. I CALIBRATED THE FIRST THURSDAY AND IT COMPLETED AND RADAR MOUNTING WAS WITHIN SPEC. THAT VEHICLE CAME BACK TODAY WITH THE SAME CODE/ISSUE. THE SECOND I CALIBRATED YESTERDAY WHICH HAPPENED TO BE MY PARENTS TELLURIDE. THIS THIRD ONE FOR THIS CASE I AM NOT SURE HOW TO APPROACH FOR REPAIRS SINCE THE ONE I DID THURSDAY CAME BACK TODAY WITH THE SAME ISSUE. OBVIOUSLY ITS A SAFETY ISSUE SINCE IT IS DETECTING CARS AND APPLYING BRAKES, SOMETIMES VERY AGGRESSIVELY. HOW SHOULD I PROCEED?

*** Dispatched to Queue Telluride Auto-Created Cases on 03/27/2021 01:07:11 (PST)

*** 03/29/2021 06:21:31 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Case Distribution by Ashley Lewis

*** 03/29/2021 06:24:31 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Case Distribution to Queue Callcenter by Ashley Lewis

*** 03/30/2021 10:07:49 ***
Accepted from Queue Callcenter to WIPBin 9. ZZ Dispatch by Collado Ortega

*** 03/30/2021 14:43:34 ***
Dispatched from WIPBin 9. ZZ Dispatch to Queue ZZ Nicole Silvas by Collado Ortega

*** 03/31/2021 17:54:34 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 1. Intro Calls of Ryan Ristow by Jeff Stroup
Reason:

*** Others - Others created on 04/06/2021 15:18:53 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt reviewed with the KMNA SO engineer 047E:
1. request dealer review further.

*** Others - Others created on 04/06/2021 15:21:52 (GMT-08:00) Pacific Time (US & Canada) and created by

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC7LG[redacted]	[redacted]	,577

Groveport , OH ,43125 03/11/2020 Dealer: OH028 Ricart KIA

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

Ryan Ristow ***
Wrt requested svc mgr test without the license plate as per the KMNA engineer recommended.

*** Others - Others created on 04/13/2021 13:23:52 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt requested an update from the svc mgr.

*** Others - Others created on 04/15/2021 13:02:33 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Svc mgr advised TL recommended radar and currently testing.

*** 04/19/2021 10:41:19 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Ryan Ristow with Resolution Code : Repaired at Dlr
[Resolution Summary]
Case closed pending further contact.

*** 04/19/2021 10:41:33 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened by Ryan Ristow with Sub Status of Working

*** Phone - Call - Outbound created on 04/19/2021 10:42:29 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt left a VM for the customer.

*** 04/19/2021 10:42:46 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Ryan Ristow with Resolution Code : Repaired at Dlr
[Resolution Summary]
Case closed pending further contact.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP54HC MG[redacted]	[redacted]	11,022

Daytona , FL 32114 02/18/2021 Dealer: FL111 Daytona 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

*** 03/29/2021 06:11:11 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 03/29/2021 06:13:59 and created by Erica Killen ***
wrt spoke to (owner)[redacted]

cust states
1. warning light on
2.just have to turn on forward collision
3.the light still on after driving home
4.we brought it in 2 days later
5.they plugged it into the computer
6.the **CRUISE CONTROL** and forward collision system malfunctioned
7.the two sensors were not working
8.there were scratches on the car
9.also, there was yellow dots on the car
10. I showed that to the DLR
11.must have been dripped on the paint
12.they were able to buff the scratches and the dots out
13.we left the car with them a week and a half
14.we live a hour away
15.there are scratches below the kia emblem

wrt states
1.apologized
2.verified cust info
3.verified mileage
4. one moment reach out to the DLR

placed the cust on hold

wrt called DLR-FL111
wrt spoke to internet manager

wrt states
1.introduced
2.adv of the cust concerns

Manager states
1. I will let the sales manager know
2.thank you

wrt states
1.thank you have a good day

went back to the cust

wrt states
1.thank you for holding
2.adv was able to file the complaint with the sales team
3.adv not able to speak to Service

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP54HC MG[redacted]	[redacted]	11,022

Daytona , FL 32114 02/18/2021 Dealer: FL111 Daytona KIA

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

cust states
1.okay thank you

offered survey

*** 03/29/2021 06:40:34 ***
Closed by Erica Killen with Resolution Code : Concerns Recorded
[Resolution Summary]

*** 04/09/2021 09:32:28 (GMT-07:00) Arizona ***
Reopened by William Bushong with Sub Status of Working

*** Phone - Call - Inbound created on 04/09/2021 09:32:38 (GMT-07:00) Arizona and created by William Bushong ***
cust states
1. i am calling back about this case
2. i want to know if there are recalls on the car

writer states
1. apologized
2. no recall is listed on this car

cust states
1. the dealer told me that there was a recall
2. i want a supervisor

*** transferred cust to supline vm ***

*** Phone - Call - Outbound created on 04/09/2021 09:42:38 (GMT-07:00) Arizona and created by William Bushong ***
Service Adviser CJ FL111

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: n/a
VIN: 5XYP54HC6MG[redacted]
MY and Mileage: 2021 Telluride and 841 miles
Most recent RO# and Open Date: [redacted] open 4/6/2021 closed 4/8/2021
Days Down at initial Service Alert report (if applicable): 2 days
Most recent Repair Issue and Diagnosis: Customer says, paint issue on rear hatch; dealer, car was taken to a body shop since we don't have one on site
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): no
Vehicle repaired?: yes
Customer has possession?: unknown

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP54HC MG[redacted]	[redacted]	11,022

Daytona , FL 32114 02/18/2021 Dealer: FL111 Daytona KIA

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

*** Phone - Call - Inbound created on 04/09/2021 09:46:55 and created by Erica Killen ***
wrt spoke to (owner)[redacted]

cust states
1. DLR is saying that the veh has a seat belt recall on it
2. I just spoke to a gentlemen and he said there's nothing on the veh

wrt states
1.apologized
2.adv that's correct
3.adv recalls are in specific
4.adv not showing any open at this time
5.adv do know that there is one out for the 2020 models
6.adv can call the DLr find out whats going on.

cust states
1. no please don't call them they may do something to the car
2.well I'm not confident they even fixed the paint
3. I think they are lying
4..I think this car is a lemon law

wrt states
1.Kia participates in a third-party arbitration program through BBB AUTO LINE (this service is free of charge to Kia customers).
Please reference your Warranty and Consumer Information Manual (WCIM) for more details about the BBB arbitration program. We are escalating your case to ECR and you should expect a callback in 2-3 business days

cust states
1.thank you

*** Note - Others created on 04/09/2021 09:51:57 and created by Erica Killen ***
**********Call to Action**********

Lemon Law

Call to Action:

1. Customer states
2. FL111 states nothing not able to call DLR per cust refusing to let call the DLR
3. Customer has been referred to WCIM.
4. Dispatching because customer states they are claiming lemon law.
5. Please review and follow up accordingly.

*** 04/09/2021 09:55:19 ***
Dispatched from WIPBin = Escalations to Queue Southern Region ECR by Erica Killen
Reason:

*** Phone - Call - Outbound created on 04/09/2021 10:55:38 and created by Christina Steir ***
Supervisor call

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP54HC MG[redacted]	[redacted]	11,022

Daytona , FL 32114 02/18/2021 Dealer: FL111 Daytona KIA

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

Writer called customer:
1. Introduced self
2. Returning your call to speak to a supervisor
3. I see we are escalating your case for lemon law
4. Was your concerns taken care of?

Customer states:
1. The dealer is saying there is a recall and there are scratches
2. I called you all and there is no recall
3. The dealer is sketchy and he said its not public information and my specific car needs to be fixed and he wants to take care of before everyone else takes it in
4. It is getting issue after issue after issue
5. I am happy with the car but at what point do I need to follow a complaint or contact the BBB
6. I shouldn't have these issues on a brand new car

Writer states:
1. I see that your case is being escalated due to lemon law

Customer states:
1. I don't even want to go through that process
2. It sounds like such a mess and I just want the car to work how its supposed too

Writer states:
1. I understand
2. We will still do what we can and reach out to dealer and regional department can reach out to you in 2-3 days

Customer states:
1. Like I told Erica I don't want you all to call the dealer because they are already annoyed at me and I fear that if it gets back to him he will get pissed off and make more issues
2. I have a loaner so please call once i get my vehicle back
3. My long term is maybe Kia should give me a new vehicle
4. I dont know.

Writer states:
1. Well we will follow up accordingly
2. Provided direct number
3. Please let me know if you have any questions or concerns
4. Thank you

Customer states:
1. Thank you

*** 04/12/2021 04:56:19 ***
Accepted from Queue Southern Region ECR to WIPBin 10. Southern by Kayla Erwin

*** 04/12/2021 06:58:21 ***
Case moved into WIPBin 10. Southern and Sub Status of Working

*** 04/12/2021 07:04:29 ***
Assigned to WIPBin Inbox of Melissa Hight by Kayla Erwin
Reason:

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP54HC MG[redacted]	[redacted]	11,022

Daytona , FL 32114 02/18/2021 Dealer: FL111 Daytona KIA

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

*** Phone - Call - Outbound created on 04/14/2021 11:57:34 and created by Melissa Hight ***
wtr called cust @ [redacted]

wtr states
1. Introduced self as ECR
2. Advised wtr following up regarding case wtr received for review
3. Per the notes it appeared cust had a sales concern and had questions regarding SC on the veh

cust states
1. I was told by the dlr that there was a recall on the seatbelt
2. That's when I called KCAC and they said there was nothing showing up on my VIN
3. When I talked to my salesman, they said that it was not out just yet and not public knowledge
4. I wasn't sure exactly what was going on
5. I just need to know if there is a problem or not

wtr states
1. Apologized for any confusion
2. Advised SC are VIN specific and there are currently no active SC on the veh
3. Advised cust can also go to kia.com and set up a cust profile to see any active SC

cust states
1. There is a camera in the veh that is supposed to be on to tell you when you are close to the wall and it's not on after we picked up the veh
2. Do you know if that's a setting you would toggle somewhere

wtr states
1. Advised wtr does not know offhand, but wtr can look in the features/functions guide
2. Otherwise, wtr would recommend cust look at the same guide to see what settings are available to cust

cust states
1. Ok I'll look
2. Thank you

*** 04/14/2021 12:16:53 ***
Closed by Melissa Hight with Resolution Code : Concerns Recorded
[Resolution Summary]

*** 04/27/2021 06:31:19 ***
Reopened by Lavonne Gallegos with Sub Status of Working

*** Note - Others created on 04/28/2021 10:46:39 and created by Myra Davis ***
CUSTOMER STATES LEMON LAW

Forward to ECR

1 Customer states car is a lemon

2 FI111 is replacing front bumper and other parts that have failed

3 Dispatching because customer states getting or filing lemon law

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP54HC MG[redacted]	[redacted]	11,022

Daytona , FL 32114 02/18/2021 Dealer: FL111 Daytona KIA

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

4 Please review and follow up accordingly

*** Phone - Call - Inbound created on 04/27/2021 06:33:06 and created by Myra Davis ***
cust states
1. have had issues with this car from the factory with the front sensor was not working
2.dealer had to order the part and had to remove the front bumper
3.the bumper was not put back correctly
4.when they reinstalled the front bumper it is bent so it will not go on correctly the dealer had to order a new bumper
5.the dealer scratched the car and we had to paint
6.I want to speak with a sup
7.I bought a brand new car and now it is being pieced together this is unacceptable
8.this car is a lemon

wtr states
1.I will transfer you to a sup
2.I will update the case for you it will go to a different dept for review

cust states
1.I want someone to call me regarding this

*** 04/28/2021 16:17:43 ***
Dispatched from WIPBin = Default to Queue Southern Region ECR by Myra Davis
Reason:

*** 04/29/2021 05:02:25 ***
Accepted from Queue Southern Region ECR to WIPBin 10. Southern by Kayla Erwin

*** 04/29/2021 07:02:44 ***
Case moved into WIPBin 10. Southern and Sub Status of Working

*** 04/29/2021 07:20:33 ***
Assigned to WIPBin Inbox of Melissa Hight by Kayla Erwin
Reason:

*** Phone - Call - Inbound created on 04/29/2021 09:34:48 and created by Linda English ***
Caller: [redacted] owner

Wrt states:
1 How may I help you today?

Cust states:
1 Following up on case
2 Called and LVM for Christina, supervisor
3 We bought a brand new Telluride
4 Back to Back issues
5 I need to escalate this as high as possible

Wrt states:
1 Apologize
2 Case was just assigned to the escalations manager this morning

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP54HC MG[redacted]	[redacted]	11,022

Daytona , FL 32114 02/18/2021 Dealer: FL111 Daytona KIA

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

3 Contacted ECR - No response
4 ECR will be reaching out to you next week

Cust states:
1 Thank you

*** 05/06/2021 08:25:44 ***
Email is sent on 05/06/2021 08:24:35 by Melissa Hight
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]
Attachments:
Acknowledgement Letter - [redacted] - [redacted]pdf

*** Email - External Email Sent created on 05/06/2021 08:24:35 and created by Melissa Hight ***
Dear [redacted]
Per our conversation, please find our review documents attached. Please print, complete, and return all pages, as well as the list of requested documents to me by email, or you may fax to 866.852.6617, ATTN: Melissa- Case ID #. If you fax please still reply to this email letting me know when, so that I may find it in that day's received faxes. Once received, our review may take up to 2 weeks, and if your repairs are finished during this review, you will need to pick up your vehicle pending our review being completed. For more information, see your Warranty Consumer Information Manual. Please note, I will be out of the office 5/13-5/23.
Sincerely,
Melissa
520.274.1103
Kia Motors America

*** Email - Internal Email Sent created on 05/06/2021 08:31:43 and created by Melissa Hight ***
wtr emailed SVCM FL111

wtr states
1. Request update on cust veh repairs
2. Request copies of cust ROs

*** Email - External Email Sent created on 05/06/2021 08:24:35 and created by Melissa Hight ***
Dear [redacted]
Per our conversation, please find our review documents attached. Please print, complete, and return all pages, as well as the list of requested documents to me by email, or you may fax to 866.852.6617, ATTN: Melissa- Case ID #. If you fax please still reply to this email letting me know when, so that I may find it in that day's received faxes. Once received, our review may take up to 2 weeks, and if your repairs are finished during this review, you will need to pick up your vehicle pending our review being completed. For more information, see your Warranty Consumer Information Manual. Please note, I will be out of the office 5/13-5/23.
Sincerely,
Melissa
520.274.1103
Kia Motors America

*** Phone - Call - Outbound created on 05/06/2021 07:55:22 and created by Melissa Hight ***
wtr called [redacted] @ [redacted]

wtr states

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP54HC MG[redacted]	[redacted]	11,022

Daytona , FL 32114 02/18/2021 Dealer: FL111 Daytona KIA

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

1. Introduced self as ECR
2. Advised wtr following up regarding case wtr received for review
3. Advised wtr wanted to verify if cust veh was currently at the dlr or in cust possession
4. Request what cust is requesting of Kia at this time

cust states
1. The veh is at the dlr once again
2. This is the 3rd or 4th time the dlr has had it
3. When we test drove it there was an orange hazard light on that they said was probably fine but it wasn't
4. They replaced a sensor
5. Then we looked at it and the front bumper didn't seem to be aligned correctly
6. The dlr said that the bumper was warped so they had to send it to the body shop to have the front of the veh painted
7. We also had to have the back of the veh painted because there was something yellow on the back of the veh
8. They said it came from the factory that way
9. Corporate said to deal with the dlr
10. I bought a brand new veh off the lot and the dlr has had the veh more than I have at this point
11. The dlr didn't want to replace the veh or give me any compensation
12. I have this $40K veh that they are piecing together
13. Do you think this is right
14. I feel like Kia should either replace this veh or provide us some kind of compensation for all we've been through

wtr states
1. Apologized for cust concerns
2. Advised based on cust statements it does appear dlr is correcting the concerns per the wty
3. Advised that is the first priority of the wty
4. Advised wtr will send ack docs to cust per cust request
5. Advised “Kia participates in a third-party arbitration program through BBB AUTO LINE (this service is free of charge to Kia customers). Please reference your Warranty and Consumer Information Manual (WCIM) for more details about the BBB arbitration program."
6. Advised prelim review can take up to 2 weeks
7. Advised wtr will be OOO 5/13-5/23
8. Advised wtr will plan to follow up once review is complete
9. Advised wtr is happy to review GW options as well
10. Request if cust has any other questions at this time

cust states
1. No, thank you

*** Email - Internal Email Received created on 05/12/2021 11:05:50 and created by Melissa Hight ***
Dan, SVCM FL111 states
1. Here are the ROs
2. Cust veh is not here
3. We dropped it off Friday night

*** Phone - Call - Outbound created on 05/24/2021 12:24:04 and created by Melissa Hight ***
wtr called [redacted] @ [redacted]

wtr states
1. Introduced self as ECR
2. Advised wtr following up regarding cust review
3. Advised at this time, Kia is not offering a repurchase, however, wtr would like to offer GW if cust will send a copy

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP54HC MG[redacted]	[redacted]	11,022

Daytona , FL 32114 02/18/2021 Dealer: FL111 Daytona KIA

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

of the retail sale installment agreement

cust states
1. Yeah I can do that
2. Will you email me what you need

wtr states
1. Of course

cust states
1. Thank you

*** 05/24/2021 12:28:08 ***
Email is sent on 05/24/2021 12:27:35 by Melissa Hight
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 05/24/2021 12:27:35 and created by Melissa Hight ***
Dear [redacted]
Per our conversation, please reply to this emial with a copy of your retail installment agreement. Thank you!
Sincerely,
Melissa
520.274.1103
Kia America

05/25/2021 07:29:08
Email is received on 05/25/21 07:28:59 from [redacted]
Attachments:
Kia Retail Installment Contract.pdf

*** Email - External Email Received created on 05/25/2021 07:29:04 and created by Melissa Hight ***
Hi Melissa,

Please see the attached per request.

Thanks,
[redacted]

*** Phone - Call - Outbound created on 05/25/2021 07:41:11 and created by Melissa Hight ***
wtr called [redacted] @ [redacted]

wtr states
1. Introduced self as ECR
2. Advised wtr following up regarding cust request for GW
3. Advised wtr would like to offer to reimburse cust 3 veh payments for a total of $1362.87

cust states
1. I appreciate it, but that really doesn't cover all the damages that we went through

wtr states

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP54HC MG[redacted]	[redacted]	11,022

Daytona , FL 32114 02/18/2021 Dealer: FL111 Daytona KIA

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

1. Advised wtr understands cust concerns
2. Advised wtr based the amount on the time down and that it was in the first month of ownership
3. Advised wtr can add one additional payment for a total of $1817.16

cust states
1. That is still nowhere near what I had in mind

wtr states
1. Request what cust was thinking regarding a GW amount

cust states
1. I was thinking more like $5K
2. I had to take time off work, they damaged my bumper and had to repaint it, and we made several trips over there

wtr states
1. Advised wtr can have cust request reviewed, however, wtr does not believe that to be a likely outcome based on the concerns with the veh
2. Advised wtr will follow up once wtr has more info
3. Advised it may take several days or a week

cust states
1. Ok thank you

*** Phone - Call - Outbound created on 06/01/2021 10:43:48 and created by Melissa Hight ***
wtr called [redacted] @ [redacted]

wtr states
1. Introduced self as ECR
2. Advised wtr following up regarding cust request for GW
3. Advised wtr did have the case reviewed and the reimbursement for 4 payments is the final offer

cust states
1. Well I guess we will accept that then

wtr states
1. Advised wtr will send O&R to cust shortly
2. Request cust review the address as that is where the check will be sent
3. Advised once wtr receives all pages back, wtr will send email to cust stating GW is being sent for processing
4. Advised processing is approx 45 days and cust will receive automated email to alert cust when processing is complete

cust states
1. Thank you

*** 06/01/2021 10:50:11 ***
Email is sent on 06/01/2021 10:49:40 by Melissa Hight
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]
Attachments:
[redacted] - [redacted] - O&R.pdf

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP54HC MG[redacted]	[redacted]	11,022

Daytona , FL 32114 02/18/2021 Dealer: FL111 Daytona KIA

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

*** Email - External Email Sent created on 06/01/2021 10:49:40 and created by Melissa Hight ***
Dear [redacted]
Per our conversation, please find our Offer and Release documents attached. Please print and sign, and return all 4 pages (1 page Offer, 3 page Release) to me by email, or you may fax to 866.852.6617, ATTN: Melissa - Case ID #. If you fax, please still reply to this email letting me know when, so that I may find it in that day's received faxes. Once received, our turnaround for processing is approximately 45 days, and you will receive an automated email once the check is sent.
Sincerely,
Melissa
520.274.1103
Kia America

06/06/2021 19:01:22
Email is received on 06/06/21 19:01:11 from [redacted]
Attachments:
Kia Document Signed.pdf

*** Email - External Email Received created on 06/06/2021 19:01:15 and created by Melissa Hight ***
Hi Melissa,

Please see attached signed document for processing payment. Please confirm receipt of this email and let me know if there is anything else you need.

Thanks,
[redacted]

*** 06/07/2021 05:52:11 ***
Email is sent on 06/07/2021 05:51:56 by Melissa Hight
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 06/07/2021 05:51:56 and created by Melissa Hight ***
Dear [redacted]
Thank you for your documents. I have submitted everything for processing. Please allow a minimum of 45 days for processing. You will receive an automated email a few days before the check is mailed out. Again, thank you for your patience during this processing.
Sincerely,
Melissa
520.274.1103
Kia America

*** 06/07/2021 05:53:10 ***
Dispatched from WIPBin = 7. GW reviewing to Queue ECR Goodwill Submitted by Melissa Hight
Reason:

*** 06/07/2021 10:56:38 (GMT-05:00) Eastern Time (US & Canada) ***
Goodwill #: 188032 Submitted

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP54HC MG[redacted]	[redacted]	11,022

Daytona , FL 32114 02/18/2021 Dealer: FL111 Daytona KIA

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

*** 07/13/2021 07:34:15 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 188032 Final Approved

*** 07/13/2021 07:34:16 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 07/13/2021 07:34:16 (GMT-08:00) Pacific Time (US & Canada) by Siebel System - Auto Message
To: [redacted]
Cc: [redacted]
Title: Update from Kia, Case # [redacted]

Dear [redacted] & [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 America

*** 07/16/2021 11:30:07 (GMT-05:00) Eastern Time (US & Canada) ***
Closed by Ashley Lewis with Resolution Code : Goodwill Issued
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRKDLF9MG[redacted]	[redacted]	4,000

Merriam , KS , 202 | 02/02/2021 | Dealer: KS011 Shawnee Mission KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Sudden Acceleration

Case History

*** 03/29/2021 11:13:26 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 03/29/2021 11:11:49 and created by Ryan Hale ***
Customer (owner) [redacted] called in and states
1. Veh drove me off the road and into the ditch and across the hwy.

writer states
1. Apologized for concerns
2. Verified customer information
3. Ran accident script

cust states
1. I'm not answering any of these questions
2. None of this matters about who was in my car and all of that
3. I just need to know what KIA is going to do

WTR States
1. We gather as much information as possible about the event and we escalate the case for review.
2. These are questions the script ask

Cust States
1. Well I will just get my lawyer then

WTR States
1. Will note that in the case
2. Where is your vehicle location?

Cust States
1. Let me speak to your supervisor
2. It's in Mission Kansas

Transferred to Sup

*** Phone - Call - Inbound created on 03/29/2021 14:50:22 (GMT-05:00) Eastern Time (US & Canada) and created by Ashley Lewis ***

Writer took Sup Call from [redacted] @ [redacted]

Writer states:
1. Introduced self and advised writer is here to further assist.
2. Advised writer understands you were wanting immediate assistance, but writer wants to gather as many details as possible so we can best assist you with this incident.

Customer states:
1. Essentially the vehicle pulled itself into the ditch, I tried to gain control of it and put it back on the road but it was fishtailing left and right then it slid sideways into the ditch and onto the other side of I70 into oncoming traffic.
2. The **CRUISE CONTROL** had been on the entire time at regular speed and then all of a sudden began trying to pull the car up to 80 mph.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRKDLF9MG[redacted]	[redacted]	4,000

Merriam , KS , 202 | 02/02/2021 | Dealer: KS011 Shawnee Mission KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Sudden Acceleration

3. My passenger thought I was flooring it, but the **CRUISE CONTROL** was just pulling that hard and would not let up.
4. Even when other objects were around me, it never once let up.
5. I tried to regain control but it would not even slow down.
6. It was a sunny day, roads weren't wet or anything.
7. Not much traffic, thankfully.

Writer states:
1. Apologized for issue.
2. Is anyone hurt?

Customer states:
1. No, luckily we're just bruised up but no one required medical attention.
2. I tried to call roadside and was told they could only bring me to the nearest KIA dealer, but I was 2 hours away from home and my selling dealer.
3. So I just drove the vehicle to a parking lot nearby and called my dealer.
4. They ended up having their own tow truck come and get my car and take it back to their lot.
5. I'm working with the SVCM Jon.

Writer states:
1. Thank you.
2. What are you requesting of KIA?

Customer states:
1. I've researched these cars for 6 months.
2. I've always loved KIA, I had a Sorento before buying this one.
3. I thought I was making a good decision, I've never had an incident with **CRUISE CONTROL** like this.
4. I don't know if I'll ever be able to trust a KIA again.
5. It's really hard to want to stay with KIA and invest in this vehicle after this horrifying incident.
6. I don't know if I'll ever trust this model year Sorento as well.
7. I do not want to go any further with this car.
8. I feel like right now with my luck, I'm going to be stuck owing the money on this vehicle.
9. I would prefer a replacement vehicle instead.
10. And I need a rental vehicle, the dealer can't give me a loaner because I travel across state lines for my work, I'm self employed and I need a car to make money.

Writer states:
1. Thank you for taking the time to answer questions.
2. Writer will have case escalated for review and follow up.

Customer states:
1. Thank you.

*** Note - Others created on 03/29/2021 12:00:26 and created by Ryan Hale ***
***Call to Action:
1. Customer alleges the veh drove itself into a ditch
2. Vehicle is currently down at KS011
3. Customer is requesting a replacement veh and mentioned Lawyer
4. Please review and follow up accordingly.

*** 03/29/2021 12:01:47 ***
Dispatched from WIPBin = Default to Queue National CA by Ryan Hale

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRKDLF9MG[redacted]	[redacted]	4,000
Merriam , KS , 202		02/02/2021	Dealer: KS011 Shawnee Mission KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Sudden Acceleration

Reason:

*** 03/29/2021 13:17:24 ***
TL case# [redacted] was escalated to an Service Engineer. Update will be provided after this request is reviewed.

*** 03/29/2021 17:34:38 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** Case note has been appended from duplicated auto-case on 03/30/2021 01:12:55 (PST)

Comments from Techline Escalation

Techline case ([redacted] created on 29-MAR-21 by KS011.
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--
TL Case created by (Dealer Technician) : Jon Howell
TL Case creator phone : 8167160066
TL Case creator email : jhowell@smkia.com
Below are the notes from the TL case describing the concern:

[Problem Description]
customer states that the vehicle swerved off the road while driving on the highway with **CRUISE CONTROL** set at 80mph. states the vehicle was damaged in the drivers rear during this
event. states that it was uncontrollably swerving back and forth like it was driving itself and would not slow down. Customer states unintended acceleration and **CRUISE CONTROL**
would not deactivate. Vehicle was towed here. Not touching vehicle until Kia comes out to inspect or states other wise. customer opened a case with consumer affairs. Customer
who brought vehicle in is [redacted] states he and his mother are on the title. [redacted]

[Diagnostics Performed]
None, vehicle is not being moved at this time

*** Phone - Call - Inbound created on 03/30/2021 11:50:00 and created by Vincent Norris ***
John @ Shawnee Mission KIA called in and states
1. 5xyrkdlf9mg[redacted]
2. Cust states the vehicle accelerated on it's own
3. Swerving uncontrollaby
4. Did he open a case with KCAC

Writer states
1. Yes, a case was opened

John states
1. The customer keeps calling us to put him in a loaner/rental
2. Will you be authorizing temporary vehicle

Writer states

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRKDLF9MG[redacted]	[redacted]	4,000
Merriam , KS , 202		02/02/2021	Dealer: KS011 Shawnee Mission KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Sudden Acceleration

1. Wtr will review with supervisor, but believe escalations will need to review and make a determination as to whether a rental will be provided

*** Put question on Teams Chat ***

Wtr states
1. Advised at this time, no answer to the question from supervisor
2. Advised the customer may need to self rent and submit for reimbursement during the process, or cust can check with insurance to determine if rental is a provision

John States
1. Ok, thank you

*** Phone - Call - Inbound created on 03/30/2021 12:08:45 and created by Tracy Stinson ***
Caller [redacted]

1. Need a rental and the dealership states the one they provided cant leave the state
2. I travel for work I cant be limited to in state

Writer
1. Apologized
2. If dealer is unable to provide rental for your needs you can rent a vehicle and file for reimbursement when the investigation is complete
3. Can request reimbursement for up to $45 daily

Customer
1. I am not putting out anymore money
2. I am not getting off this phone until I have a rental
3. I want a supervisor

Writer
1. Apologized
2. Will locate a supervisor
3. Contacted A. Lewis - she will call him back

*** Phone - Call - Inbound created on 03/30/2021 14:02:57 (GMT-07:00) Arizona and created by Michael Haynes ***
The caller states:
1. I called today about the rental situation
2. I was promised a callback by a supervisor
3. However, it has been two hours and no one has called
4. I need this resolved today

The writer states:
1. Apologizes issues
2. May I place you on hold while I reach out to that office?

Transfers to Supervisor Line VM

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRKDLF9MG[redacted]	[redacted]	4,000

Merriam , KS , 202 | 02/02/2021 | Dealer: KS011 Shawnee Mission KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Sudden Acceleration

*** Phone - Call - Inbound created on 03/30/2021 14:20:08 and created by Teresse Long ***
[redacted]owner)states:
1. I was put on hold then transferred to a supervisor line
2. I want to speak to someone not a voicemail

writer states:
1. adv will see about getting someone for you

[redacted]owner)states:
1. ok

*** Phone - Call - Inbound created on 03/30/2021 14:36:44 and created by Myra Davis ***
** Supervisor call**
customer [redacted] called and states
writer states
1 Introduced self, how may I assist?

cust states
1 investigation on my car
2 I was talking to someoene earlier
3 was supposed to get me a rental and call me back
4 havent called me back yet

writer states
1 apologize for vehicle concerns
2 let me check with ALewis
3 she had to leave a voicemail
4 we can go ahead and auth a 3 day rental for you
5 do you mind to hold while I call dealership

placed on hold

Called dealer KS011 at (913) 384-9100 Spoke with Service Manager John
writer states
1 Introduced self, following up regarding mutual customer
2 until our National team can move forward on this we are going to auth rental for 3 day
3 what do you need from me on this

John states
1 Enterprise is charging more now so overages would need to be paid
2 he goes out of town to vegas as well
3 can you send me an email to JHOWEL@SMKIA.COM

Writer states
1 yes I can
2 our rates have chaned

John states
1 that is awesome
2 calling enterprise now
**took customer off hold

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRKDLF9MG[redacted]	[redacted]	4,000

Merriam , KS , 202 | 02/02/2021 | Dealer: KS011 Shawnee Mission KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Sudden Acceleration

writer states
1 spoke with John he is working on rental with Enterprise
2 he is trying to get this done today

cust states
1 ok thank you

*** Email - External Email Sent created on 03/30/2021 14:38:14 and created by Myra Davis ***
*** Sent email to SM John at KS011**

Writer states
1 per our conversation we are auth a 3 day rental for customer until our National office can be involved
2 if you have any questions let us know

*** 03/31/2021 07:35:14 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin Need to call of Ryan Lind by Jeff Stroup
Reason:

*** Phone - Call - Inbound created on 03/31/2021 08:45:19 and created by Sandra Taylor ***
[redacted] owner called in:
1. This investigation was suppose to start Friday
2. Waiting to hear from RSA
3. It has been 5 days & I do not have a rental vehicle

Wtr states:
1. Apologized
2. Per case notes Myra authorized a 3 day rental
3, Have you not received the rental from the SM John

Cust states:
1. You all are trying to put me in a car
2. I did not purchase a car I want something big like I am paying for

Wtr states:
1. You are denying the rental we are offering

Cust states:
1. It is not what I want
2. Let me speak to a manager

Wtr states:
1. Please Hold

Wtr placed cust on Hold*

Wtr called Sup Line. No one answered*

Wtr Transferred Cust to Sup VM*

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRKDLF9MG[redacted]	[redacted]	4,000

Merriam , KS , 202 | 02/02/2021 | Dealer: KS011 Shawnee Mission KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Sudden Acceleration

*** Phone - Call - Inbound created on 03/31/2021 08:55:14 and created by Dean Butler ***
[redacted] states
1 I was just on hold for 20 minutes then they sent me to a vm
2 I need a sup

Writer states
1 Just one minute please

Transferred to Cinthya Sup

*** Phone - Call - Inbound created on 03/31/2021 09:35:51 and created by Cinthya Espinoza-Peregrina ***
***** sup lin wrt states
1. introduction
2. how can I assist you?

customer states
1. I been calling and calling
2. I need a SUV
3. I just bought this car 3 weeks ago
4. need assistance on this
5. the rental that you are all gave me is small
6. im a bug guy
7. also the towing company didn't even want to help me
8. if it was not for the dlr I would of still be out there
9. no one has called me
10. I signed a contract and you are not pulling your side of it

wrt states
1. apologized
2. having my agent call dlr and see who we can get you into a bigger car
3. all you can rent a car up to 45 plus tax and seek reimb
4. if the dlr doesn't have a rental that is equivalent to your vehicle
5. I can contact RSA and see where they drop the line

customer states
1. this is not right
2. I signed a contract and you need to
3. I already did that
4. what about the car payment
5. my car is my job
6. I need a bigger car ti carry my stuff

wrt states
1. case has been escalated
2. I will reach out and see what we can do to assist
3. and about car payment you will need to make the car payment and seek reimbursement after

cust states \
1. not going to do that
2. you need to take responsibility and get it done

wrt states
1. I will reach out to CM and see what we can do on this one
2. but as of now you will need to make payment
3. also need reimbu for all the time i have been spending with you all

cust states
1. ok

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRKDLF9MG[redacted]	[redacted]	4,000

Merriam , KS , 202 | 02/02/2021 | Dealer: KS011 Shawnee Mission KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Sudden Acceleration

*** Phone - Call - Outbound created on 03/31/2021 09:39:07 and created by Dean Butler ***
Called Jon KS011 and lvm cust wants an upgrade for his rental to an SUV

*** Phone - Call - Outbound created on 03/31/2021 11:50:45 and created by Ryan Lind ***
Wrt LVM for Jon KS011 requesting c/b.

*** Phone - Call - Inbound created on 03/31/2021 12:03:55 and created by Ryan Lind ***
Wrt received contact from Jon KS011

Jon states:
1. Trying to get him an SUV
2. Waiting on Enterprise

Wrt states:
1. Will send you the UA checklist

*** Phone - Call - Outbound created on 03/31/2021 12:20:53 and created by Ryan Lind ***
Wrt LVM for cust stating working on rental and sent UA checklist

*** Phone - Call - Inbound created on 03/31/2021 17:08:05 and created by Collado Ortega ***
***Sup call taken

Wrt states
1. Intro self
2. How can I help you

***No audio, call disconnected

*** Phone - Call - Inbound created on 03/31/2021 17:07:26 and created by Vincent Norris ***
Customer (owner) [redacted] called in and states
1. This is going to be day 7 without a vehicle
2. I spent $50k on a vehicle and you are offering me a sedan as a temporary vehicle
3. This is not acceptable, Kia should be providing a comparable vehicle
4. I need you to get me into a rental/loaner
5. Don't put me on hold, don't transfer me

Writer states
1. Apologize for the vehicle concerns
2. Advised the case is with NCA
3. Wtr called CM Ryan, off shift
4. Advised wtr does not have ability to arrange a rental
5. Advised wtr can document call with request for CM to call the customer back

Customer states
1. I bought this vehicle, was told have warranty, that I have RSA
2. RSA never came out to tow, dlr had to arrange and they paid for the tow
3. I should be getting a rental as part of warranty

wtr states
1. Advised rental is not a provision of warranty, but Kia will work to assist setting up temporary vehicle as a courtesy
2. You stated that you were offered a sedan, was that by the dlr?

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRKDLF9MG[redacted]	[redacted]	4,000

Merriam , KS , 202 | 02/02/2021 | Dealer: KS011 Shawnee Mission KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Sudden Acceleration

Cust states
1. No, Enterprise, they said that is all they had available

Wtr states
1. Apologized, KIA cannot control what stock Enterprise has available

Cust states
1. Then get the dlr to give me an SUV
2. They won't give me one because they won't let me go out of state with it

Wtr states
1. KMA does not own the loaner vehicles at the dlr
2. Dlr owns loaners, and KMA cannot force the dlr to provide to customer

Cust states
1. Get me a supervisor

*** Transferred to Collado ***

*** Phone - Call - Inbound created on 03/31/2021 17:16:07 (GMT-07:00) Arizona and created by Michael Haynes ***
The caller states:
1. I was offered a sedan as a loaner
2. Am a big guy, need a SUV now
3. Also, RA never picked me up
4. So Kia is in breach of contract for RA and the rental
7. Kia picked roadside assistance and they left me on the side of the road

The writer states:
1. Apologizes issues
2. I show the case with the ECR
3. Will update the case for the ECR

The caller states:
1. No, I want this fixed now
2. What is Kia going to do about RA
3. What is Kia going to so about only getting a sedan to drive?

The writer states:
1. Apologizes issues
2. I show the case with the ECR
3. Will update the case for the ECR

The caller states:
1. I want a supervisor

Warm transferred

*** Phone - Call - Inbound created on 03/31/2021 17:24:04 (GMT-07:00) Arizona and created by Jeremy Carrifee ***
Took Sup Call

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRKDLF9MG[redacted]	[redacted]	4,000

Merriam , KS , 202 | 02/02/2021 | Dealer: KS011 Shawnee Mission KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Sudden Acceleration

Writer states:
1. I still dont have a rental and I have a bill due
2. You guys need to also do something about RSA not picking me up

Writer states:
1. apologized
2. advised customer case is with Ryan
3. I can note the case for you and request a callback

Customer states:
1. Give me Ryans number again

Writer states:
1. Provided 949-468-4648

*** Phone - No Callback created on 04/05/2021 08:05:57 and created by Shyla Hill ***
[redacted]owner)
1. If you guys are going to keep my car pay the car payments.
2. My case manager has never ever called me.
3. It needs to be switched to someone else.
4. I Need answers.

WRT states:
1. Apologized, Will mark as a no callback.
2. Will update the case for CM to follow up.

[redacted]
1. I need to speak to your supervisor.

*** Phone - Call - Inbound created on 04/05/2021 11:21:05 (GMT-05:00) Eastern Time (US & Canada) and created by Robyn Hall ***
**********sup call **********

Wrt states
1 This is Robyn, manager, how can wrt assist?

[redacted] (owner) states
1 My car has been with dlr for 9 days
2 RsA never called me back
3 my case manger has had my case since last Tuesday and have not returned my calls
4 Dlr cant get a hold of Kia and giving me running around
5 The rental car I got I cant take it out of the state and I work from state to state so I am not able to do my job right now and I am going to get fired
6 Car payment is due it 7 days

Wrt states
1 Apologized
2 wrt can understand how frurstrating this case be

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRKDLF9MG[redacted]	[redacted]	4,000

Merriam , KS , 202 | 02/02/2021 | Dealer: KS011 Shawnee Mission KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Sudden Acceleration

3 However you will need to speak to your case manager at that office

[redacted] (owner) states
1 Nobody is calling me back
2 My case manager has had case since Tuesday with no call
3 you have had my vehicle 9 days and they still don't know what is wrong with it
4 I want a different case manager and I want someone to call me back today

Wrt states
1 apologized
2 What wrt can do is send a message for a supervisor to call you back from that office today

[redacted] (owner) states
1 I have waiting for a call back from a supervisor from that office since last Friday
2 What can consumers do when Nobody is calling me back
3 I need to know what is going on today
4 I have to have a car or I will lose my job

Wrt states
1 apologized
2 What wrt can do is send a message for a supervisor to call you back from that office today

[redacted] states
1 ok thank you
2 please make sure I get a call back today
3 and please make as urgent as possible

*** Phone - No Callback created on 04/05/2021 11:21:30 (GMT-05:00) Eastern Time (US & Canada) and created by Robyn Hall ***

<For Internal Use Only
.>

*** Note - Others created on 04/05/2021 11:23:50 (GMT-05:00) Eastern Time (US & Canada) and created by Robyn Hall ***

<For Internal Use Only
Email sent to NCA requesting call back to customer>

*** Email - External Email Received created on 04/05/2021 09:08:13 and created by Ryan Lind ***
From: Howell, Jon
Sent: Friday, April 02, 2021 8:41 AM
To: Lind, Ryan [KMA] <RLind@Kiausa.com>
Subject: Re: Johnson, 5XYRKDLF9MG0[redacted] [redacted]

Ryan, I had the customer email his statement and uploaded it to the tech line case. My technician did the inspection and uploaded results to tech line case as well. Could not get the vehicle up to 80 mph like he stated due to vibration. Wheels have mud and dirt packed in them. Tried to get a flight recording with cruise set at 80 but too much vibration. What else is needed at this time. Systems seemed to be operating normally at this time.

Thanks Jon Howell

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRKDLF9MG[redacted]	[redacted]	4,000
Merriam , KS , 202		02/02/2021	Dealer: KS011 Shawnee Mission KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Sudden Acceleration

*** 04/05/2021 11:06:05 ***
Case moved into WIPBin Need to review-management and Sub Status of Assigned

*** Phone - Call - Outbound created on 04/05/2021 13:45:50 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr left voicemail for customer to call back.

*** Email - External Email Sent created on 04/05/2021 14:31:38 and created by Ryan Lind ***
From: Lind, Ryan [KMA]
Sent: Monday, April 5, 2021 2:31 PM
To: Howell, Jon <jhowell@smkia.com>
Subject: RE: Johnson, 5XYRKDLF9MG0[redacted] [redacted]

Hey Jon,

We will be offering to read the event data recorder for this customer. Would you be able to assist us with pulling and sending the ACU so we can read it? Please let me know. I will follow up once I get confirmation from the customer to see if he will authorize us to do so before we move forward.

Thanks,

Ryan L. Customer Support Representative

Kia Motors America, Inc.
111 Peters Canyon Rd
Irvine, CA 92606
T (949) 468-4648 F (949) 299-3240 E rlind@kiausa.com

*** Email - External Email Sent created on 04/05/2021 14:32:13 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
[redacted]

I left a voicemail but wanted to follow up via email. Kia Motors America (KMA) asked Shawnee Mission Kia to perform a vehicle inspection. So far, they have not been able to find a vehicle concern. KMA would like to further investigate and read the Event Data Recorder from the vehicle. Please see attached and let me know if you have any questions in the meantime.

Thank you,

*** Email - External Email Received created on 04/05/2021 15:59:50 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
John at shawnee mission has said they have been waiting for you guys to send someone out to do that inspection since last week. You both cant tell me your waiting on eachother. In a car that has soo many safty features to keep you on the road, took me off the straightest road. But the **CRUISE CONTROL** continued to try to make me going 80mph

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRKDLF9MG[redacted]	[redacted]	4,000

Merriam , KS , 202 | 02/02/2021 | Dealer: KS011 Shawnee Mission KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Sudden Acceleration

into the opposite side of the highway into oncoming traffic. This event has made me terrified to drive. No one has yet to tell me what they are gonna do about road side assistance still not reaching out to be still waiting for them to pick me up in ks if i wasnt able to figure it out on my own. Still dont have a rental. 9 days into it. Still no one has even looked at it. My car payment is due in 7 days and im 9 days of not being able to work. Im about to lose my income so this is just turning into a bigger deal. I need answer today.

*** Phone - Call - Outbound created on 04/05/2021 16:00:06 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr tried to call customer but went to voicemail
1. wtr did not leave voicemail

*** Email - External Email Sent created on 04/05/2021 16:00:57 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
Mr. Johson,

I just tried to call but did not leave a voicemail. Please let me know a good time that I may contact you.

Thank you,

*** Phone - Call - Inbound created on 04/05/2021 16:40:49 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr spoke with [redacted] who was upset during call
1. customer advised he needs a rental vehicle but dlr loaners are not allowed to be taken out of state and he goes out of state for work
2. customer advised he has been trying to get into enterprise SUV rental but all SUV's are rented in his area
3. wtr advised if customer wants to try Hertz or another rental agency would be happy to reimburse him since he is not able to get a sedan as a rental...customer needs SUV for his work
4. customer advised its been 9 days too long and vehicle should of been repaired
5. customer advised dlr is saying they are waiting on KMA
6. wtr advised understand dlr did inspection and not able to find manufacturing concern, wtr advised that is why KMA is now asking to read EDR
7. customer asked what KMA is going to do as RSA never came to pick him up on 3/26 and he had to drive the vehicle at 45 MPH
8. wtr advised would research and look into it and call customer back once gets an update
9. customer did not like wtr's answer in reference to RSA and advised would be getting atty
10. wtr apologized and advised atty can reach out to wtr
11. wtr advised next step is to read EDR and would need customer consent to read it

call got disconnected

wtr left voicemail for customer to call back.

wtr sent email to customer:
[redacted]

We got disconnected. I tried to call you back but received your voicemail. Please call me back.

Thank you,

*** Email - External Email Received created on 04/05/2021 17:08:13 (GMT-08:00) Pacific Time (US & Canada)

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRKDLF9MG[redacted]	[redacted]	4,000
Merriam , KS , 202		02/02/2021	Dealer: KS011 Shawnee Mission KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Sudden Acceleration

and created by Jeff Stroup ***
No place for me to sign or give permission to the email.

*** Email - External Email Sent created on 04/05/2021 17:10:08 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
Joseph,

You would print, sign, and date on page 2. I have re-attached the document to this email as well.

Thank you,

*** Case note has been appended from duplicated auto-case on 04/08/2021 01:04:07 (PST)

Comments from Service Alert - TL

Dealer : Shawnee Mission KIA
Technician : Jon Howell
Service Manager : Jon Howell
Dealer Phone :
DPSM : Gialan Williams
Vehicle Model : SORENTO X-LINE SX PRESTIGE 2.5T AWD AUTO
Model Year : 2021
Mileage : 4536
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
customer states that the vehicle swerved off the road while driving on the highway with **CRUISE CONTROL** set at 80mph. states the vehicle was damaged in the drivers rear during this
event. states that it was uncontrollably swerving back and forth like it was driving itself and would not slow down.
Customer states unintended acceleration and **CRUISE CONTROL**
would not deactivate. Vehicle was towed here. Not touching vehicle until Kia comes out to inspect or states other wise.
customer opened a case with consumer affairs. Customer
who brought vehicle in is [redacted] states he and his mother are on the title. [redacted]

[Diagnostics Performed]
None, vehicle is not being moved at this time

*** Phone - Call - Outbound created on 04/09/2021 12:59:22 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr left voicemail for Jon at dlr to call back.

*** Phone - Call - Inbound created on 04/12/2021 13:56:05 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
KMA received ACU

*** Email - External Email Sent created on 04/12/2021 13:57:46 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
[redacted]

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRKDLF9MG[redacted]	[redacted]	4,000

Merriam , KS , 202 | 02/02/2021 | Dealer: KS011 Shawnee Mission KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Sudden Acceleration

I wanted to provide a quick update as we have received the Airbag Control Unit from the dealership and should be able to provide an update within the next few days.

Thank you,

*** Email - External Email Received created on 04/13/2021 14:49:21 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
Just very frustrated that i waited 6 months for this car to get to Missouri, im still having to make a car payment, and you guys have now had it longer then i have. 20 days and still nothing have been done, still nobody has even figured out why the **CRUISE CONTROL** stayed on at 80 going into 3 differnr ditchedes and into oncoming traffic. Its doesnt take 20 days to figure out you can look at the marks in the ditches the road, and the ditch over 1000 feet from when it first happened. Doesnt take a rocket scientist to put it together. Definitely doesnt take 20 day or longer to find out the first step. 20 days just to read a box... i can only image how long its gonna take to even get fixed. I will need a couple of the report you get from the airbag box. You guys are to slow. Im lucky to be alive because of a machine you guys put on the road. My backs been messed up since then and i cant even stand up straight anymore. Time to have other people handle this.

*** Phone - Call - Outbound created on 04/14/2021 14:00:42 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr spoke with [redacted]
1. received ACU and the EDR has been read
2. it did capture 1 event
3. it appears the vehicle was in reverse at the time of the incident?
4. customer advised no the vehicle was not in reverse and the **CRUISE CONTROL** was set doing about 70 MPH
5. customer asked how fast it shows he was going in reverse
6. wtr advised appears the vehicle almost got up to 20 MPH
7. wtr asked if possibly this event was from another accident in the rear and didnt record his situation?
8. customer advised this was the only time something happened to the vehicle and the EDR is wrong
9. customer asked what KMA is going to do next
10. wtr advised if there is further information to review, please forward it otherwise KMA will be referring him to his insurance company at this time
11. customer advised he has video recordings of the vehicle
12. wtr asked if customer could forward them for review
13. customer advised he will not be forwarding them and to send him the report...

customer disconnected the call.

*** Phone - Call - Inbound created on 04/14/2021 14:28:43 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
customer called wtr back
1. customer wanted to know where the email was
2. wtr apologized and advised was typing the email to customer
3. customer advised what about the RSA events where they never picked him up
4. wtr advised that was the part of the email wtr was typing but since customer called back can update him in reference over the phone
5. wtr advised calls were reviewed and during the first call the closest dlr was 51 miles from disablement but customer asked for vehicle to be towed to his house which was 155 miles
6. wtr advised customer asked RSA if KMA would pay the 51 and customer pay the difference, RSA advised no and sent customer authorization if he wished to have vehicle towed
7. wtr advised other calls were very similar to that but one call was about the closest dlr was in the opposite

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRKDLF9MG[redacted]	[redacted]	4,000
Merriam , KS , 202		02/02/2021	Dealer: KS011 Shawnee Mission KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Sudden Acceleration

direction of the customers house
8. customer asked what KMA is now going to do
9. wtr apologized and advise would refer customer to insurance and if insurance feels manufacturing concern would subrogate
10. wtr advised if customer has further information for review, please forward

NOTE: during call, customer talked about how sorento commercial makes customers feel the vehicle is off road capable.

*** Email - External Email Sent created on 04/14/2021 14:34:52 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
[redacted]

As per your request, please see attached.

Thank you,

*** Email - External Email Received created on 04/14/2021 16:19:20 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
Lol on the report im sure you can see i was going 80 after the back up thing. So tell me why the car can only drive 40 mph now???

*** Email - External Email Received created on 04/14/2021 16:19:35 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
I need someone besides you to look at it someone that can clearly see an impact on the back isnt gonna be the reason the front axel is bent. Yous your brain. My insurance guy and laywer both say thats the stupidest thing they have ever heard.

*** Note - Others created on 04/15/2021 07:40:41 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
during RSA review wtr forgot to put customers disablement site of
[redacted]
Solomon, KS [redacted]

*** Phone - Call - Outbound created on 04/19/2021 12:24:23 (GMT-08:00) Pacific Time (US & Canada) and created by Paul King ***
1. called to customer.
2. number dialed was [redacted]
3. reached customer vm.
4. Identified myself and reason for call.
5. encouraged customer to call me back to discuss case.
6. Left my name, call back number, and referenced case number.

<For Internal Use Only
Case Follow Up>

*** Phone - Call - Inbound created on 04/21/2021 09:39:42 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
customer called wtr
1. wtr advised appears CMM left him a voicemail

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRKDLF9MG[redacted]	[redacted]	4,000

Merriam , KS , 202 | 02/02/2021 | Dealer: KS011 Shawnee Mission KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Sudden Acceleration

2. customer advised that is correct and he just hasnt been around his phone
3. wtr advised appears CCM has meetings on and off today but will ask if he can attempt to call the customer back today
4. customer thanked wtr

*** Phone - Call - Outbound created on 04/21/2021 16:22:01 (GMT-08:00) Pacific Time (US & Canada) and created by Paul King ***
1. Outbound call to customer.
2. Follow up to call placed on Monday.
3. Called customer at [redacted]
4. Reached customer and customer was able to speak.
5. Reviewed case with customer.
6. Indicated that from my review of the case a decision has been rendered and that you have been directed to your insurance company for repair and remedy.
7. The dealership has reviewed the vehicle and it is operating as designed.
8. Further, the electronic data recorder has no record of the event in question.
9. Pending any additional information, then the case will be closed and you are instructed to retrieve your vehicle from the dealership and return the rental car.
10. Asked if the customer could do that by Friday 4/23 of this week.
11. Customer indicated he is currently out of town but has spoken to the dealership and believes the dealership is open on Sunday 4/25 and plans to then.
12. Indicated to customer that would be acceptable.
13. Customer indicated he planned on getting this repaired but would likely not use his insurance due to the damage only being about $2,000.
14. Customer indicated he might have insurance complete an investigation.
15. I indicated to customer that I am not familiar with that so it was up to him to take any action with his insurance provider.
16. Indicated to customer that should he have any additional information concerning the event we would certainly reevaluate the case.
17. Customer indicated that the event captured on the EDR was on the same trip but approximately 2 days earlier.
18. The customer indicated he had not yet had it evaluated or repair at the time of the event he is currently reporting.
19. Customer indicated that he was on a trip from Denver back home when a couple of hours prior to the event in question he was having problems with his **LANE DEPARTURE** warning.
20. Customer indicated he has video of the aftermath of the event as well as pictures related to the event and the **LANE DEPARTURE** warning episode earlier in his trip.
21. Indicated to customer that I encouraged the customer to provide any additional videos or pictures of the event, before during, or after to KMA for us to evaluate.
22. Customer indicated he would.
23 Customer indicated he would respond to the emails he has received from Jeff and would attached the videos and pics.
24. Customer indicated he would do this before the day concluded.
25. Indicated to customer once received that Jeff would re-evaluate
26. Customer plans on taking possession of his vehicle by Sunday and he plans on repairing the vehicle.
27. Customer indicated he would record any future events and provide that to us as evidence of a problem.
28. Told customer that is fine.
29. Thanked customer for taking my call and asked him to reach back out to me should have any further questions.
30. Customer thanked me.

<For Internal Use Only
Follow Up Call>

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRKDLF9MG[redacted]	[redacted]	4,000

Merriam , KS , 202 | 02/02/2021 | Dealer: KS011 Shawnee Mission KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Sudden Acceleration

*** Phone - Call - Outbound created on 04/22/2021 12:46:55 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr spoke with Enterprise at 816-224-4949
1. wtr advised would pay for rental through Monday 4/26

*** Phone - Call - Inbound created on 04/23/2021 09:19:16 (GMT-08:00) Pacific Time (US & Canada) and created by Paul King ***
1. Pulled VM left by customer on Wed 4/21 @ 9:07am.
2. Customer asked me to call him back at [redacted]
2. I he since spoken to the customer.

<For Internal Use Only
Pulled VM>

*** Others - Others created on 04/23/2021 09:22:42 (GMT-08:00) Pacific Time (US & Canada) and created by Paul King ***
no note

*** Phone - Call - Inbound created on 04/26/2021 19:54:48 (GMT-08:00) Pacific Time (US & Canada) and created by Paul King ***
1. Customer left voicemail on Monday 4/26 @ 12noon.
2. Customer reports that he has retrieved his vehicle from the dealership but had not registered it.
3. As such his temporary tag is about to expire in 4 days which does not give him enough time to register to get the tags.
4 His call was a request additional time (temporary tags) so as to get the tags. He indicated that the dealership and KMA has had the vehicle for the majority of that time.
5. He believes this is a reasonable request.
6. His call back number is [redacted]

<For Internal Use Only
Pulled VM>

*** Phone - Call - Inbound created on 04/27/2021 08:38:54 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
customer left voicemail for wtr
1. customer requesting something in writing from KMA about the inspection and results.

*** Phone - Call - Outbound created on 04/27/2021 12:01:20 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr spoke with customer
1. wtr advised will need to contact dlr to obtain a copy of the repair order and then can write customer a letter
2. customer advised dlr is not willing to extend temp tag as it expires in a few days
3. customer was upset that dlr did not get estimate for repairs needed while vehicle was at dlr
4. wtr apologized and advised would follow up with dlr to see anything about temp tag as that is something that is typically state specific
5. wtr asked customer if customer asked dlr to get repair estimate while vehicle at was the dlr -- customer advised no and that is something that should just be automatic
6. wtr asked if customer knew if dlr has body shop onsite -- customer advised no the body shop is at another one of their locations
7. wtr advised would follow up with dealer and then contact customer

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRKDLF9MG[redacted]	[redacted]	4,000

Merriam , KS , 202 | 02/02/2021 | Dealer: KS011 Shawnee Mission KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Sudden Acceleration

*** Phone - Call - Outbound created on 04/27/2021 12:03:50 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr called KS011
1. Jon had to step out for a bit but will have RO forwarded to wtr
2. wtr spoke with GM at dlr
3. GM advised dlr is unable to extend temp tag for customer
4. GM believes customer doesnt need vehicle in order to get it registered

*** Phone - Call - Outbound created on 04/27/2021 12:04:57 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr called state of MO DMV 573-526-3669
1. DMV advised MO does not offer extensions on temp tags as per 301.140 of the statue for any reason
2. DKMV advised they are also not extended temp tags due to COVID as all DMV's are open
3. DMV advised customer can visit local DMV to pay the sales tax, registration fees, and bring in the information to DMV to have vehicle registered

*** Phone - Call - Outbound created on 04/27/2021 12:06:30 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr left voicemail for customer to call back.

*** Phone - Call - Inbound created on 04/27/2021 19:15:49 (GMT-08:00) Pacific Time (US & Canada) and created by Paul King ***
1. Pulled VM from customer left on Tuesday 4/27 @ 8:30am.
2. Customer asking me to call him back about his temp tag.
3. Jeff Stroup has since spoken to the customer.

<For Internal Use Only
Pulled VM>

*** Phone - Call - Inbound created on 04/27/2021 19:18:25 (GMT-08:00) Pacific Time (US & Canada) and created by Paul King ***
1. Pulled VM from customer left on Tuesday 4/27 @ 8:17am.
2. Customer asking me to call him back about his temp tag.
3. Jeff Stroup has since spoken to the customer.

<For Internal Use Only
Pulled VM>

*** Case note has been appended from duplicated auto-case on 05/07/2021 01:01:24 (PST)

Comments from UPER

Part ordered for customer vehicle has been placed into the UPER status on 05/06/2021 00:00:00

Dealer Name : OSK, INC. Oakes Kia
Dealer Contact name : ZACH OVERFELT
Dealer Phone : 816 474 2900
Part No# : 99310 P2100BKL Oakes Kia
Part Name : ULTRASONIC SENSOR AS
Order No# : 427K21
Order Qty# : 1

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRKDLF9MG[redacted]	[redacted]	4,000

Merriam , KS , 202 | 02/02/2021 | Dealer: KS011 Shawnee Mission KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Sudden Acceleration

*** Note - Others created on 05/20/2021 10:43:35 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr received invoice from dlr

*** 05/20/2021 10:58:24 ***
Goodwill #: 187386 Submitted

*** Email - External Email Sent created on 05/20/2021 14:30:32 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
[redacted]

I apologize for sending this email late but please see attached for a copy of a letter, repair order, and EDR report.

Thank you,

*** 06/08/2021 07:58:18 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 187386 Final Approved

*** 07/08/2021 11:50:32 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Jeff Stroup with Resolution Code : Goodwill Issued
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J27MG[redacted]	[redacted]	3,745

East Syracuse NY ,13057 11/18/2020 Dealer: NY058 KIA of East Syracuse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Case History

Dealer : Williams KIA
Technician : Isaac Maue
Service Manager :
Dealer Phone :
DPSM : Roger Jantz
Vehicle Model : K5 GT-LINE 1.6T 4CYL AUTO AWD
Model Year : 2021
Mileage : 3137
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
Customer had several warning lights come on instrument panel two different times. but on next key cycle lights were off.

[Diagnostics Performed]
Used KDS to check for codes. All codes found are history. Codes are C164308, C128381, C136081, C174181, C180581, B169787, C16938, C167181, C169381, C167181, C164286, and B164400
VDN: B28VANY1362103290051
looking for direction on where to start first

*** Dispatched to Queue Service Alert / Techline on 03/30/2021 01:07:31 (PST)

*** Phone - Call - Outbound created on 04/03/2021 07:52:46 and created by Kaylan Campbell ***
Called [redacted] - customer/owner

WRT states;
1. f/u on TL case
2. any concerns?

Customer states:
1. veh not repaired yet
2. get it back tomorrow
3. not happy with veh but svc has been great
4. I think I have a lemon

WRT states:
1. apologizes
2. please call if cust has any concerns or questions
3. case opened here at KCA

Customer states:
1. will do thanks

*** Phone - Call - Inbound created on 04/23/2021 12:33:55 and created by Nicole Silvas ***
Customer called in

Writer states:
1. introduced self
2. may i have your case # or vin #

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J27MG[redacted]	[redacted]	3,745

East Syracuse NY ,13057 | 11/18/2020 | Dealer: NY058 KIA of East Syracuse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Customer states:
1. info provided

Writer states:
1. who am I speaking to

Customer states:
1. [redacted]
2. owner

Writer states:
1. how may i help you

Customer states:
1. this is the 5th time
2. this has happened
3. they replaced the module for srscm
4. per techline
5. i picked up the vehicle on wed
6. i drove it 8 miles
7. and all the lights are back on

Writer states:
1. apologized
2. are they lights just on
3. anything else going on

Customer states:
1. the parking break doesn't work
2. airbag light is on
3. so i don't know if those are working
4. **LANE ASSIST** is on
5.when i come close to something it doesn't tell me
6. **CRUISE CONTROL** doesn't work
7. blind spot doesn't work either

Writer states:
1.did the dealer look at any of the items that aren't work

Customer states:
1.just the lights

Writer states:
1. what dealer did you take the vehicle to
2. who were you working

Customer states:
1. info given
2. i want KIA to take this vehicle back
3. i'll take another one

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J27MG[redacted]	[redacted]	3,745

East Syracuse NY ,13057 11/18/2020 Dealer: NY058 KIA of East Syracuse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Writer states:
1.Kia participates in a third party arbitration program through BBB auto line. " this service is free for kia customers" Please reference your warranty and consumers information manual for more details about the BBB arbitration program. we are escalating your case to ECR and you should expect a callback in 2to3 business days
2. Anything else I can help you with

Customer states:
1.no
2. thank you

Writer states:
1. thank you for being the best part of kia
2. have a good day

*** Phone - Call - Outbound created on 04/23/2021 14:07:57 and created by Nicole Silvas ***
Called dealer spoke to Bill

Customer Name: [redacted]
Customer phone #: ([redacted]
Customer address: [redacted] VAN ETTEN NY
VIN:5XXG64J27MG[redacted]
Mileage: 3745
Most recent RO#, [redacted]
Open:4-13-2021
Close Date:4-21-2021
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis:
Customer states: whole bunch of lights on dash
Cause : per techline , replace the srscm
Correction:
Able to Duplicate (Y or N): y
Repeat Repair (Y/N), if so, how many times? y [redacted] 3-25-2021, 3137
Repair History of current concern with dates (Open and Closed) and mileage:
ETA for completion of repairs (if applicable): completed
Parts on order (Y/N), if so obtain part#, order#:n
Techline Case (if applicable):open was open
Rental / Loaner Provided? If so, since when? loaner
Dealer contacted DPSM (if needed): unknown
Vehicle repaired? y
Customer has possession? y
Dealer Code/Selling Dealer (Y or N):NY136
Original Owner (Y or N): y
What is current Customer Request (if needed): Buy back
Does customer maintain vehicle at this location: unknow

Writer states:
1. does she have a appointment to bring the vehicle back

*** Note - Others created on 04/23/2021 14:08:45 and created by Myra Davis ***

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 K5 5XXG 4J27MG[redacted]	[redacted]	3,745

East Syracuse NY ,13057 11/18/2020 Dealer: NY058 KIA of East Syracuse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Call to action

Attorney / Lemon Law / Buyback
Forwarding to ECR.
1. Customer states all dash lights are on again.
2. NY136 already replaced the srscm sensor.
3. Disclaimer has been read verbatim.
4. Dispatching because customer states they are getting an attorney / claiming lemon law / requesting buyback of the vehicle.

*** 04/25/2021 13:15:19 ***
Dispatched from WIPBin = Default to Queue Eastern Region ECR by Myra Davis
Reason:

*** 04/26/2021 04:37:24 ***
Accepted from Queue Eastern Region ECR to WIPBin 09. Eastern by Kayla Erwin

*** 04/26/2021 06:32:41 ***
Case moved into WIPBin 09. Eastern and Sub Status of Working

*** 04/26/2021 06:33:35 ***
Assigned to WIPBin Charles Default of Charles Chastain by Kayla Erwin
Reason:

*** 04/26/2021 16:41:37 (GMT-07:00) Mountain Time (US & Canada) ***
Dispatched from WIPBin = Charles Default to Queue Eastern Region ECR by Charles Chastain
Reason:

*** 04/27/2021 04:45:22 ***
Accepted from Queue Eastern Region ECR to WIPBin 09. Eastern by Kayla Erwin

*** 04/27/2021 06:35:08 ***
Case moved into WIPBin 09. Eastern and Sub Status of Working

*** 04/27/2021 06:37:16 ***
Assigned to WIPBin Default of Jacob Adams by Kayla Erwin
Reason:

*** 04/27/2021 14:51:49 ***
Assigned to WIPBin Charles Default of Charles Chastain by Kayla Erwin
Reason:

*** 04/27/2021 16:34:35 (GMT-07:00) Mountain Time (US & Canada) ***
Dispatched from WIPBin = Charles Default to Queue Eastern Region ECR by Charles Chastain
Reason:

*** 04/28/2021 05:02:52 ***
Accepted from Queue Eastern Region ECR to WIPBin 09. Eastern by Kayla Erwin

*** 04/28/2021 07:00:16 ***

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J27MG[redacted]	[redacted]	3,745

East Syracuse NY ,13057 11/18/2020 Dealer: NY058 KIA of East Syracuse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Case moved into WIPBin 09. Eastern and Sub Status of Working

*** 04/28/2021 07:52:47 ***
Case moved into WIPBin 07. Jacob and Sub Status of Working

*** 04/28/2021 07:55:14 ***
Case moved into WIPBin 09. Eastern and Sub Status of Working

*** 04/28/2021 08:36:00 ***
Assigned to WIPBin Default of Jacob Adams by Kayla Erwin
Reason:

*** Phone - Call - Inbound created on 04/29/2021 12:23:57 (GMT-07:00) Arizona and created by Randy Chacon ***
Customer stated:
1. Calling for an update on case

Writer stated:
1. I apologize for the concern
2. I do see open case which has been escalated to ECR
3. I will see if ECR is available, please hold

Returned to cst and stated:
1. ECR is currently unavailable
2. ECR indicated he would c/b
3. Verified c/b #

Customer stated:
1. Thank you

*** Phone - Call - Outbound created on 04/29/2021 12:33:11 and created by Jacob Adams ***
** ECR callback **

Writer called [redacted]
** introduced self **
1 calling about your 2021 K5
2 are you still having problems
3 if so where is the vehicle

customer states
1 i have the vehicle
2 yes the light are still coming on
3 and i will be taking it in next week

writer states
1 we also understand you are requesting for buyback

customer states
1 that is correct

writer states
1 we will email you an acknowledgement letter

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J27MG[redacted]	[redacted]	3,745

East Syracuse NY ,13057 | 11/18/2020 | Dealer: NY058 KIA of East Syracuse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

2 once received we would be happy to review

customer states
1 thank you

*** 04/29/2021 12:44:34 ***
Email is sent on 04/29/2021 12:43:48 by Jacob Adams
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]
Attachments:
[redacted]Akw Ltr and Information Request.pdf

*** Email - External Email Sent created on 04/29/2021 12:43:48 and created by Jacob Adams ***
Dear [redacted]

Here is the Acknowledgement Letter. Please print, review, fill out and return with the requested documents. Once we receive this back we will proceed forward with your request.

If you have any questions or comments, please feel free to contact me at (520)274-1669 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.

Sincerely,
Jacob Adams, Escalated Case Representative
Kia Motors America, Inc.
111 Peters Canyon Rd, Irvine, CA 92606
T 520-274-1669

04/29/2021 14:37:02
Email is received on 04/29/21 14:36:42 from [redacted]
Attachments:
Kia 2021 - Case Number [redacted]pdf
Sales Contract and Warranty.pdf

*** Email - External Email Received created on 04/29/2021 14:36:49 and created by Jacob Adams ***
Jacob,

Please find all of the information needed to keep proceeding with this
claim.
Let me know if you need anything else and where we stand with things.

Thank you,
[redacted]

*** 05/04/2021 06:46:23 ***
Case moved into WIPBin ECR 2Tuesday and Sub Status of Assigned

*** Phone - Call - Inbound created on 05/04/2021 12:40:24 and created by Jacob Adams ***

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J27MG[redacted]	[redacted]	3,745

East Syracuse NY ,13057 | 11/18/2020 | Dealer: NY058 KIA of East Syracuse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

[redacted]owner) states
1 what is the status of my case

writer states
1 we do have all the documents
2 we are just reviewing at this time

customer states
1 thank you

05/07/2021 16:43:35
Email is received on 05/07/21 16:43:30 from [redacted]

*** Email - External Email Received created on 05/07/2021 16:43:33 and created by Jacob Adams ***
Hello,

I never received a call today. Where do things stand?

Thank you,
[redacted]

*** Phone - Call - Outbound created on 05/11/2021 06:36:11 and created by Jacob Adams ***
writer called ny058 service
1 calling about the 2021 K5 GT-LINE 1.6T 4CYL AUTO AWD
2 looking to get a copy of the ro

dealer states
1 will get that sent over

writer states
1 thank you

*** 05/11/2021 07:11:52 ***
Email is sent on 05/11/2021 07:10:50 by Jacob Adams
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 05/11/2021 07:10:50 and created by Jacob Adams ***
Your Case Number: [redacted]
VIN: 5XXG64J27MG[redacted]

Dear [redacted]

This email is a status update to your case. We wanted to let you know we are still reviewing your case at this time try to research your request as quickly as possible. As soon as additional information has been obtained, we will reach back out to you with updated status.

If you have any questions in the meantime, please feel free to contact me at (520)274-1669 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

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J27MG[redacted]	[redacted]	3,745

East Syracuse NY ,13057 11/18/2020 Dealer: NY058 KIA of East Syracuse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

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,
Jacob Adams, Escalated Case Representative
Kia Motors America, Inc.
111 Peters Canyon Rd, Irvine, CA 92606
T 520-274-1669

*** Email - External Email Sent created on 05/11/2021 07:10:50 and created by Jacob Adams ***
Your Case Number: [redacted]
VIN: 5XXG64J27MG[redacted]

Dear [redacted]

This email is a status update to your case. We wanted to let you know we are still reviewing your case at this time try to research your request as quickly as possible. As soon as additional information has been obtained, we will reach back out to you with updated status.

If you have any questions in the meantime, please feel free to contact me at (520)274-1669 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,
Jacob Adams, Escalated Case Representative
Kia Motors America, Inc.
111 Peters Canyon Rd, Irvine, CA 92606
T 520-274-1669

05/11/2021 07:24:25
Email is received on 05/11/21 07:24:18 from [redacted]

*** Email - External Email Received created on 05/11/2021 07:24:23 and created by Jacob Adams ***
Good Morning, I would hate to see how long a non escalated case would take.
This has taken way too much time already. Can you tell me what the hold up
is? I don't understand. I have a defective car and it needs to be replaced
like for like.
I was suppose to have received a call on Friday, nothing. Also, nothing on
Monday. I tried to call but couldn't hey through, then was called back but
missed the call and was left a voice mail to call back! Ugh!!
I am being pretty patient, but am getting increasing frustrated with the
amount of time this is taking.

[redacted]

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J27MG[redacted]	[redacted]	3,745

East Syracuse NY ,13057 11/18/2020 Dealer: NY058 KIA of East Syracuse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

*** 05/11/2021 07:45:50 ***
Email is sent on 05/11/2021 07:44:21 by Jacob Adams
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 05/11/2021 07:44:21 and created by Jacob Adams ***
Dear [redacted]
We apologize for the delay, we were needing some additional information from the dealer. We do now have everything. Once we have a final response we will follow up.

If you have any questions or comments, please feel free to contact me at (520)274-1669 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.

Sincerely,
Jacob Adams, Escalated Case Representative
Kia Motors America, Inc.
111 Peters Canyon Rd, Irvine, CA 92606
T 520-274-1669

*** Phone - Call - Inbound created on 05/14/2021 14:43:23 and created by Tracey Icenhour ***
[redacted] ([redacted]

Cust states
1 [redacted]
2 Calling to see if case is still open

Wrt states
1 Apologized for inconvenience
2 Advised case is still open

Cust states
1 Car lights up like a Christmas Tree
2 Am looking for the vehicle to be swapped to a new one
3 TL was no help to the dealer
4 They changed module and that didn't fix it
5 If cust gets into accident there will be massive lawsuit

Wrt states
1 Advised ECR is still reviewing cust request
2 Advised review process is with multiple departments

Cust states
1 Thank you

Wrt states
1 Thank you

*** 05/17/2021 07:49:18 ***

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J27MG[redacted]	[redacted]	3,745

East Syracuse NY ,13057 | 11/18/2020 | Dealer: NY058 KIA of East Syracuse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

TL case# [redacted] was escalated to an FTS. Update will be provided after this request is reviewed.

*** 05/18/2021 10:46:40 ***
Case moved into WIPBin ECR 2Tuesday and Sub Status of Assigned

*** Phone - Call - Inbound created on 05/18/2021 12:44:07 and created by Jacob Adams ***
[redacted]owner) states
1 what is the status of my case

writer states
1 at this time we would not offer replacement/repurchase
2 we would like to have our FTS involved

customer states
1 i would like that
2 just need a loaner

writer states
1 let us call the dealer
2 once we have more information, we will follow up

customer states
1 thank you

*** Phone - Call - Outbound created on 05/18/2021 12:49:50 and created by Jacob Adams ***
writer called NY136 services
1 calling about the
2 asked about a loaner

dealer states
1 no loaner available
2 not eta on when they would be

writer states
1 any update with the FTS

dealer states
1 would need to speak with the service manager
2 will have him call you

writer states
1 thank you

*** 05/22/2021 11:07:09 ***
Case moved into WIPBin ECR 5Friday and Sub Status of Assigned

*** 05/25/2021 13:52:49 ***
Case moved into WIPBin ECR 2Tuesday and Sub Status of Assigned

*** Phone - Call - Outbound created on 05/26/2021 12:08:04 and created by Jacob Adams ***
writer called NY058 service
1 calling about the 2021 K5 GT-LINE 1.6T 4CYL AUTO AWD

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J27MG[redacted]	[redacted]	3,745

East Syracuse NY ,13057 | 11/18/2020 | Dealer: NY058 KIA of East Syracuse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Holly states
1 let me check
2 we are still working with the FTS

writer states
1 thank you

*** 05/26/2021 12:11:44 ***
Email is sent on 05/26/2021 12:10:46 by Jacob Adams
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 05/26/2021 12:10:46 and created by Jacob Adams ***
Your Case Number: [redacted]
VIN: 5XXG64J27MG[redacted]

Dear [redacted]

This email is a status update to your case. We wanted to let you know we are still working with the dealer to try to research your concerns as quickly as possible. As soon as additional information has been obtained, we will reach back out to you with updated status.

If you have any questions in the meantime, please feel free to contact me at (520)274-1669 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 America regarding your concerns.

Sincerely,
Jacob Adams, Escalated Case Representative
T 520-274-1669 F 866-852-6617
111 Peters Canyon Road, Irvine, CA 92606 USA

*** 05/28/2021 13:53:12 ***
Case moved into WIPBin ECR 5Friday and Sub Status of Assigned

*** Phone - Call - Outbound created on 06/02/2021 07:34:25 and created by Jacob Adams ***
writer called NY058 service
1 calling about the 2021 K5 GT-LINE 1.6T 4CYL AUTO AWD

bill states
1 we are still working with the FTS

writer states
1 thank you

*** 06/07/2021 12:28:06 ***
Case moved into WIPBin ECR 5Friday and Sub Status of Assigned

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J27MG[redacted]	[redacted]	3,745

East Syracuse NY ,13057 11/18/2020 Dealer: NY058 KIA of East Syracuse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

*** Phone - Call - Outbound created on 06/08/2021 06:44:09 and created by Jacob Adams ***
writer called NY058 service
1 calling about the 2021 K5 GT-LINE 1.6T 4CYL AUTO AWD

bill states
1 we have the dash out now
2 we are checking the connectors for the airbags per tech line

writer states
1 thank you

*** Phone - Call - Outbound created on 06/08/2021 13:54:22 and created by Jacob Adams ***
writer called NY058 service
1 calling about the 2021 K5 GT-LINE 1.6T 4CYL AUTO AWD
2 looking to get a copy of the open ro

holy states
1 will get that over to you

writer states
1 thank you

*** 06/09/2021 06:42:31 ***
Email is sent on 06/09/2021 06:41:16 by Jacob Adams
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 06/09/2021 06:41:16 and created by Jacob Adams ***
Your Case Number: [redacted]
VIN: 5XXG64J27MG[redacted]

Dear [redacted]

Thank you for the opportunity to address your concerns. At this time, your case will be escalated for additional review and you will get a call back in 2 to 3 business days with an updated status.

If you have any questions in the meantime, please feel free to contact the Kia Consumer Assistance Center at (800) 333-4542, please 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.

In the event that you believe Kia has been unable to satisfactorily address the concern, a special alternative resolution program called BBB AUTO LINE is available to you. This independent program is administered by BBB National Programs and is provided at no cost to you. You may contact them at: BBB AUTO LINE a Division of BBB National Programs, Inc. 1676 International Drive, Suite 550, McLean, VA 22102; Ph: (800) 955-5100.

Thank you for working with Kia America regarding the concern with your vehicle.

Sincerely,

Jacob Adams, Escalated Case Representative
T 520-274-1669 F 866-852-6617

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J27MG[redacted]	[redacted]	3,745

East Syracuse NY ,13057 11/18/2020 Dealer: NY058 KIA of East Syracuse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

111 Peters Canyon Road, Irvine, CA 92606 USA

*** Note - Others created on 06/09/2021 06:42:39 and created by Jacob Adams ***
** call to action **
1 customer multiple lights on
2 NY136 states still working with FTS and techline
3 dispatching due to customer requesting Buyback
4 please follow up accordingly

*** Email - External Email Sent created on 06/09/2021 06:41:16 and created by Jacob Adams ***
Your Case Number: [redacted]
VIN: 5XXG64J27MG[redacted]

Dear [redacted]

Thank you for the opportunity to address your concerns. At this time, your case will be escalated for additional review and you will get a call back in 2 to 3 business days with an updated status.

If you have any questions in the meantime, please feel free to contact the Kia Consumer Assistance Center at (800) 333-4542, please 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.

In the event that you believe Kia has been unable to satisfactorily address the concern, a special alternative resolution program called BBB AUTO LINE is available to you. This independent program is administered by BBB National Programs and is provided at no cost to you. You may contact them at: BBB AUTO LINE a Division of BBB National Programs, Inc. 1676 International Drive, Suite 550, McLean, VA 22102; Ph: (800) 955-5100.

Thank you for working with Kia America regarding the concern with your vehicle.

Sincerely,

Jacob Adams, Escalated Case Representative
T 520-274-1669 F 866-852-6617
111 Peters Canyon Road, Irvine, CA 92606 USA

*** 06/09/2021 06:44:52 ***
Dispatched from WIPBin = ECR 5Friday to Queue Eastern Region Admin by Jacob Adams
Reason: dispatching due to customer requesting Buyback

*** Phone - Call - Inbound created on 06/09/2021 12:18:58 and created by Jacob Adams ***
[redacted]owner) states
1 just got off the phone with the dealer
2 they are advising me the air bag stuff did not work
3 so they are still diagnosing
4 what is the status of my case

writer states
1 we have escalated your case in regards to you requesting buyback
2 please allow 2-3 business days for a follow up

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J27MG[redacted]	[redacted]	3,745

East Syracuse NY ,13057 11/18/2020 Dealer: NY058 KIA of East Syracuse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

customer states
1 thank you

*** Phone - Call - Inbound created on 06/15/2021 09:50:19 and created by Jacob Adams ***
[redacted]Fiance) states
1 i understand you are no longer handling her case
2 who is the case manager now

writer states
1 Hope

customer states
1 have her call me at [redacted]

writer states
1 will have that information

customer states
1 thank you very much
2 have a great day

*** Phone - Call - Outbound created on 06/15/2021 10:44:56 and created by Jacob Adams ***
Writer called NY136 service spoke Dave

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted]
VIN: 5XXG64J27MG[redacted]
Year and Model: 2021 K5 GT-LINE 1.6T 4CYL AUTO AWD
Mileage: 5037
Most recent RO#: [redacted]
Open Date: 6/1/21
Close date (if applicable):
Most recent Repair Issue and Diagnosis:
Concern: scan for diag
Cause: still working with FTS and engineers
Correction: unknown
Able to Duplicate (Y or N): Y
Repair History of current concern with DATE OPEN/CLOSE, RO#, MILLAGE, CORRECTION:
- OPEN/CLOSE 5/19-5/19, RO#90964, MILLAGE 4523, CORRECTION scanned codes
ETA for completion of repairs (if applicable): NA
Parts on order (Y/N): N
Techline Case (if applicable): [redacted]
Rental / Loaner Provided? : Y
If so, since when? : 6/1/21
Dealer contacted DPSM (if needed): N
Vehicle repaired? : N
Customer has possession? : N
Dealer Code: NY136
Original Owner (Y or N): Y

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J27MG[redacted]	[redacted]	3,745

East Syracuse NY ,13057 11/18/2020 Dealer: NY058 KIA of East Syracuse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

06/15/2021 11:26:08
Email is received on 06/15/21 11:26:00 from [redacted]

*** Email - External Email Received created on 06/15/2021 11:26:05 and created by Hope Bushnell ***
Hello! I haven't heard a word and I am about out of patience with this vehicle! I or my boyfriend [redacted] who left a message earlier as I am I'm class all day need to hear something TODAY! I'm tired of the run around. Who has my case now?

[redacted]

*** Phone - Call - Inbound created on 06/15/2021 17:13:34 and created by Hope Bushnell ***
ECA called cust. @([redacted]
1. ECA introduced self, went over case with cust
2. Cust verified that vehicle has been down at NY136, explained her frustration
3. ECA apologized for the inconvenience, seen in the case cust is interested in a replacement
4. Cust said she is, she wants exact same vehicle with the same warranty extension
5. ECA verbally extended replacement offer to cust, said that warranty extensions are through dealerships who are privately owned but wtr can certainly verified upon choosing a replacement vehicle - most dealers should be able to swap it, went over SOC in depth
6. Cust stated she would very much like that and is glad this is coming to an end, cust said all she wants is a working vehicle and the exact vehicle she paid for
7. ECA said she understood, will do the best we can to provide that for cust
8. ECA stated that she will put together offer letter and needs cust to sign and return to get process started
9. Cust stated she would, asked if it can be sent via email
10. ECA stated it can
11. Cust thanked and call ended

*** 06/15/2021 17:27:04 ***
Email is sent on 06/15/2021 17:25:14 by Hope Bushnell
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]
Attachments:
[redacted] offer letter.pdf

*** Email - External Email Sent created on 06/15/2021 17:25:14 and created by Hope Bushnell ***
Dear [redacted] Thank you so much for speaking with me over the phone today. As discussed, please find our proposed offer letter, including the option of replacing your Kia vehicle. When you are ready to return the document to me please do so by responding to this email. Please do not hesitate to let me know if you have any questions!

Sincerely,Hope B.
Consumer Affairs
Kia America

06/15/2021 18:08:57
Email is received on 06/15/21 18:08:44 from [redacted]
Attachments:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J27MG[redacted]	[redacted]	3,745

East Syracuse NY ,13057 11/18/2020 Dealer: NY058 KIA of East Syracuse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Replacement Letter 6-15-2021.pdf

*** Email - External Email Received created on 06/15/2021 18:08:52 and created by Hope Bushnell ***
Hope,

Thank you for giving me a call tonight. I appreciate you taking the time to explain to me what is going to happen. I assume that since you have my vin number that you know what my car is equipped with. Now if you happen to find one that happens to have a BOSE system in it, I'm game. Also, the warranty is extremely important to me as we spoke about. The 20 year, 200K mile warranty was the biggest seller for me, I would assume that William Kia would for sure back that for me. Please keep me in the loop. I just had a service done on my existing car, any way Kia will cover this as well? Have to ask.

Anyway, please find the paperwork attached as requested.

Thank you,
[redacted]

*** 06/16/2021 16:19:32 ***
Email is sent on 06/16/2021 16:15:36 by Hope Bushnell
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]
Attachments:
Authorization to Release Loan-Lease Information 20210518.pdf

*** Email - External Email Sent created on 06/16/2021 16:15:36 and created by Hope Bushnell ***
Dear [redacted]

Thank you so much, I am in receipt. I will accordingly need you to fill out the attached document requesting your loan information. I have looked at WIlliams KIA inventory and it appears that they do not have the models available that is like yours. Another option, I might suggest is requesting a model to be created at our manufacturing plant and allocated to Williams KIA. 2021 models are no longer being made so it will be a 2022 version. I can request it to be the same color and the same package as your existing vehicle. Only thing with this, is it could potentially take a couple months for the vehicle to be made. Is this something you would be interested in?
Sincerely,
Kia America

*** Email - External Email Sent created on 06/16/2021 16:15:36 and created by Hope Bushnell ***
Dear [redacted]

Thank you so much, I am in receipt. I will accordingly need you to fill out the attached document requesting your loan information. I have looked at WIlliams KIA inventory and it appears that they do not have the models available that is like yours. Another option, I might suggest is requesting a model to be created at our manufacturing plant and allocated to Williams KIA. 2021 models are no longer being made so it will be a 2022 version. I can request it to be the same color and the same package as your existing vehicle. Only thing with this, is it could potentially take a couple months for the vehicle to be made. Is this something you would be interested in?

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J27MG[redacted]	[redacted]	3,745

East Syracuse NY ,13057 11/18/2020 Dealer: NY058 KIA of East Syracuse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Sincerely,
Kia America

06/16/2021 17:53:13
Email is received on 06/16/21 17:53:06 from [redacted]

06/16/2021 18:18:24
Email is received on 06/16/21 18:18:18 from [redacted]
Attachments:
Loan Release Form 6-16-2021.pdf

*** Email - External Email Received created on 06/16/2021 17:53:10 and created by Hope Bushnell ***
Good Evening,
I would be interested in this. Would the options all be the same with maybe the possibility of the upgraded stereo system? If not that is ok! I just want it to be the same as what I have now and I love my car. Did you also check with Kia of East Syracuse? As that is where I bought it from originally? Also, what about the warranty? That is a must!

I will complete and return to you as soon as possible.

Thank you,
[redacted]

*** Email - External Email Received created on 06/16/2021 18:18:22 and created by Hope Bushnell ***
Another question would be, since this would be a 2022, I would assume there would not be additional cost to me for this? Also, please find the attached form that you requested.

Thank you,
[redacted]

*** 06/17/2021 09:31:19 ***
Email is sent on 06/17/2021 09:29:26 by Hope Bushnell
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 06/17/2021 09:29:26 and created by Hope Bushnell ***
Dear [redacted]

If we get a vehicle created and allocated to the selling dealership, there shouldn't be much of an issue getting their dealer warranty transferred to the other vehicle. I will reach out to my internal connection to get the vehicle allocation process started.
Sincerely,Hope B.
Consumer Affairs
Kia America

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 K5 5XXG 4J27MG[redacted]	[redacted]	3,745

East Syracuse NY ,13057 11/18/2020 Dealer: NY058 KIA of East Syracuse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

*** Email - External Email Sent created on 06/17/2021 09:29:26 and created by Hope Bushnell ***
Dear [redacted]

If we get a vehicle created and allocated to the selling dealership, there shouldn't be much of an issue getting their dealer warranty transferred to the other vehicle. I will reach out to my internal connection to get the vehicle allocation process started.
Sincerely,Hope B.
Consumer Affairs
Kia America

*** Phone - Call - Inbound created on 06/17/2021 10:37:29 and created by Hope Bushnell ***

<For Internal Use Only
ECA sent allocation request to Easter Distribution Analyst>

06/17/2021 10:49:21
Email is received on 06/17/21 10:49:14 from [redacted]

*** Email - External Email Received created on 06/17/2021 10:49:19 and created by Hope Bushnell ***
Good Afternoon,

As stated prior I just want to make sure it's the 20 year 200,000 warranty that came with the vehicle that I bought.
Also, if they are going to be building the car specifically for me, I would like for them to put in the bose radio, not an upgraded package but the speakers and radio (of course if I can't get the company to cover that cost for all of the inconvenience, I will pay for it).
Did you check with Kia of East Syracuse? I'm assuming they don't have one on lot either?

Thank you,
[redacted]

06/21/2021 09:01:38
Email is received on 06/21/21 09:01:28 from [redacted]

*** Email - External Email Received created on 06/21/2021 09:01:34 and created by Hope Bushnell ***
Hope,

Where do things stand with the order of the new car? I am hoping that my requests are honored?

Thank you,
[redacted]

*** Phone - Call - Inbound created on 06/22/2021 09:45:32 and created by Hope Bushnell ***
ECA called cust. @[redacted]

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J27MG[redacted]	[redacted]	3,745

East Syracuse NY ,13057 11/18/2020 Dealer: NY058 KIA of East Syracuse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

1. ECA calling to provide update, spoke to her internal contact and we can provide an allocated vehicle, was wanting to know how you feel about a red car because the 2022 model red version has a similar package to your car
2. Cust. asked why can't she get the wolf grey like her original? stated that was the reason she chose a replacement
3. ECA stated we can,the 2022 versions of the wolf-grey technically have a higher package but ECA stated she can see what we can do
4. cust. appreciated, verified this can take a few months due to it being made
5. ECA confirmed and thanked cust for her patience, will keep her updated
6. Cust. thanked and ended call

06/22/2021 10:37:46
Email is received on 06/22/21 10:37:41 from [redacted]

*** Note - Others created on 06/22/2021 13:20:12 and created by Shyla Hill ***

<For Internal Use Only
DPSM calls in for us to email him the case for him to review. Sieble wasnt working correctly. Emailed over.>

*** Case [redacted] is sent on 6/22/2021 13:24:41 by Shyla Hill
To: mhoff@kiausa.com
Cc: hbushnell@kiausa.com
Title: ACTION REQUIRED - No Dealer Contact:NY058, [redacted]

*** Email - External Email Received created on 06/22/2021 10:37:44 and created by Hope Bushnell ***
Hope,

So now that you have found my car, you are saying that it has everything
that I had and more, correct? Is it going to cost me extra? I am hoping not
at this point.

[redacted]

*** 06/22/2021 14:52:18 ***
Email is sent on 06/22/2021 14:51:15 by Hope Bushnell
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 06/22/2021 14:51:15 and created by Hope Bushnell ***
Dear [redacted]

No there 3ill be no additional costs for you. The order request has been submitted today i will keep you updated.
Sincerely,Hope B.Consumer Affairs
Kia America

06/22/2021 15:09:00
Email is received on 06/22/21 15:08:53 from [redacted]

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J27MG[redacted]	[redacted]	3,745

East Syracuse NY ,13057 11/18/2020 Dealer: NY058 KIA of East Syracuse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

06/22/2021 15:52:11
Email is received on 06/22/21 15:52:05 from [redacted]

*** Email - External Email Received created on 06/22/2021 15:52:09 and created by Hope Bushnell ***
Hope,

One more question, ok, maybe two.
You said the order is in. I assume you pulled up my Vin and made sure that this 2022 vehicle has all the same features, correct? Mine is awd and the GT - LINE. It also came with the mud flap, things like that.

Where is this car coming from? I assume I can inspect it as well once it gets to its destination? I'm guessing it will go to the east Syracuse location in order for them to back the original warranty? Or have you checked with Williams to see if they will back it?

Thanks,
[redacted]

*** Email - External Email Received created on 06/22/2021 15:08:58 and created by Hope Bushnell ***
Thank you, I will look forward to hearing from you!

[redacted]

07/02/2021 08:27:45
Email is received on 07/02/21 08:27:37 from [redacted]

*** Phone - Call - Inbound created on 07/02/2021 11:38:05 and created by Lisa Maynard ***
[redacted] owner
cust states
1 I need to speak to hope my cm
2 she never gets back to me

Writer states
1 apologized
2 will note for cm

cust states
1 thank you

*** Phone - No Callback created on 07/02/2021 11:40:12 and created by Lisa Maynard ***

<For Internal Use Only
^^>

*** Phone - Call - Inbound created on 07/02/2021 12:36:40 and created by Hope Bushnell ***
From: Bushnell, Hope [KUS]
Sent: Friday, July 2, 2021 12:35 PM
To: mrk@kiaofeastsyracuse.com

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J27MG[redacted]	[redacted]	3,745

East Syracuse NY ,13057 11/18/2020 Dealer: NY058 KIA of East Syracuse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Cc: Reichert, Dennis [KUS] <DReichert@Kiausa.com>
Subject: SOC Request: [redacted] // Vehicle Being Allocated to Dealer // VIN: 5XXG64J26NG[redacted] // CA CASE: [redacted]

Good Afternoon,
My name is Hope, I am an escalated case manager at Kia America and I am contacting you today In regards to one of our customers. We are attempting to perform a substitution of collateral under the state's lemon law and this customer had went into your dealership to locate a potential replacement. We had a vehicle created and it is currently going to be allocated to your dealership on or about July 15, 2021. I have attached the invoice. Please make sure not to sell this vehicle, and set it aside for the above customer when it arrives.

Although this is not a regular sale, your dealer will be "made whole", In addition, you would be retaining a Kia customer, will be able to report it as a normal sale (MSO achievement, stair step, incentive, etc.) and will be assisting the customer. I will need to provide you with all the necessary SOC documents to complete this process. Will you please let me know the amount on the vehicle for the:

- Accessories
- Document Processing Fees
- License Fees

In addition to this, the customer also purchased an extended warranty through your dealership. Can you all please assist with getting that warranty transferred over to the new vehicle? I have attached the warranty agreement.
Please let me know if you have any questions, thank you!

Hope Bushnell
Consumer Affairs
Escalated Case Administrator E
T hbushnell@kiausa.com
949.468.4762 111 Peters Canyon Road
Irvine, CA 92606 USA
www.kia.com

*** Phone - Call - Inbound created on 07/02/2021 12:43:07 and created by Hope Bushnell ***
ECA called cust. @[redacted]
1. ECA gave cust update, looks like VIN has been created and is showing an ETA of 7/15 to NY058. ECA told cust the installed options
2. Cust thanked and appreciated the update
3. ECA stated she just needs a few things from the dealer, and is waiting for response. Will call on Tuesday
4. Cust appreciated the update
call ended

*** Email - External Email Received created on 07/06/2021 16:30:07 and created by Hope Bushnell ***
From: Bushnell, Hope [KUS]
Sent: Tuesday, July 6, 2021 4:26 PM
To: 'PAKERS@DUTCHMILLERAUTO.COM' <PAKERS@DUTCHMILLERAUTO.COM>
Cc: 'rbelville@kiausa.com' <rbelville@kiausa.com>

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J27MG[redacted]	[redacted]	3,745

East Syracuse NY ,13057 11/18/2020 Dealer: NY058 KIA of East Syracuse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Subject: RE: RO Request: Steven Doss // VIN: 3KPF34AD0LE233589 // 2020 Forte GT // CA Case: 14188491

Hello,
I am following up on this, would you please advise?

Kind regards,

Hope Bushnell
Consumer Affairs
Escalated Case Administrator E
T hbushnell@kiausa.com
949.468.4762 111 Peters Canyon Road
Irvine, CA 92606 USA
www.kia.com

*** Note - Others created on 07/14/2021 11:02:20 and created by Hope Bushnell ***
ECA submitted SOC request to lender

*** Email - External Email Received created on 07/14/2021 11:02:59 and created by Hope Bushnell ***
Sales manager, dan Knoblock from NY058 emailed ECA
1. advised replacement vehicle arrived
2. wanted to discuss with ECA

*** Phone - Call - Inbound created on 07/16/2021 09:21:32 and created by Hope Bushnell ***
ECA called Dan Knoblock @NY058
1. left message with front desk for Dealer Principle to call back

*** Phone - Call - Inbound created on 07/16/2021 09:22:40 and created by Hope Bushnell ***
ECA called cust.@ ([redacted]
1. ECA updated cust that vehicle has arrived at dealership, explained she needs to obtain paperwork from them and then she will be able to move case along
2. Cust expressed how happy she was and is glad this is coming to a close
3. ECA explaiend she will be out of office end of next week but will keep contacting the dealer so that we can get this sent over before she leaves
4. Cust. appreciated
5. ECA stated she will contact next week and ended call

*** Note - Others created on 07/19/2021 12:35:06 and created by Hope Bushnell ***
ECA rec'd SOC docs from lender

*** Phone - Call - Inbound created on 07/19/2021 12:38:41 and created by Hope Bushnell ***
From: Bushnell, Hope [KUS]
Sent: Monday, July 19, 2021 12:38 PM
To: djk a <djk@kiaofeastsyracuse.com>
Cc: Reichert, Dennis [KUS] <DReichert@Kiausa.com>; Hoff, Malcolm [KUS] <MHoff@Kiausa.com>
Subject: RE: FW: SOC Request: [redacted] // Vehicle Being Allocated to Dealer // VIN: 5XXG64J26NG[redacted]

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J27MG[redacted]	[redacted]	3,745

East Syracuse NY ,13057 11/18/2020 Dealer: NY058 KIA of East Syracuse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

// CA CASE: [redacted]
Importance: High

Hi Dan,
I called you on Friday in regards to this but was unable to reach you. We need to get moving on this ASAP, the customer has been waiting a while for this vehicle and we are ready to move forward. I had the vehicle allocated to your dealership for this customer and I need you or a dealer representative to complete the paperwork. Please provide me with the document fees, license fees, and accessories so I can send you the documents.

Kind regards,

Hope Bushnell
Consumer Affairs
Escalated Case Administrator E
T hbushnell@kiausa.com
949.468.4762 111 Peters Canyon Road
Irvine, CA 92606 USA
www.kia.com

07/21/2021 09:49:48
Email is received on 07/21/21 09:49:41 from [redacted]

*** Email - External Email Received created on 07/21/2021 09:49:46 and created by Hope Bushnell ***
Good Afternoon Hope,

I wanted to bring something to your attention. I purchased the window visors for over my windows in my car and obviously they can't be taken off. Does Kia just reimburse me for that or how will that work? I can get you the invoice for them if you need it.
I look forward to hearing from you about when I can complete this transaction for my car.

Thank you,
[redacted]

*** Email - External Email Received created on 07/21/2021 10:51:48 and created by Hope Bushnell ***
ECA emailed SOC documents to Dealer Principle at @NY098

*** 07/21/2021 10:55:17 ***
Email is sent on 07/21/2021 10:52:46 by Hope Bushnell
To: [redacted]

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J27MG[redacted]	[redacted]	3,745

East Syracuse NY ,13057 11/18/2020 Dealer: NY058 KIA of East Syracuse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 07/21/2021 10:52:46 and created by Hope Bushnell ***
Dear [redacted]

Are you sure you are unable to take it off? Unfortunately as this is an added on product, and not one that originally comes with the vehicle, we will not be able to add that to our vehicle.
Sincerely,Hope B.
Consumer Affairs
Kia America

07/21/2021 11:05:16
Email is received on 07/21/21 11:05:10 from [redacted]

*** Email - External Email Received created on 07/21/2021 11:05:14 and created by Hope Bushnell ***
Oh I am for sure that they won't come off and that is fine, it's wasn't
like hundreds of dollars so all is good.

Thank you

*** Phone - Call - Inbound created on 07/22/2021 10:51:52 and created by Hope Bushnell ***
ECA called Dealer Principle @ NY058
1. Following up on documents
2. DP stated hes swamped will try to get it over today
3. Wtr stated she will be OOO, will return Monday
4. DP said hell send it over, ECA provided contact if necessary

*** Phone - Call - Inbound created on 07/22/2021 10:54:27 and created by Hope Bushnell ***
ECA called cust
- Gave update

*** Note - Others created on 07/26/2021 09:28:29 and created by Hope Bushnell ***
Morley case #528146

*** 07/26/2021 09:30:36 ***
Email is sent on 07/26/2021 09:29:02 by Hope Bushnell
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 07/26/2021 09:29:02 and created by Hope Bushnell ***
Dear [redacted] I have good news; I have received all the necessary paperwork to initiate scheduling of the replacement transaction for your Kia K5. Kia Motors America works with our outside vendor, Morley, to accomplish this process. Please expect contact from a Morley representative in the next 5 to 10 business days to schedule a date for your current vehicle to be turned in and for you to pick up the new K5 at Kia of East Syracuse. At the time of delivery of the new vehicle, your lender requires several documents be completed to reflect the Substitution of Collateral on your existing account. Please review the attached substitution of collateral package prior to your appointment and familiarize yourself with the forms and attachments that will need to be completed during your appointment. While the same instructions will be provided to the dealership, please ensure that you do not leave on

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J27MG[redacted]	[redacted]	3,745

East Syracuse NY ,13057 11/18/2020 Dealer: NY058 KIA of East Syracuse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

the day of your appointment until these documents have been completed in full. This will ensure that your account with your lender is updated to reflect your new vehicle in a timely fashion. If you would like to contact Morley directly for scheduling, you may do so at (800) 518-3498 and reference their Scheduling Number (528146)
Sincerely,Hope B.
Consumer Affairs
Kia America

*** Phone - Call - Inbound created on 07/26/2021 09:40:23 and created by Hope Bushnell ***

From: djk a <djk@kiaofeastsyracuse.com>
Sent: Friday, July 23, 2021 8:22 AM
To: Bushnell, Hope [KUS] <HBushnell@Kiausa.com>
Cc: Rene Neupert <rene@kiaofeastsyracuse.com>; Reichert, Dennis [KUS] <DReichert@Kiausa.com>; Hoff, Malcolm [KUS] <MHoff@Kiausa.com>; Dan <djk@kiaofeastsyracuse.com>; Haisley, Victoria [KUS] <VHaisley@Kiausa.com>
Subject: [redacted] Docs

Please find executed docs for the [redacted] substitution of collateral. Please send all docs when ready.

Thank you,

07/26/2021 11:35:23
Email is received on 07/26/21 11:35:15 from [redacted]

*** Email - External Email Sent created on 07/21/2021 10:52:46 and created by Hope Bushnell ***
Dear [redacted]

Are you sure you are unable to take it off? Unfortunately as this is an added on product, and not one that originally comes with the vehicle, we will not be able to add that to our vehicle.
Sincerely,Hope B.
Consumer Affairs
Kia America

*** Email - External Email Received created on 07/26/2021 11:35:20 and created by Hope Bushnell ***
This is great news.
Are there suppose to be forms attached for me to complete in this email?

[redacted]

*** Phone - Call - Outbound created on 07/28/2021 15:04:44 and created by Michael Ahn ***
Writer contacted customer but didn't answer

*** 07/28/2021 15:06:11 ***
Email is sent on 07/28/2021 15:04:00 by Victoria Haisley
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 K5 5XXG 4J27MG[redacted]	[redacted]	3,745

East Syracuse NY ,13057 | 11/18/2020 | Dealer: NY058 KIA of East Syracuse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

*** Email - External Email Sent created on 07/28/2021 15:04:00 and created by Victoria Haisley ***
Hello,

My name is Victoria with Kia America. Hope is currently out of the office, so I will be assisting her while she's gone. As you may know, your case has been sent to Morley for scheduling a time and date for you to pick up your new vehicle. They are requesting a copy of the front and back of the title before they can get started. Can you please reply to this email with that so we can send it over to them? Please feel free to reply here, or call me at the number listed below, with any questions.

Sincerely,

Victoria H.
Kia America, Inc.
Consumer Affairs
Phone: 949-468-4551

*** Email - External Email Sent created on 07/28/2021 15:04:00 and created by Victoria Haisley ***
Hello,

My name is Victoria with Kia America. Hope is currently out of the office, so I will be assisting her while she's gone. As you may know, your case has been sent to Morley for scheduling a time and date for you to pick up your new vehicle. They are requesting a copy of the front and back of the title before they can get started. Can you please reply to this email with that so we can send it over to them? Please feel free to reply here, or call me at the number listed below, with any questions.

Sincerely,

Victoria H.
Kia America, Inc.
Consumer Affairs
Phone: 949-468-4551

07/28/2021 17:27:32
Email is received on 07/28/21 17:27:17 from [redacted]
Attachments:
Back of Title.pdf
Front of Title.pdf

*** Email - External Email Received created on 07/28/2021 17:27:22 and created by Victoria Haisley ***
Victoria,

Please find the front and back of the title attached. I also have asked Hope if there were forms that were suppose to be attached for me to complete prior to me going to the dealership? Also, I will need the VIN of the new car in order to get an insurance binder for the new vehicle once it is ready for me.

Thank you,
[redacted]

*** 07/29/2021 08:07:54 ***

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J27MG[redacted]	[redacted]	3,745

East Syracuse NY ,13057 | 11/18/2020 | Dealer: NY058 KIA of East Syracuse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Email is sent on 07/29/2021 08:06:18 by Victoria Haisley
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 07/29/2021 08:06:18 and created by Victoria Haisley ***
Good morning,

Great, thank you for sending that over. No, there aren't any forms that need to be completed before going to the dealership at this time. If there are any forms, Morley will send them to you. The replacement vehicle's VIN is 5XXG64J26NG[redacted] Please let me know if you have any other questions or concerns.

Sincerely,

Victoria H.
Kia America

*** Email - External Email Sent created on 07/29/2021 08:06:18 and created by Victoria Haisley ***
Good morning,

Great, thank you for sending that over. No, there aren't any forms that need to be completed before going to the dealership at this time. If there are any forms, Morley will send them to you. The replacement vehicle's VIN is 5XXG64J26NG[redacted] Please let me know if you have any other questions or concerns.

Sincerely,

Victoria H.
Kia America

07/29/2021 09:50:54
Email is received on 07/29/21 09:50:46 from [redacted]

*** Email - External Email Received created on 07/29/2021 09:50:51 and created by Victoria Haisley ***
Thank you for the information.

[redacted]

*** 07/29/2021 09:55:28 ***
Assigned to WIPBin Attention (New Cases) of Hope Bushnell by Victoria Haisley
Reason: Dispatching back to case owner

08/04/2021 07:41:02
Email is received on 08/04/21 07:40:52 from [redacted]

*** Email - External Email Received created on 08/04/2021 07:40:58 and created by Hope Bushnell ***
Victoria,

I have not heard from Morely yet, is it possible you can get me some information?

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J27MG[redacted]	[redacted]	3,745

East Syracuse NY ,13057 11/18/2020 Dealer: NY058 KIA of East Syracuse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Thanks,
[redacted]

*** 08/04/2021 11:12:38 ***
Email is sent on 08/04/2021 11:11:17 by Hope Bushnell
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 08/04/2021 11:11:17 and created by Hope Bushnell ***
Dear [redacted]

I apologize, you haven't heard from Morley as of yet because their system is down and they are experiencing technical difficulties. Once they are up and running again which will hopefully be within the next few days, you should expect a contact from them.
Sincerely,Hope B.Consumer Affairs
Kia America

08/08/2021 16:49:00
Email is received on 08/08/21 16:48:49 from [redacted]

*** Email - External Email Received created on 08/08/2021 16:48:54 and created by Hope Bushnell ***

From: LAYLA SMITH <lsmithboomerkia@gmail.com>
Sent: Monday, August 9, 2021 8:22 AM
To: Bushnell, Hope [KUS] <HBushnell@Kiausa.com>
Subject: Re: CA Case: 14136103 // Justin Hatcher // 3KPF24AD6LE154401

Looks like it is saying August 21st now. However, it does say, "in transit to the US", so I am hoping maybe it will get here before then. I will keep you posted.

08/10/2021 08:01:36
Email is received on 08/10/21 08:01:23 from [redacted]

*** Email - External Email Received created on 08/10/2021 08:01:31 and created by Hope Bushnell ***
Hope/Victoria,

Good Morning, I am checking in with you as Morley states they are awaiting for paperwork from Kia. I am not sure what they are missing at this point, but what I do know if my car has been sitting up in Syracuse for almost a month now and yet, I am still getting email after email about welcoming me to my new k5 and to take a survey on how I like it. Can't do it, if I don't have the car.
Any information would be greatly appreciated.

[redacted]

*** 08/10/2021 14:24:53 ***
Email is sent on 08/10/2021 14:21:54 by Hope Bushnell

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J27MG[redacted]	[redacted]	3,745

East Syracuse NY ,13057 11/18/2020 Dealer: NY058 KIA of East Syracuse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 08/10/2021 14:21:54 and created by Hope Bushnell ***
Dear [redacted]

Thank you for your email. We are simply waiting for Morley to do their part in setting up the appointment and making sure the dealership has all of the necessary documents to successfully surrender the vehicle your currently in. they are slowly regaining access to some of their internal programs so hopefully they will be able to be up and running soon and contact you.I greatly apologize for the inconvenience and your patience is very appreciated.
Sincerely,Hope B.
Consumer Affairs
Kia America

08/23/2021 06:37:50
Email is received on 08/23/21 06:37:37 from [redacted]
Attachments:
'5XXG64J26NG[redacted]pdf

*** Email - External Email Received created on 08/23/2021 06:37:42 and created by Hope Bushnell ***
Good Morning!
I have been able to pull this car up on the kia of east Syracuse website
and if the Vin number is correct in what you have sent me, it does NOT show
the BOSE system on the vehicle information sheet. Can you please verify?
Thank you,
[redacted]

*** 08/26/2021 11:00:17 ***
Email is sent on 08/26/2021 10:58:30 by Hope Bushnell
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 08/26/2021 10:58:30 and created by Hope Bushnell ***
Dear [redacted]

My understanding is that the vehicle is equipped with our standard sound system. I believe this is the Bose System you are referring to but I'm not 100% sure. If it is not, that means that it is not our standard and would be considered an added-on accessory which in that case we would not pay for.
Sincerely,Hope B.
Consumer Affairs
Kia America

*** Email - External Email Sent created on 08/26/2021 10:58:30 and created by Hope Bushnell ***
Dear [redacted]

My understanding is that the vehicle is equipped with our standard sound system. I believe this is the Bose System you are referring to but I'm not 100% sure. If it is not, that means that it is not our standard and would be

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J27MG[redacted]	[redacted]	3,745

East Syracuse NY ,13057 11/18/2020 Dealer: NY058 KIA of East Syracuse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

considered an added-on accessory which in that case we would not pay for.
Sincerely,Hope B.
Consumer Affairs
Kia America

08/26/2021 16:39:53
Email is received on 08/26/21 16:39:46 from [redacted]

*** Email - External Email Received created on 08/26/2021 16:39:51 and created by Hope Bushnell ***
Hope,

If you look back in our previous emails, we spoke about this and I offered to pay for the BOSE to be put into this vehicle. First off, the system that is in the 2022, is not a BOSE. Secondly, it isn't even an option for the GT line, only available for the GT. I would have thought you or someone there would have known this and not say that I could have it. This whole process has been nothing but a huge headache, but now is over!

Thank you for your help with the situation but you may want to know what features are available for the vehicles that are being replaced for future customers.

[redacted]

*** Note - Others created on 09/02/2021 14:20:13 and created by Hope Bushnell ***
Vehicle turned into NY058

*** Note - Others created on 09/09/2021 13:53:50 and created by Hope Bushnell ***
VRS #115690 submitted

*** Note - Others created on 09/09/2021 14:51:04 and created by Hope Bushnell ***
ECA rec'd final RO

*** 09/09/2021 14:51:44 ***
Closed by Hope Bushnell with Resolution Code : Repurchase/SOC
[Resolution Summary]
115690
528146
Replacement VIN: 5XXG64J26NG[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP 4HC3MG[redacted]	[redacted]	7, 81

Vero Beach, FL 329 2 09/08/2020 Dealer: FL07 KIA of Vero Beach

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Dashboard Light Operation

Case History

Dealer : KIA of Vero Beach
Technician : Mike Moretti
Service Manager : HUGO TORRES
Dealer Phone :
DPSM : Jessica Brownlee
Vehicle Model : TELLURIDE S V6 FWD AUTO
Model Year : 2021
Mileage : 7681
Initial comments by Technician found in TL Case #14073309 :

[Problem Description]
C/S FORWARD COLLISION WARNING LIGHT AND **LANE KEEP** WARNING KEEPS COMING ON DASH

[Diagnostics Performed]
VERIFIED CONCERN. FOUND 2 DTCS. MFC-C160649 // **SCC**-C180581. ACTIVE DTCS. CHECKED MFC CONNECTOR AND IT WAS PLUGGED IN ALL THE WAY. CHECKED MFC PIN 5, HAD B+ VOLTAGE, AND PIN 7 HAD GROUND WITH NO RESISTANCE. NO UPGRADES OR TSBS FOR THIS CODE.

*** Dispatched to Queue Telluride Auto-Created Cases on 03/30/2021 01:07:30 (PST)

*** 03/30/2021 05:11:57 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Inbox by Jada Jones

*** 03/30/2021 05:23:42 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue Callcenter by Jada Jones

*** 03/31/2021 12:17:48 ***
Accepted from Queue Callcenter to WIPBin Default by Cinthya Espinoza-Peregrina

*** 03/31/2021 14:06:24 ***
Dispatched from WIPBin Default to Queue ZZ Roberto Salazar by Cinthya Espinoza-Peregrina

*** 04/02/2021 08:46:00 ***
Accepted from Queue ZZ Roberto Salazar to WIPBin Default by Roberto Salazar

*** Phone - Call - Outbound created on 04/07/2021 10:42:42 and created by Roberto Salazar ***
Writer Contacted FL076 Service Department (772) 569-8000
Writer Left Voicemail Message Service Department

Writer States:
1. Provided customer contact information.
2. Requested RO.
3. Requested Callback.

*** Phone - Call - Outbound created on 04/07/2021 10:45:26 and created by Roberto Salazar ***
Writer Contacted Customer Primary Phone #: (772) 460-8442
Writer Left Voicemail Message

Writer States:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP 4HC3MG[redacted]	[redacted]	7, 81

Vero Beach, FL 329 2 09/08/2020 Dealer: FL07 KIA of Vero Beach

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Dashboard Light Operation

1. Provided contact information.
2. Following up on case.
3. Requested call back.

*** 04/07/2021 10:46:07 ***
Email is sent on 04/07/2021 10:46:01 by Roberto Salazar
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 04/07/2021 10:46:01 and created by Roberto Salazar ***
Your Case Number: [redacted]
VIN: 5XYP64HC3MG[redacted]

Dear [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 (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 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]

*** Email - External Email Sent created on 04/07/2021 10:46:01 and created by Roberto Salazar ***
Your Case Number: [redacted]
VIN: 5XYP64HC3MG[redacted]

Dear [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.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP 4HC3MG[redacted]	[redacted]	7, 81

Vero Beach, FL 329 2 09/08/2020 Dealer: FL07 KIA of Vero Beach

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Dashboard Light Operation

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) 333-4542 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 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]

*** 04/07/2021 10:46:37 ***
Closed by Roberto Salazar with Resolution Code : No Cust Contact
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYRH4LF1MG[redacted]	14074583	12,000
St. Augustine FL 3208		11/18/2020	Dealer: FL159	Family KIA of St.

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Case History

*** 03/30/2021 05:41:25 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 03/30/2021 05:36:03 and created by Lisa Maynard ***
[redacted] owner
cust states
1 when you are in **CRUISE CONTROL** it had no power
2 we pulled over then cel went off and it was fine
3 a few days ago it did same thing
4 dealer tells me they do not offer loaner vehicles

Writer states
1 Apologized
2 where is veh now

cust states
1 I have not set an appt yet
2 this is my 2nd Kia

Writer states
1 advi veh would need to be diagnosed before loaner offered
2 advi can rent for 45.00 a day not including fuel or insurance and if veh is repaired for warranty can submit for reimbursement
3 advi of case #
4 a dvi call back when veh is at dealer

cust states
1 thank you

*** 03/30/2021 05:41:37 ***
Closed by Lisa Maynard with Resolution Code : Referred to Dlr
[Resolution Summary]

*** 03/31/2021 10:13:27 ***
Reopened by Michele Jansepar with Sub Status of Working

*** Phone - Call - Inbound created on 03/31/2021 10:13:33 and created by Michele Jansepar ***
Owner [redacted] called.
1. took vehicle to dealer
2. caling back so you will follow the case.

Wrt states:
1. apologize.
2. Dealer
3. contact?

Cust states:
1. Family kia, San augistine.
2. No contact.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYRH4LF1MG[redacted]	14074583	12,000
St. Augustine FL 3208		11/18/2020	Dealer: FL159	Family KIA of St.

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Wrt states:
1. rentals not a provision of the warranty.
2. Provided at dlr discretion.
3. can rent a vehicle, once diag . with a warranty repair concern , and submit to dealer for reimburs.ement.

Cust states :
1. Won't be doing that.

wrt states:
1. research
2. call you back in 3-4 business days.
3. offers case #

Cust states;
1. got it
2. thanks.

*** Phone - Call - Outbound created on 03/31/2021 10:22:57 and created by Michele Jansepar ***
Called FL159 svc dept.
wrt states;
1.ro info.

Rick Svc states:
Customer Name: [redacted]
Customer Phone#
Customer Address:
Mileage 12157
Most recent RO # [redacted]
Open date:3/302021
Close Date:
Most recent repair issue and Diagnosis:
cust states; cel is on
DX: needs number 1 coil.
Repeat Repair (Y/N), iNf so, how many times;
Repair History of current concern with dates (open and closed)
And mileage:
ETA for completion of repairs (if applicable): overnighted it today hopefully shows up tomorrow.
Parts on order (Y/N,)
Part #
Order#
Rental/loaner Provided? N
If so, since when? None available.
Vehicle repaired: N
Customer has possession? : N

*** Phone - Call - Inbound created on 03/31/2021 10:26:31 and created by Michele Jansepar ***
Called customer [redacted]
Wrt states:
1. spoke with dealer.
2. ignition coil needs replaced.
3. overnight ordered. hoping it comes in tomorrow.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYRH4LF1MG[redacted]	14074583	12,000

St. Augustine FL 32086 | 11/18/2020 | Dealer: FL159 Family KIA of St.

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

4. no loaners avail.

Cust states:
1. That's how it always is with them.
2. they never have a loaner avail
3. their carwash is always broken as well.
4. thank you.

wrt states;
1. concern documented.

*** Note - Others created on 06/19/2021 07:14:11 and created by Michele Jansepar ***
per warranty history; repaired at dealer.

*** 06/19/2021 07:14:45 ***
Closed by Michele Jansepar with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC1MG[redacted]	[redacted]	1,371
Duluth , MN 55804		11/25/2020	Dealer: MN007 KIA of Duluth	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Dashboard Light Operation

Case History

*** 03/30/2021 17:54:15 (GMT-07:00) Mountain Time (US & Canada) ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 03/30/2021 15:50:28 (GMT-07:00) Mountain Time (US & Canada) and created by Linda Welter ***
Customer States: [redacted] ([redacted]
1 My first brand new car and first Kia that I have owned.
2. Concern is that when I received the vehicle 2/25/21.
3. Less then a month later was in the shop for 22 days.
4. Received the vehicle back 3/26.
5. Had a warning light while driving, triggered 6 codes.
6. Ended up being a loose connector with wire harness, causing shorts.
7. I feel like I am due some type of compensation.
8. Monthly payment of $ 709.00 for $50.000 car.
9. Out of commission for 22 days.
10. I do have a Kia loan.

Writer States:
1. Apologized.
2. Advised can review for a payment, maintain plan or accessory.

Customer States:
1. For inconvenience because I did not tell all of vehicle purchase experience.
2. The vehicle sat for a month until delivered to DLR for pick up.
3. I would request a payment reimbursement and the maintenance plan?
4. What all is included in the maintenance plan?

Writer States:
1. Advised will need the sales contract, payment made confirmation and the RO from repair attached at Kia.com
2. Advised will have request reviewed and will contact back with what is approved and the maintenance details.
3. Advised on case ands contact information.

Customer States:
1. Usually not a complainer, just seemed like this should be provide for the circumstances.
2. Will sedn in the necessary documents.
3. Survey accepted, call ended.

*** 03/30/2021 18:32:23 ***
699E9B52-2330-467D-B5A0-4024ADC7FC5C.jpeg added by [redacted] on 03/30/2021 18:32:23

*** 03/30/2021 18:32:24 ***
5727908D-54F6-440A-A6BD-4CE76362A5CD.jpeg added by [redacted] on 03/30/2021 18:32:24

*** 03/30/2021 18:32:25 ***
6D15C31A-782F-4574-A24D-3EF84A3F32EB.jpeg added by [redacted] on 03/30/2021 18:32:25

*** 03/30/2021 18:32:26 ***
0DF82EFA-676B-4A33-9B96-84C975B14803.jpeg added by [redacted] on 03/30/2021 18:32:26

*** 03/30/2021 18:32:27 ***
1862A16A-9DCB-46F9-80E1-D054CF0FA8BD.jpeg added by [redacted] on 03/30/2021 18:32:27

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC1MG[redacted]	[redacted]	1,371
Duluth , MN ,5580		11/25/2020	Dealer: MN007 KIA of Duluth	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Dashboard Light Operation

*** 03/30/2021 18:32:28 ***
Web - Note created on 03/30/2021 18:32:28 and created by [redacted]
Requested documentation

*** 04/01/2021 15:32:11 ***
Email is sent on 04/01/2021 15:31:36 by Cinthya Espinoza-Peregrina
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 04/01/2021 15:31:36 and created by Cinthya Espinoza-Peregrina ***
Dear [redacted]

Due to vehicle down from 3/4/21-3/26-21 we will only able to authorized one car payment I will be sending you an offer letter
Sincerely,
Kia Motors America

*** Email - External Email Sent created on 04/01/2021 15:31:36 and created by Cinthya Espinoza-Peregrina ***
Dear [redacted]

Due to vehicle down from 3/4/21-3/26-21 we will only able to authorized one car payment I will be sending you an offer letter
Sincerely,
Kia Motors America

*** 04/01/2021 15:38:10 ***
Email is sent on 04/01/2021 15:37:54 by Cinthya Espinoza-Peregrina
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 04/01/2021 15:37:54 and created by Cinthya Espinoza-Peregrina ***
Sent via email to: <[redacted]

4/1/2021

[redacted]
DELUTH, mn [redacted]

Re: Message or Request ID: [redacted]
Last Name: [redacted]
Email: [redacted]
Year / Model: 2021 / TELLURIDE EX V6 AWD AUTO
VIN: 5XYP3DHC1MG[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP3DHC1MG[redacted]	[redacted]	1,371
Duluth , MN ,5580		11/25/2020	Dealer: MN007 KIA of Duluth	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Dashboard Light Operation

Dear [redacted]

Thank you for contacting Kia Motors America (KMA). We appreciate your feedback and the opportunity to address your concerns. This letter is in regard to your Kia vehicle, referenced above. On behalf of KMA, please accept our apologies for any inconvenience you may have experienced with your vehicle. This confirms you and KMA have reached the following resolution(s) based on your previous correspondence with KMA and our shared understanding of your case history.

Kia shall offer _one car payment of $710.00_____ as a goodwill gesture due to inconveniences experienced.
All vehicle warranties would remain in full effect as stated in the vehicle's Warranty and Consumer Information Manual. Please advise of your acceptance of this goodwill offer by replying directly to this email. Also, please verify the spelling of your name and the correct mailing address where the goodwill should be sent.

Once all necessary information has been received, please allow approximately 45 days for completion of this process. Thank you for your courtesy and cooperation.

In the event that you believe Kia has been unable to satisfactorily address the concern, a special alternative resolution program called BBB AUTO LINE is available to you. This independent program is administered by BBB National Programs and is provided at no cost to you. You may contact them at: BBB AUTO LINE a Division of BBB National Programs, Inc. 1676 International Drive, Suite 550, McLean, VA 22102; Ph: (800) 955-5100.

Sincerely,

Kia Motors America

04/01/2021 18:12:06
Email is received on 04/01/21 18:11:59 from townbrady@gmail.com

*** Email - External Email Sent created on 04/01/2021 15:37:54 and created by Cinthya Espinoza-Peregrina ***
Sent via email to: <[redacted]

4/1/2021

[redacted]
DELUTH, mn [redacted]

Re: Message or Request ID: [redacted]
Last Name: [redacted]
Email: [redacted]
Year / Model: 2021 / TELLURIDE EX V6 AWD AUTO
VIN: 5XYP3DHC1MG[redacted]

Dear [redacted]

Thank you for contacting Kia Motors America (KMA). We appreciate your feedback and the opportunity to address your concerns. This letter is in regard to your Kia vehicle, referenced above. On behalf of KMA, please accept our apologies for any inconvenience you may have experienced with your vehicle. This confirms you and KMA have

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP3DHC1MG[redacted]	[redacted]	1,371

Duluth , MN ,5580 11/25/2020 Dealer: MN007 KIA of Duluth

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Dashboard Light Operation

reached the following resolution(s) based on your previous correspondence with KMA and our shared understanding of your case history.

Kia shall offer _one car payment of $710.00_____ as a goodwill gesture due to inconveniences experienced.
All vehicle warranties would remain in full effect as stated in the vehicle's Warranty and Consumer Information Manual. Please advise of your acceptance of this goodwill offer by replying directly to this email. Also, please verify the spelling of your name and the correct mailing address where the goodwill should be sent.

Once all necessary information has been received, please allow approximately 45 days for completion of this process. Thank you for your courtesy and cooperation.

In the event that you believe Kia has been unable to satisfactorily address the concern, a special alternative resolution program called BBB AUTO LINE is available to you. This independent program is administered by BBB National Programs and is provided at no cost to you. You may contact them at: BBB AUTO LINE a Division of BBB National Programs, Inc. 1676 International Drive, Suite 550, McLean, VA 22102; Ph: (800) 955-5100.

Sincerely,

Kia Motors America

*** Email - External Email Received created on 04/01/2021 18:12:04 and created by Cinthya Espinoza-Peregrina ***
I accept payment of $710. My name is [redacted] My address is 301 W Faribault Street. Duluth MN 55803

Sent from my iPhone

*** 04/02/2021 13:00:49 ***
Goodwill #: 185852 Submitted

*** Phone - Call - Inbound created on 04/05/2021 14:18:24 and created by Lindsey Herron ***
Customer [redacted] (owner)
1. I called and talked to Linda a little bit ago on this case.
2. I had some work done on my Telluride and it appeared to be fixed.
3. I picked it up on Friday and it's doing it again.

Wrt.
1. Apologized.
2. Have you returned it to the dealer?

Customer [redacted] (owner)
1. Not yet, I'm pretty frustrated obviously.

Wrt.
1. Advised to return to dealer.
2. Advised will update notes for CM.
3. Please let us know when you get it into the dealership,.

Customer [redacted] (owner)
1. What are my options now?
2. I just don't have any idea what to expect.
3. Is there an option to replace this vehicle?

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC1MG[redacted]	[redacted]	1,371
Duluth , MN ,5580		11/25/2020	Dealer: MN007 KIA of Duluth	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Dashboard Light Operation

Wrt.
1. Kia participates in a third-party arbitration program through BBB AUTO LINE (this service is free of charge to Kia customers).
Please reference your Warranty and Consumer Information Manual (WCIM) for more details about the BBB arbitration program. We are escalating your case to ECR and you should expect a callback in 2-3 business days.

Customer [redacted] (owner)
1. I will be taking the vehicle back to the dealer tomorrow afternoon.
2. Thank you

*** Phone - Call - Inbound created on 04/06/2021 14:03:20 and created by Lindsey Herron ***
Customer [redacted] (owner)
1. I just wanted to let you know that I dropped the vehicle off at the dealership today.

Wrt.
1. Advised will go ahead and update the case and get it escalated.

Customer [redacted] (owner)
1. Thank you

*** Phone - Call - Outbound created on 04/06/2021 14:04:59 and created by Lindsey Herron ***
Wrt Contacted Dlr MN007
1. Introduced self
2. Requesting RO info
3. Provided VIN

Customer Name: [redacted]
Customer phone #: ([redacted]
Customer address: [redacted] DULUTH ,MN [redacted]
VIN: 5XYP3DHC1MG[redacted]
MY and Mileage: 2021/1614
Most recent RO# Open Date and Close date (if applicable): [redacted] 4/6/21
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis: Customer States: screen going black Dlr States: still diagnosing
Able to Duplicate (Y or N): Y
Repeat Repair (Y/N), if so, how many times?: Y
Repair History of current concern with RO#, Open and Closed dates with mileage: 6151296 3/4/21-3/31/21 100 miles
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): N/A
Rental / Loaner Provided? If so, since when?: Y 4/6/21
Dealer contacted DPSM (if needed): N
Vehicle repaired?: N
Customer has possession?: N
Dealer Code/Selling Dealer (Y or N): MN007 Y
Original Owner (Y or N): Y
What is current Customer Request (if needed): N/A

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC1MG[redacted]	[redacted]	1,371
Duluth , MN 5580		11/25/2020	Dealer: MN007 KIA of Duluth	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Dashboard Light Operation

*** Note - Others created on 04/06/2021 14:11:04 and created by Lindsey Herron ***
Call to Action:
1. Customer states screen going black, vehicle has been in shop longer than customer has owned vehicle
2. DLRMN007 states vehicle currently in shop for same issue, just returned vehicle after a month on 3/31/21
3. Disclaimer read verbatim
4. Customer requesting buyback

*** 04/06/2021 14:13:20 ***
Dispatched from WIPBin = Default to Queue Central Region ECR by Lindsey Herron
Reason: Customer requesting buyback

*** 04/07/2021 04:48:05 ***
Accepted from Queue Central Region ECR to WIPBin 08. Central by Kayla Erwin

*** 04/07/2021 06:00:22 ***
Assigned to WIPBin RO recap of Heather Orosco by Kayla Erwin
Reason:

*** 04/16/2021 05:09:32 ***
95751E06-E48B-4D9F-A0B2-27A159BA6215.jpeg added by [redacted] on 04/16/2021 05:09:32

*** 04/16/2021 05:09:34 ***
FC2EE134-88AF-443B-B4A3-9BB81447969C.png added by [redacted] on 04/16/2021 05:09:33

*** 04/16/2021 05:09:34 ***
ECC33BE4-B366-4DDE-A271-54DCAE80D242.jpeg added by [redacted] on 04/16/2021 05:09:34

*** 04/16/2021 05:09:35 ***
602C4BDE-BF4F-4126-89CB-99DEC3F9B9F6.jpeg added by [redacted] on 04/16/2021 05:09:35

*** 04/16/2021 05:09:36 ***
6C551B42-5D8A-49FE-8421-2C047D577C3E.jpeg added by [redacted] on 04/16/2021 05:09:36

*** 04/16/2021 05:09:37 ***
Web - Note created on 04/16/2021 05:09:37 and created by [redacted]
I took pictures of my dash to show the same intermittent issues I'm having even after the original repair.

*** Phone - Call - Outbound created on 04/26/2021 07:49:55 and created by GW Marriot ***
Service Adviser Stated: unable to duplicate concern on second visit.

Customer Name: [redacted]
Customer Phone: [redacted]
Most recent RO #: [redacted]
Open Date - 4/6/2021
Close Date - still open
Most recent Repair Issue and Diagnosis: grounds loose on the vehicle.
Concern - Customer states: Loosing all dash lights.
Cause -
Correction -connectors.
Vehicle Repaired ?: N
Customer has possession?: Y

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC1MG[redacted]	[redacted]	1,371
Duluth , MN 5580		11/25/2020	Dealer: MN007 KIA of Duluth	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Dashboard Light Operation

ETA for completion of repairs (if applicable):
Parts on order (Y/N), if so obtain part#,
Part #
Order #
Rental / Loaner Provided? If so, since when?: N

*** Phone - Call - Inbound created on 04/26/2021 07:40:51 and created by GW Marriot ***
Customer states:
1. Have had issues about 40 times,
2. loose my power steering, my blinker, my speedometer, gas gauge, loose my gear selection and the ability to make a call.
3. Have check engine light go on.
4. Cannot use **CRUISE CONTROL**.
5. Engine temp light goes on.
6. Outside temperature does not work, and loose icy road detection.
7. Have hi beam light detection system comes on and loose **LANE ASSIST**.
8. Miles to empty fluctuates and tire pressure light comes on.
9. Blind spot collision system does not work correctly.
10. Have had vehicle to dealership 3 weeks the first time.
11.Happened a month later, but because it is intermittent had the vehicle a week.
12. Then it happened again this weekend.

*** Phone - Call - Inbound created on 04/26/2021 07:58:07 (GMT-07:00) Arizona and created by Heather Orosco ***
Inbound call Owner [redacted]

Writer States :

1.Introduced self from escalated Division
2.Is this [redacted] ?

Customer States :

1.Yes, i just spoke to someone that said you can help me

Writer States :

1.Yes, i do apologize
2.I received your case regarding CEL on ?

Customer States :

1.Yes well i advised the person i was speaking to on multiple concerns

Writer States :

1.Power steering, my blinker, my speedometer, gas gauge,
2.**CRUISE CONTROL**, Outside temperature does not work, loose **LANE ASSIST**, hi beam light detection system comes on
3.Miles to empty fluctuates and tire pressure light comes on, Blind spot collision system does not work correctly.

Customer States:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP3DHC1MG[redacted]	[redacted]	1,371

Duluth , MN 55805 | 11/25/2020 | Dealer: MN007 KIA of Duluth

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Dashboard Light Operation

1.What my options are ?
2.I enjoy driving the vehicle
3.All of lights comes on the dash
4.Intermittien
5.Since i have had the vehicle
6.It's frustrating
7.Will drive good for weeks

Writer States:

1. I would recommend taking the vehicle to KIA dealer to have diagnosed if concerns re-occur
2.Are you claiming Buyback?

Customer States :

1.My first choice would be to get these issues fixed
2.Intsead of Buyback what a about a trade ?

Writer States :

1.Buyback is based off of your State law, we can review
2.Trade would be between you & Sales

Customer states :

1. I do not like the options
2.After I cut the car off then turn back on has same issues
3.Very random 4 or 5 x's does that for a few days then disappears then everything is operational
4.When I take the vehicle to the dealer issues do not happen
5.The dealer thinks I am crazy
6.Issue with mileage has been happening over months
7.GoIng on since 03/03/21
8.I've had the car since the beginning of February

Writer States :

1.What are you requesting of KIA ?

Customer States :

1.Car payment reimbursement

Writer States :

1.A GW of $710.00 was submitted for time down in March
2.Currently process take 4 to 6 weeks
3.Rouhly the 6th week you will get an automated email when check will be mailed out

Customer States :

1.I want my vehicle fixed

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP3DHC1MG[redacted]	[redacted]	1,371

Duluth , MN 55803 | 11/25/2020 | Dealer: MN007 KIA of Duluth

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Dashboard Light Operation

2.The resources at the dealer does not feel adequate
3.They pulled a tech out of state they found an issue they seemed to identify things more quicker
4.But I am still having the same issue before
5.I have lost faith
6.Can you submit another car payment ?

Writer States :

1.When you take the vehicle to KIA dealer and if time down for testing and diagnosing for these concerns
2.We can review for Car payment reimbursement
3.We may have to get FTS involved also

Customer States :

1.Can you please document what you are stating?

Writer States :

1.Yes i have documented what i have advised & what we have discussed

Customer States :

1.OK thank you

Writer States :

1.You're welcome
2.Call ended

*** 04/27/2021 07:41:45 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 185852 Final Approved

*** 04/27/2021 07:41:46 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 04/27/2021 07:41:46 (GMT-08:00) Pacific Time (US & Canada) by Siebel System - Auto Message
To: [redacted]
Cc: [redacted]
Title: Update from Kia, Case # [redacted]

Dear [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

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP3DHC1MG[redacted]	[redacted]	1,371

Duluth , MN 55804 | 11/25/2020 | Dealer: MN007 KIA of Duluth

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Dashboard Light Operation

*** 04/29/2021 09:06:44 (GMT-07:00) Arizona ***
Dispatched from WIPBin = New Goodwills submitted to Queue ECR Goodwill Submitted by Heather Orosco
Reason:

*** 04/30/2021 10:41:36 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue = ECR Goodwill Submitted to WIPBin Inbox

*** 04/30/2021 10:41:53 (GMT-05:00) Eastern Time (US & Canada) ***
Closed by Ashley Lewis with Resolution Code : Goodwill Issued
[Resolution Summary]

*** 05/13/2021 12:19:49 (GMT-07:00) Arizona ***
Reopened by Heather Orosco with Sub Status of Working

*** Phone - Call - Inbound created on 05/13/2021 12:20:19 (GMT-07:00) Arizona and created by Heather Orosco ***
Inbound call Owner [redacted] :

Writer States :

1.Intro
2.How may I help ?

Customer States :

1.The vehicle has been at the dealer since May 3rd CEL on
2.Traction control light is coming on
3.The **LANE ASSIST** is coming on
4.Speedometer is not working
6.Mileage to next fill up gas tank is not working
7.Power steering goes out
8.All lights on the dash go on intermittently
9.Dealer decided they need to put a new wiring harness in

Writer States :

1.I do apologize
2.Did they receive the Part?

Customer States :

1.Yes, 12 days is long enough i might not get it back because they are short staffed
2.I am going on a fishing trip this Friday with my son
3.They are doing other vehicles before mine
4.I want the car back by Friday
5.I am making a complaint

Writer States :

1.I will reach out to Service to relay concerns

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC1MG[redacted]	[redacted]	1,371
Duluth , MN 55804		11/25/2020	Dealer: MN007 KIA of Duluth	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Dashboard Light Operation

Customer States :

1.They ordered the wrong Part & had to re-order
2.There has been some mishaps along the way

Writer States :

1.Understood
2.All concerns are documented
3.Call ended

*** Phone - Call - Inbound created on 05/15/2021 09:08:40 (GMT-07:00) Arizona and created by Heather Orosco ***
Writer Called Dealer MN007 @ (218) 722-4542 on 05/13/21

Service States :

1.We have two technicians working on his vehicle as we speak
2.We will have the vehicle back to the customer by Friday 05/14
3.Customer is aware we have been in contact with him
4.His vehicle is top priority right now
5.We have advised no one to bother Techs
6.Thank'd

*** Phone - Call - Inbound created on 05/15/2021 09:12:46 (GMT-07:00) Arizona and created by Heather Orosco ***
Writer Called Owner [redacted] @ ([redacted]

1.Left VM
2.Following up after repair complete
3.Apologized
4.Please contact me if you have any further concerns
5.Case# 520# Ext#

*** 05/15/2021 09:14:08 (GMT-07:00) Arizona ***
Closed by Heather Orosco with Resolution Code : Goodwill Issued
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J22MG[redacted]	[redacted]	500
Perris , CA 92570		02/08/2021	Dealer: CA137 Perris Valley KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

Case History

*** 04/01/2021 13:51:21 (GMT-07:00) Arizona ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 04/01/2021 13:51:25 (GMT-07:00) Arizona and created by William Bushong ***
cust states
1. my car has transmission slipping issues
2. this has something to do with the **CRUISE CONTROL**

writer states
1. apologized
2. we recommend taking the car to the service department of the kia dealer

cust states
1. the may car is down at the dealer
2. they refused to give me a rental or loaner

writer sates
1. we will call the dealer
2. then call you back

*** Phone - Call - Outbound created on 04/01/2021 14:04:06 (GMT-07:00) Arizona and created by William Bushong ***
service adviser Carlos CA137

dealer states
1. the wife says it never happens to her
2. and it only happens to the husband
3. we have not looked at the car but it may user error

Customer Name: [redacted]
Customer phone #: ([redacted]
Customer address: [redacted] HOMELAND CA[redacted]
VIN: 5XXG64J22MG[redacted]
MY and Mileage: 2021 K5 and 788 miles
Most recent RO# and Open Date: ro# 26037975 open 3/30/2021 still open
Days Down at initial Service Alert report (if applicable): 2 days
Most recent Repair Issue and Diagnosis: cust concern, when driving on cruise the car is slowing down and stalling out; dealer, we have not diagnosed the car yet, it will be 7 to 14 days before we can look at it
Able to Duplicate (Y or N): no
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): no
Vehicle repaired?: no
Customer has possession?: no

*** Phone - Call - Outbound created on 04/01/2021 14:06:48 (GMT-07:00) Arizona and created by William

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J22MG[redacted]	[redacted]	500
Perris , CA 92570		02/08/2021	Dealer: CA137 Perris Valley KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

Bushong ***
writer states
1. apologized
2. explained what the dealer said

cust states
1. my wife doesn't drive the car that often so it has not happened to her

writer states
1. you may want to contact other dealers in the area to see if there is availablity someplace else

*** 04/08/2021 08:49:34 (GMT-07:00) Arizona ***
Closed by William Bushong with Resolution Code : Referred to Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J28MG[redacted]	[redacted]	12,245
,	,	07/0 /2020	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Other

Case History

*** 04/05/2021 10:47:40 ***
Contact = [redacted] Priority = Standard, Sub Status = Dispatched

*** 04/05/2021 10:47:41 ***
Web - Note created on 04/05/2021 10:47:40 and created by [redacted]
Currently, there is no way to switch from **SMART CRUISE CONTROL** (**SCC**) to standard **CRUISE CONTROL**, even though the "Features and Functions" guide that came with the car says it can be done. The K5 Features and Functions Guide, Page 24, states the following:

"To change the **CRUISE CONTROL** mode from **SCC** to standard **CRUISE CONTROL**, press and hold button C . Repeat to switch back to **SCC** mode (the **SCC** system must not be activated to change modes)."

This is incorrect and doesn't function as stated above. Will there be a software update to correct this? There are times when standard **CRUISE CONTROL** is preferable to **SMART CRUISE CONTROL**.

I've been following Kia K5 message boards and I'm not the only person with this complaint. Please address it.

Thank you,

[redacted]

*** 04/07/2021 06:48:39 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue eWebSupport to WIPBin Case Distribution by Ashley Lewis

*** 04/07/2021 06:49:49 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Case Distribution to Queue Callcenter by Ashley Lewis

*** 04/07/2021 09:21:32 ***
Accepted from Queue Callcenter to WIPBin 9. ZZ Dispatch by Collado Ortega

*** 04/07/2021 11:07:32 ***
Dispatched from WIPBin 9. ZZ Dispatch to Queue ZZ Stephanie Taylor by Collado Ortega

*** 04/07/2021 17:11:59 ***
Accepted from Queue ZZ Stephanie Taylor to WIPBin Default by Stephanie Taylor

*** Case note has been appended from duplicated auto-case on 04/20/2021 01:05:58 (PST)

Comments from Service Alert - TL

Dealer : Jeff Wyler KIA
Technician : Nicholas King
Service Manager : Melissa Fletcher
Dealer Phone :
DPSM : Matt Partington
Vehicle Model : K5 EX 1.6T 4CYL AUTO
Model Year : 2021
Mileage : 12553
Initial comments by Technician found in TL Case #[redacted] :

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J28MG[redacted]	[redacted]	12,245
,	,	07/0 /2020	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Other

[Problem Description]
voice recognition keeps saying preparing please wait when pressing button on steering wheel, it never changes and Navigation does not Audible alert for turns or anything like that.

[Diagnostics Performed]
Attempted to reset radio with reset button, tried global resetting vehicle, while using phone navigation through usb everything works as it should, holding the voice button on the steering wheel while phone is plugged into usb works as it should, microphone pics up my voice.

*** Note - Others created on 05/20/2021 12:23:39 and created by Haley Shaffer ***
Duplicate Case Notes from Case # [redacted]
*** 05/05/2021 14:18:57 ***
Contact = [redacted] Priority = Standard, Sub Status = Dispatched

*** 05/05/2021 14:18:57 ***
Web - Note created on 05/05/2021 14:18:57 and created by [redacted]

This isn't a complaint against the dealership, per se, but my car has been there for service for 3 weeks. I took it in on April 14th because the talk button on the steering wheel no longer worked, yielding an error "Preparing Voice Recognition... Please wait". The UVO button yielded the same error. The Nav system would no longer give voice turn directions. The USB port stopped playing MP3s. The dealership has been working with their Kia tech support people who supposedly instructed them to replace the radio. My service advisor said that when they replaced the radio, the above problems were fixed but now the rear view camera no longer works. Kia tech support supposedly told them to replace the radio again. This yielded the same result. My service advisor now says that Kia wants them to replace the entire head unit which they don't have in stock. I'm losing faith in this vehicle, Kia's ability to repair it and I'm wondering if/when it is actually repaired, what are the consequences of disassembling and reassembling everything multiple times. Although the dealer has provided me with a rental car, it is substantially less than my K5 EX with premium package. Now I'm getting ready for vacation next week and don't have MY car. Once again, they've had it for 3 WEEKS today.

*** 05/05/2021 14:18:58 ***
20210409_162209.jpg added by [redacted] on 05/05/2021 14:18:58

*** 05/07/2021 07:07:56 ***
Accepted from Queue = eWebSupport to WIPBin Default

*** 05/07/2021 07:10:04 ***
Email is sent on 05/07/2021 07:08:36 by Haley Shaffer
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 05/07/2021 07:08:36 and created by Haley Shaffer ***
Dear [redacted]

Thank you for contacting Kia Motors America. We have received your online contact and appreciate the opportunity to assist. We are terribly sorry to hear about the issues in reference to your 2021 Kia K5. We will contact Jeff Wyler Kia to follow up and review further. As soon as we have additional information, we will reach out to you as soon as possible.

If you have any additional questions, please feel free to contact the Kia Consumer Assistance Center at (800)

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J28MG[redacted]	[redacted]	12,245
,	,	07/0 /2020	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Other

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.

Sincerely,

Haley
Kia Motors America

*** Email - External Email Sent created on 05/07/2021 07:08:36 and created by Haley Shaffer ***
Dear [redacted]

Thank you for contacting Kia Motors America. We have received your online contact and appreciate the opportunity to assist. We are terribly sorry to hear about the issues in reference to your 2021 Kia K5. We will contact Jeff Wyler Kia to follow up and review further. As soon as we have additional information, we will reach out to you as soon as possible.

If you have any additional questions, 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.

Sincerely,

Haley
Kia Motors America

05/08/2021 08:48:43
Email is received on 05/08/21 08:48:37 from [redacted]
Attachments:
20210508_092007-2.jpg

*** Email - External Email Received created on 05/08/2021 08:48:40 and created by Haley Shaffer ***
Apparently, contacting you was the WRONG thing to do as it seems someone over there didn't appreciate it. They called me to tell me the car was repaired and ready to go but when I arrived to pick it up, there was a door ding on the driver's side door and an even worse one on the passenger side door with scratches. Needless to say, I didn't accept the car. I'm not sure where to go from here. I guess their body shop needs to get involved now. My car was pristine when I took it to them and I sure don't appreciate the need for body work. I park out in the middle of nowhere to avoid this kind of damage and I take great care of it. I'll attach a picture showing the passenger side door. It was hard to capture with a cell phone but I think you can see the scratches. Pardon the reflection of the car parked next to it. I'm really disappointed in this dealer.

*** 05/10/2021 05:15:11 ***
Email is sent on 05/10/2021 05:13:43 by Haley Shaffer
To: [redacted]
Cc:

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J28MG[redacted]	[redacted]	12,245
,	,	07/0 /2020	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Other

Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 05/10/2021 05:13:43 and created by Haley Shaffer ***
Dear [redacted]

Thank you for contacting Kia Motors America. We appreciate your feedback and the opportunity to address your concerns. We are terribly sorry to hear about your experience with Jeffy Wyler Kia. We have not spoken to anyone at the dealer at this time. The Kia dealerships are independently owned and operated. However, as the vehicle manufacturer, we take these complaints seriously. We will ensure your complaints are on file here at headquarters as these cases are regularly audited by the regions to ensure a consistent and pleasant customer experience. We will also ensure all concerns are properly addressed with the appropriate dealer personnel.

If you have any questions, 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 again for your feedback!

Sincerely,

Haley
Kia Motors America

*** Phone - Call - Outbound created on 05/12/2021 10:45:06 and created by Haley Shaffer ***
Outbound call to OH036 @ (937) 325-4601,
Writer states
1. Introduced self
2. Is the Service Manager available?

Service states
1. She is in a meeting

Writer states
1. Does she have a voicemail?

Service states
1. I believe so
2. I do not know her extension

Writer states
1. Can writer leave a message?
2. Advised of callback # and case #
3. Thank you

*** Phone - Call - Outbound created on 05/17/2021 12:10:13 and created by Haley Shaffer ***
Outbound call to OH036 @ (937) 325-4601, spoke to Tyler
Writer states
1. Introduced self
2. Is the service manager available?

Service states
1. No she is out today

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J28MG[redacted]	[redacted]	12,245
,	,	07/0 /2020	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Other

2. She had to go to the doctor
3. I do not know if she is sick but she should be back tomorrow

Writer states
1. Thank you

*** Phone - Call - Outbound created on 05/20/2021 12:21:29 and created by Haley Shaffer ***
Outbound call to OH036 @ (937) 325-4601, spoke to Mike
Customer Name: [redacted]
Customer phone #: ([redacted]
Customer address: [redacted] DAYTON, OH
Mileage: 12553
Most recent RO #: [redacted]
Open Date - 04/14/2021
Close Date - open
Most recent Repair Issue and Diagnosis:
Concern - cust states cannot talk to radio and GPS will not talk, will not work unless through phone, USB plug not working
Cause - T/L case submitted, will have to talk to tech to see what was found
Placed on hold
Disconnected due to excessive hold time

END OF DUPLICATE CASE NOTES

*** Case note has been appended from duplicated auto-case on 05/28/2021 07:09:24 (PST)

Comments from JDP/GoalLine Service Survey

Kia Dealer Service Satisfaction Survey

Survey Date:
Name of the Dealer: OH036 - Jeff Wyler Kia
Name of dealer Service Consultant: JOSHUA R ESHELMAN

*** CUSTOMER SURVEY RESPONSE REGARDING SERVICE QUALITY***
8.Was all of the work completed right the first time?
Response: Yes

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 .

*** Note - Others created on 06/19/2021 09:20:15 and created by Stephanie Taylor ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J28MG[redacted]	[redacted]	12,245
,	,	07/0 /2020	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Other

<For Internal Use Only
Per Warranty history tab,
RO # 09375
Repaired 5/14/21
[No customer contact in 30 days. Closing case.][No customer contact in 30 days. Closing case.]>

*** 06/19/2021 09:22:47 ***
Closed by Stephanie Taylor with Resolution Code : Concerns Recorded
[Resolution Summary]

*** 07/27/2021 12:21:42 (GMT-07:00) Arizona ***
Reopened by Roxana Montano with Sub Status of Working

*** 07/27/2021 12:23:44 (GMT-07:00) Arizona ***
Closed by Roxana Montano with Resolution Code : Concerns Recorded
[Resolution Summary]

*** 07/27/2021 12:38:04 (GMT-07:00) Arizona ***
Reopened by Roxana Montano with Sub Status of Working

*** Social Media - Social Media Posting created on 07/27/2021 12:38:15 (GMT-07:00) Arizona and created by Roxana Montano ***
Social Media Contact 07/14/21

CUSTOMER [redacted]
Love mine but your dealer service in the Dayton/Springfield Ohio area sucks! Would have gone with a Sonata if I had known the service would be this awful.

You can have the best cars in the world but if your dealer service sucks, you may as well forget it, i.e. Kia of Dayton and Jeff Wyler Springfield Kia. I've been driving over 40 years and never experienced this level of incompetence. Congratulations, Kia!

KMA 07/14/21
Hi Paul - We are so sorry you have had a bad experience at the dealership. Please private message us your VIN and either your phone number or email address, based on your preferred method of contact, and we will be happy to follow up with you regarding the matter. ^TS

CUSTOMER
Since you asked about my dealership experiences, here you go. My VIN: 5XXG34J28MG[redacted] I have been to both Kia of Dayton and Jeff Wyler Springfield Kia. Upon my first visit to Kia of Dayton, they performed an oil change and I paid for a tire rotation. The rotation was not done. I know this because there is a small scratch in one of the wheels and it was still in the same location after service. I brought it back to Kia of Dayton on another date because the Nav system, UVO and radio were not functioning correctly. I wanted to speak to a service advisor before I brought it in to find out what to expect but they were too busy and nobody would return my call. When I arrived for service, they promptly told me I'd have to leave it. When I told the service person they could have let me know this on the phone, he said they're too busy to take phone calls. Apparently, it's okay for me to take time off work and lose pay to take my car to them but they can't take a 30 second phone call. After that episode, I figured I should make an appointment with the dealer where I purchased the car, Jeff Wyler Springfield Kia. I got an appointment and ended up leaving the car with them as they couldn't figure out the problem. They had the car for exactly one month. When it was finally done and I went to pick it up, I found door dents on both sides of the vehicle and deep

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J28MG[redacted]	[redacted]	12,245
,	,	07/0 /2020	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Other

scratches in the paint on the front passenger door. These were NOT there when I took the car to them. They did manage to mostly remove the dents but said the entire door needed to be repainted--they couldn't fix the deep scratches. I take great care of my cars. I'm the type individual who parks way out at the end of a parking lot and walks just to ensure nobody dents my car. There's no way I'm having them paint the door on a 2021 vehicle. I've seen body work and repainted cars and I can always spot it a mile away. There you have it. That's why I vented on your facebook post.

And Kia of Dayton still had the nerve to ask me to give them all 10s on the questionnaire from Kia, even thought they hadn't performed my tire rotation...

Wyler had my 2021 K5 EX for exactly a month. When repairs were finally done and I went to pick up the car, there were door dings on both sides of the car and scratches in the paint all the way to the metal. They said they'd have to repaint the entire door...on a new 2021!!! Unacceptable!

Great car but don't put your money on the horrible dealer service network. If I knew just how horrible, I'd have purchased a Sonata or Camry.

My contact info is as follows: Phone-[redacted] Email: [redacted]

Kia America I sent a message as you requested.

Jul 20, 2021
Dayton and Springfield Ohio Kia dealers. Jeff Wyler Springfield had my car for a month (UVO, Nav and talk button wouldn't work). When I got it back, it had several door dings and scratches in the paint all the way down to the metal--on a 2021 Kia K5 EX. They were able to mostly remove the dings but the door needs to be repainted--on a new car! Now mind you, I'm one of those guys who parks out in the middle of nowhere to avoid issues like this. Kia of Dayton didn't do the tire rotation I paid for, then had the nerve to ask for all 10s on Kia's questionnaire that was sent as a follow up. Also, you can't talk to a service advisor when you call--they're too busy! Never mind you take time off work to take the car in for service, then they want you to leave it. If I was able to talk to a service advisor, I would have made arrangements. Their answer? "We're too busy to take phone calls!"

So much for following up.

So Kia America asks me to private message them with my VIN, contact info and exactly why I'm bashing them. I messaged them--8 days ago. Not a peep!

Love the car but your dealer service sucks! Jeff Wyler Springfield Kia had mine for a month. When I got it back, it had door dings on both sides and scratches so deep on the passenger door that they said they'd have to paint the whole door--on a 2021 K5 EX! Kia of Dayton charges for service they don't perform, then have the nerve to ask for all 10s on the follow-up questionnaire. So, Kia America. You asked me to private message you so you could follow up. I messaged you two weeks ago and not a peep! I never had issues like this with my last car--a Hyundai Sonata.

KMA 07/27/21
Hello [redacted] - Thank you for providing your contact number. We have located your existing case and our records indicate a member of our team has been in contact with you previously (via phone and email). Please feel free to reach out if you have any further questions or concerns! ^RM

*** 07/27/2021 12:51:36 (GMT-07:00) Arizona ***
Email is sent on 07/27/2021 12:51:31 by Roxana Montano
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J28MG[redacted]	[redacted]	12,245
,	,	07/0 /2020	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Other

*** Email - External Email Sent created on 07/27/2021 12:51:31 (GMT-07:00) Arizona and created by Roxana Montano ***
Your Case Number: [redacted]
VIN: 5XXG34J28MG[redacted]

Dear [redacted]

Thank you for contacting Kia America. We appreciate your feedback and the opportunity to address your concerns. Kia 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 (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 contacting Kia.

Sincerely,
Kia 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]

*** 07/27/2021 12:52:03 (GMT-07:00) Arizona ***
Closed by Roxana Montano with Resolution Code : Concerns Recorded
[Resolution Summary]

07/28/2021 08:53:21
Email is received on 07/28/21 08:53:10 from [redacted]

*** Email - External Email Received created on 07/28/2021 08:53:18 (GMT-07:00) Arizona and created by Roxana Montano ***
I'm wondering how you'd feel if you took YOUR new vehicle in for service,
the dealer had it for a month, then when it was returned to you it had
several dents and scratches all the way down to the metal? The dealer, Jeff
Wyler Springfield Kia, was able to MOSTLY remove the dents that were
incurred while the vehicle was in their possession but stated they'd have
to totally repaint the front passenger door. This is on a 2021 vehicle.
I've seen body shop repainting and I can spot it a mile away. So because of
their carelessness, I either have to have it repainted, knowing that it
probably won't exactly match, or live with the deep scratches in the door.
Either way, the value is diminished. I'm the type person who parks far away
from anyone to avoid dents and scratches and I take great pride in my

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J28MG[redacted]	[redacted]	12,245
,	,	07/0 /2020	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Other

vehicles. When I took the car to them for service, I made sure it was immaculately clean so they'd see I take care of it--hopefully they would too. What really irks me is their total arrogance and lack of concern over the whole episode. I'd expect them, or Kia, to at least offer some concession on a trade for another like vehicle.

*** 07/28/2021 11:13:36 (GMT-07:00) Arizona ***
Closed by Roxana Montano with Resolution Code : Concerns Recorded
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYRK4LF1MG[redacted]	[redacted]	1,500
Beaumont , TX ,7770		01/20/2021	Dealer: TX083 Classic KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

Case History

*** 04/05/2021 12:11:02 ***
Contact = [redacted] Priority = Standard, Sub Status = Dispatched

*** 04/05/2021 12:11:02 ***
Web - Note created on 04/05/2021 12:11:02 and created by [redacted]
2021 Kia Sorento was purchased February 8. The **CRUISE CONTROL** did not work at the time of purchase. The car was brought in February 22 for service. Around March 1, we got a 4 seater loaner car(not a 6 seater like we purchased). The service writer contacted me and said the wiring harness needs to be replaced, but there is not a part for this to be completed. It has been 42 days, and there are no plans to fix my vehicle. I have paid 2 car notes, and got to drive the car for 2 weeks. I would like to pursue the lemon law and have the car bought back so that I can purchase a 6 seater car. I am paying for Sirius radio-with no radio in the loaner, and cannot drive my 4 grandsons and wife for camping because there are not enough seats.
If I trade the vehicle in, I will lose $8000. Do I need to go through arbitration?

I

*** 04/07/2021 05:43:15 ***
Accepted from Queue = eWebSupport to WIPBin Default

*** 04/07/2021 07:21:56 ***
Dispatched from WIPBin Default to Queue Callcenter by Cinthya Espinoza-Peregrina

*** 04/07/2021 09:21:35 ***
Accepted from Queue Callcenter to WIPBin 9. ZZ Dispatch by Collado Ortega

*** 04/07/2021 11:08:13 ***
Dispatched from WIPBin 9. ZZ Dispatch to Queue ZZ Victoria Orr by Collado Ortega

*** 04/07/2021 15:58:05 ***
Accepted from Queue ZZ Victoria Orr to WIPBin Default by Victoria Orr

*** Phone - Call - Inbound created on 04/08/2021 10:21:04 and created by Victoria Orr ***
Wrt called TX083 for RO
1 spoke with Shelly
2 RO [redacted] Opened 2-22-21 at 1067 miles
3 C/S CEL on and will not do start stop, **CRUISE CONTROL** not working
4 Correction needs engine wiring harness
5 submitted for PWA yesterday- has been Auth as of today.-will order now
6 TL opened
7 SA is the Brenda
8 Cust in a loaner
9 part nbr 91210 R5330

*** Phone - Call - Inbound created on 04/08/2021 10:27:59 and created by Victoria Orr ***
Wrt called Cust at [redacted] and got VM
1 recording says mailbox is full and cant accept messages at this time
2 Goodbye and line disconnects

*** Phone - Call - Inbound created on 04/08/2021 13:03:20 and created by Victoria Orr ***

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRK4LF1MG[redacted]	[redacted]	1,500

Beaumont , TX ,7770 01/20/2021 Dealer: TX083 Classic KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

Wrt called IQS***Cust at ([redacted] and got VM-2nd attempt
1 recording says mailbox is full and cant accept messages at this time
2 Goodbye and line disconnects

*** 04/08/2021 13:22:04 ***
Email is sent on 04/08/2021 13:19:07 by Victoria Orr
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 04/08/2021 13:19:07 and created by Victoria Orr ***
Your Case Number: [redacted]
VIN: 5XYRK4LF1MG[redacted] Dear [redacted]
Thank you for the opportunity to address your concerns. At this time, your case will be escalated for additional review and you will get a call back in 2 to 3 business days with an updated status. Kia participates in a third-party arbitration program through BBB AUTO LINE (this service is free of charge to Kia customers).Please reference your Warranty and Consumer Information Manual (WCIM) for more details about the BBB arbitration program. We are escalating your case to ECR and you should expect a callback in 2-3 business days.If you have any questions in the meantime, please feel free to contact the Kia Consumer Assistance Center at (800) 333-4542, please 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.In the event that you believe Kia has been unable to satisfactorily address the concern, a special alternative resolution program called BBB AUTO LINE is available to you. This independent program is administered by BBB National Programs and is provided at no cost to you. You may contact them at: BBB AUTO LINE a Division of BBB National Programs, Inc. 1676 International Drive, Suite 550, McLean, VA 22102; Ph: (800) 955-5100.Thank you for working with Kia Motors America regarding the concern with your vehicle. 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].----------
-

*** Phone - Call - Inbound created on 04/08/2021 13:23:07 and created by Victoria Orr ***
Call to Action
1 Cust states would like to pursue the Lemon Law
2 TX083 states ordering wiring harness
3 Dispatching due to Lemon Law
4 Cust has been advised
5 Please review and follow up accordingly

*** 04/08/2021 13:25:13 ***
Dispatched from WIPBin = 2 Tuesday to Queue Southwest Region ECR by Victoria Orr
Reason: Escalate for Lemon Law

*** 04/09/2021 05:03:17 ***
Accepted from Queue Southwest Region ECR to WIPBin 11. Southwest by Kayla Erwin

*** 04/09/2021 06:50:37 ***
Case moved into WIPBin 11. Southwest and Sub Status of Working

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRK4LF1MG[redacted]	[redacted]	1,500

Beaumont , TX ,7770 01/20/2021 Dealer: TX083 Classic KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

*** 04/09/2021 06:54:27 ***
Assigned to WIPBin Default2 of Susan Torborg by Kayla Erwin
Reason:

04/13/2021 13:08:33
Email is received on 04/13/21 13:08:27 from [redacted]

*** Email - External Email Received created on 04/13/2021 13:08:31 and created by Susan Torborg ***
Do I need to contact BBB Auto Line for Kia to buy back my Sorento?
We bought it 64 days ago and it has been in the service center for 50 days
now. I bought a car with all the bells and whistles and fits 6 passengers.
I would like to purchase another car like it that I can drive with my 4
grandsons. I cannot drive them camping now. I am trying to be patient, but
50 days?
Will you buy it back or do I need to contact BBB Auto Line?

Thank you.

On Thu, Apr 8, 2021 at 3:22 PM
wrote:

*** Phone - Call - Outbound created on 04/14/2021 16:15:48 and created by Susan Torborg ***
Writer called customer ([redacted]
1. I am f/u on wiring harness concern
2. Is the car still at the DLR?

Customer states
1. Yes
2. The car has been there for 50 days
3. They have not been in contact with me
4. I have been having issues since I got the car
5. **CRUISE CONTROL** and brake issues
6. But they have to replace the whole wiring harness , I do not want the car back

Writer states
1. I am sorry to hear about the wiring harness
2. I can review for LL guidelines in our office
3. How many times has the car been to the shop for this?

Customer states
1. 1x

Writer states
1. We do ask that you do give Kia the opportunity to fix the car
2. I understand you concerns though
3. But we can look at doing something for you for the time down due to this concern
4. I will f/u with the DLR for updates and keep you posted
5. I will also reach out to factory rep for ETA on harness.

Customer states

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRK4LF1MG[redacted]	[redacted]	1,500

Beaumont , TX ,7770 01/20/2021 Dealer: TX083 Classic KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

1. Yes that would be great
2. I was going to ask you

Writer states
1. Yes, we can look at doing CP back for time down

Customer states
1. Okay thank you for your help

Writer states
1. Okay I will be in touch

*** Phone - Call - Outbound created on 04/19/2021 14:51:25 and created by Susan Torborg ***
Returned call to customer

Customer states
1. I just wanted an update

Writer states
1. I have not heard from the DLR
2. I will contact them and try to get an update

Customer states
1. Okay thank you

*** Phone - Call - Outbound created on 04/19/2021 14:53:41 and created by Susan Torborg ***
Writer called DLR
Spoke to David
1. I need an update on this repair

DLR states
1. We have a wiring harness on order still
2. No ETA on b/o

Writer states
1. Okay thank you

*** Phone - Call - Outbound created on 04/20/2021 13:19:19 and created by Susan Torborg ***
Writer called DLR
1. No one answering in parts

*** Phone - Call - Outbound created on 04/21/2021 12:13:35 and created by Susan Torborg ***
Writer called DLR
1. No one answering in Parts

*** Phone - Call - Outbound created on 04/21/2021 12:14:36 and created by Susan Torborg ***
Writer called DLR
Spoke to Bridgette
1. I need an update on the wiring harness as well as the order #

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRK4LF1MG[redacted]	[redacted]	1,500

Beaumont , TX ,7770 01/20/2021 Dealer: TX083 Classic KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

DLR states
1. Let me check on that for you
2. The part did arrive today
3. So customer it is in line to be installed

Writer states
1. Do you have a time line on installation?

DLR states
1. Let me ask the technician
2. There is a car ahead of him
3. It will not be done for a couple weeks

Writer states
1. Thank you

*** Phone - Call - Outbound created on 04/21/2021 12:19:44 and created by Susan Torborg ***
Writer called customer
1. I spoke to the DLR
2. The harness came in today
3. They have a 1 car ahead of you
4. Will still be a couple weeks out

Customer states
1. Okay thank you
2. We are going on 60 days now
3. I will call the SM
4. I don't care who is in front of me
5. They need to get this done

Writer states
1. I will keep you posted on repair

*** Note - Others created on 04/26/2021 10:38:00 and created by Hope Bushnell ***
BBB case opened [redacted]
-Attaching docs

*** Phone - Call - Outbound created on 04/30/2021 09:01:44 and created by Susan Torborg ***
Writer called DLR
Spoke to Sandra
1. I need to know if the car was completed

DLR states
1. Yes it was completed

Writer states
1. Thank you

*** Phone - Call - Outbound created on 04/30/2021 09:05:42 and created by Susan Torborg ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRK4LF1MG[redacted]	[redacted]	1,500

Beaumont , TX ,7770 01/20/2021 Dealer: TX083 Classic KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

Writer called customer
1. MB is full

*** 04/30/2021 09:07:57 ***
Email is sent on 04/30/2021 09:06:21 by Susan Torborg
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 04/30/2021 09:06:21 and created by Susan Torborg ***
Dear [redacted] I tried to reach you but you mailbox was full so I could not leave a message. I apologize for the late response. I hurt my back and was out of the office. I did speak to the dealer today and they advised me that the repair was completed. Can you please get back to me so that we can speak in regards to this. 520-274-1165/SusanThank you.

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]

*** 05/04/2021 13:37:35 ***
Email is sent on 05/04/2021 13:28:33 by Hope Bushnell
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]
Attachments:
[redacted] - Offer Letter.pdf

*** Email - External Email Sent created on 05/04/2021 13:28:33 and created by Hope Bushnell ***
Dear [redacted] My name is Hope and I am reaching out to you today to let you know that your case has been escalated to me for further review. I first off would like to apologize on behalf of Kia Motors America, for any inconveniences your vehicle has caused you. This is certainly is not the experience we wish upon our customers, so I will be diligently working with you from here on out to provide you with satisfactory assistance. Upon reading the case notes, I understand that you have been experiencing concerns with your vehicle's wiring harness and it has recently been repaired and returned to you as of 4/21/21.May I ask ho is your vehicle doing now? Our office is aware of your open claim with the BBB program and it is our understanding that you wish to be removed from your vehicle. Kia Motors America strives to comply with the state's lemon law guidelines when making these determinations. With that in mind, I have reviewed your vehicle's service history in accordance to the Texas applicable lemon law and have found that your vehicle unfortunately does not meet presumption for your state at this time. Before a repurchase can be awarded under these guidelines, the manufacturer has to be contacted by means of written notice and have the opportunity to cure the defect. We have yet to exercise a final opportunity and it is our understanding that the defect has been repaired. Although it is our position that your vehicle does not the meet qualifications under Texas lemon law, we would like the opportunity to come to a resolution without going through arbitration. KMA recognizes the inconvenience you have experienced and would like to propose the attached voluntary non-lemon law offer letter. This offer, including the cash settlement, is offered to you in lieu of

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRK4LF1MG[redacted]	[redacted]	1,500

Beaumont , TX ,7770 01/20/2021 Dealer: TX083 Classic KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

arbitration. Should you decide to move forward with arbitration, the attached offer will be considered null and void and will not be presented again. Please review the proposed offer and let me know if you have any questions. I hope this email finds you well.Sincerely,Hope B.Consumer Affairs
Kia Motors America

*** Email - External Email Sent created on 05/04/2021 13:28:33 and created by Hope Bushnell ***
Dear [redacted] My name is Hope and I am reaching out to you today to let you know that your case has been escalated to me for further review. I first off would like to apologize on behalf of Kia Motors America, for any inconveniences your vehicle has caused you. This is certainly is not the experience we wish upon our customers, so I will be diligently working with you from here on out to provide you with satisfactory assistance. Upon reading the case notes, I understand that you have been experiencing concerns with your vehicle's wiring harness and it has recently been repaired and returned to you as of 4/21/21.May I ask ho is your vehicle doing now? Our office is aware of your open claim with the BBB program and it is our understanding that you wish to be removed from your vehicle. Kia Motors America strives to comply with the state's lemon law guidelines when making these determinations. With that in mind, I have reviewed your vehicle's service history in accordance to the Texas applicable lemon law and have found that your vehicle unfortunately does not meet presumption for your state at this time. Before a repurchase can be awarded under these guidelines, the manufacturer has to be contacted by means of written notice and have the opportunity to cure the defect. We have yet to exercise a final opportunity and it is our understanding that the defect has been repaired. Although it is our position that your vehicle does not the meet qualifications under Texas lemon law, we would like the opportunity to come to a resolution without going through arbitration. KMA recognizes the inconvenience you have experienced and would like to propose the attached voluntary non-lemon law offer letter. This offer, including the cash settlement, is offered to you in lieu of arbitration. Should you decide to move forward with arbitration, the attached offer will be considered null and void and will not be presented again. Please review the proposed offer and let me know if you have any questions. I hope this email finds you well.Sincerely,Hope B.Consumer Affairs
Kia Motors America

*** Phone - Call - Inbound created on 05/04/2021 13:53:08 and created by Susan Torborg ***
Incoming call from customer

Writer states
1. I am no longer your rep, Hope is
2. I see she emailed you today
3. I can request that she call you back

Customer states
1. I see that now
2. Yes please
3. Thank you

05/07/2021 13:51:53
Email is received on 05/07/21 13:51:48 from [redacted]

*** Email - External Email Received created on 05/07/2021 13:51:51 and created by Hope Bushnell ***
Hi Hope.
My wife and I will discuss the offers this weekend, and I will be back in
touch with you on Monday.
Thanks.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRK4LF1MG[redacted]	[redacted]	1,500

Beaumont , TX ,7770 01/20/2021 Dealer: TX083 Classic KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

05/11/2021 08:58:18
Email is received on 05/11/21 08:58:10 from [redacted]

*** Email - External Email Received created on 05/11/2021 08:58:16 and created by Hope Bushnell ***
Hope,
If we accept the 3rd offer, will the wiring still be covered by the
manufacturer warranty? AND, if the problem comes back, and is in the shop
for over 30 days again not fixed, can we pursue arbitration at that time?
Thanks.
[redacted] and [redacted]

*** 05/11/2021 10:52:52 ***
Email is sent on 05/11/2021 10:49:41 by Hope Bushnell
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 05/11/2021 10:49:41 and created by Hope Bushnell ***
Dear [redacted] Our offer serves to be a full settlement so should you select that option you will not be able to pursue arbitration again. The warranty is not affected however, if your vehicle has an issue in the future you will still be able to bring it to any servicing dealer for any warrantable defects (including the wiring). If you accept any offer, please sign and return the document to me.
Sincerely,Hope B.
Consumer Affairs
Kia Motors America

*** 05/14/2021 06:58:24 ***
20210514_072739.pdf added by [redacted] on 05/14/2021 06:58:24

*** 05/14/2021 06:58:25 ***
Web - Note created on 05/14/2021 06:58:25 and created by [redacted]
option 3

05/14/2021 07:05:57
Email is received on 05/14/21 07:05:48 from [redacted]
Attachments:
20210514_072739.pdf

*** Email - External Email Received created on 05/14/2021 07:05:53 and created by Hope Bushnell ***
Option 3

>
>
>
>
>
>
>

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRK4LF1MG[redacted]	[redacted]	1,500

Beaumont , TX ,7770 01/20/2021 Dealer: TX083 Classic KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

*** 05/14/2021 10:56:58 ***
Email is sent on 05/14/2021 10:50:37 by Hope Bushnell
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]
Attachments:
[redacted] - release.pdf

*** Email - External Email Sent created on 05/14/2021 10:50:37 and created by Hope Bushnell ***
Dear [redacted]Thank you I am in receipt, please see the attached release that you will need to sign per the offer letter in order for me to process the payment.

Sincerely,Hope B.Consumer Affairs
Kia Motors America

05/17/2021 13:39:46
Email is received on 05/17/21 13:39:33 from [redacted]
Attachments:
image_67152385.JPG

*** Email - External Email Received created on 05/17/2021 13:39:39 and created by Hope Bushnell ***
Will this work.

*** 05/17/2021 14:17:29 ***
Email is sent on 05/17/2021 14:16:57 by Hope Bushnell
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 05/17/2021 14:16:57 and created by Hope Bushnell ***
Dear [redacted]

This does! Thank you so much, I will submit this over for processing.
Sincerely,Hope B.
Consumer Affairs
Kia Motors America

*** 05/17/2021 14:44:34 ***
Goodwill #: 187246 Submitted

*** 06/08/2021 17:34:13 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 187246 Final Approved

*** 06/08/2021 17:34:14 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 06/08/2021 17:34:14 (GMT-08:00) Pacific Time (US & Canada) by Siebel System - Auto Message
To: [redacted]
Cc: [redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRK4LF1MG[redacted]	[redacted]	1,500

Beaumont , TX ,7770 01/20/2021 Dealer: TX083 Classic KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

Title: Update from Kia, Case # [redacted]

Dear [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 America

*** 06/11/2021 10:32:50 ***
Closed by Hope Bushnell with Resolution Code : Goodwill Issued
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA27M7[redacted]	[redacted]	90
Round Rock TX 78 5		11/23/2020	Dealer: TX125 Southwest KIA Rr	

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

Case History

Techline case ([redacted] created on 07-APR-21 by TX125.
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--
TL Case created by (Dealer Technician) : Joseph Moreno
TL Case creator phone :
TL Case creator email : jonic85@gmail.com
Below are the notes from the TL case describing the concern:

[Problem Description]
Vehicle has history C163281 cluster switch invalid fail and C186286 Invalid signal of **SCC**. When staring the vehicle it will display in cluster warning and then go back to normal.

[Diagnostics Performed]
Tried variant coding for the MFC and problem persist. Would you advise removing the front bumper and checking radar alignment?

*** Dispatched to Queue Seltos Auto-Created Cases on 04/08/2021 01:10:38 (PST)

*** 04/08/2021 05:22:40 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Seltos Auto-Created Cases to WIPBin Case Distribution by Ashley Lewis

*** 04/08/2021 05:23:14 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Case Distribution to Queue Callcenter by Ashley Lewis

*** 04/08/2021 13:07:24 ***
Accepted from Queue Callcenter to WIPBin Default by Cinthya Espinoza-Peregrina

*** 04/08/2021 13:51:06 ***
Dispatched from WIPBin Default to Queue ZZ Jason Walters by Cinthya Espinoza-Peregrina

*** 04/08/2021 14:13:38 ***
Accepted from Queue ZZ Jason Walters to WIPBin Default by Jason Walters

*** Phone - Call - Inbound created on 04/20/2021 14:07:38 and created by Jason Walters ***
Wrt called TX125 sw/LMM
1./ Adv reason for call.
2. adv return call on RO TEMplate.

*** Phone - Call - Inbound created on 04/23/2021 08:55:49 and created by Jason Walters ***
Wrt called TX125 sw/Amy
1. Adv reason for call.

Amy states:
1. you can leave a voice message.

Left VM for return call and RO information.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA27M7[redacted]	[redacted]	90
Round Rock TX 78 5		11/23/2020	Dealer: TX125 Southwest KIA Rr	

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

*** Case [redacted] is sent on 4/23/2021 8:59:18 by Jason Walters
To: schildery@kiausa.com
Cc: jwalters@kiaconsumeraffairs.com
Title: ACTION REQUIRED - No Dealer Contact:TX125, [redacted]

*** Phone - Call - Inbound created on 04/23/2021 09:57:00 and created by Roberto Salazar ***
John Scurlock Service Manager States:
1. Calling back to provide RO.

Writer States:
1. Acknowledged.

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] ROUND ROCK, TX [redacted]
VIN: KNDETCA27M7[redacted]
MY and Mileage: 2021 SELTOS SX 1.6T AWD AUTO / 906 mi.
Most recent RO# [redacted]
Open Date: 04/05/2021
Close Date: 04/14/2021
Days Down at initial Service Alert report (if applicable): 9
Most recent Repair Issue and Diagnosis: **SMART CRUISE CONTROL**
Concern: Customer states dash check **SMART CRUISE CONTROL** system.
Cause: Radar alignment out of spec
Correction: Adjusted radar
Able to Duplicate (Y or N): Y
Repeat Repair (Y/N): N
if so, how many times?: N/A
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): N/A
Part No#: N/A
Order No#: N/A
Techline Case (if applicable): [redacted]
Rental / Loaner Provided? Loaner
If so, since when?: 04/04/2012
Dealer contacted DPSM (if needed): N/A
Vehicle repaired?: Y
Customer has possession?: Y
Dealer Code/Selling Dealer (Y or N): TX125
Original Owner (Y or N): Y
What is current Customer Request (if needed): N/A

*** 04/23/2021 10:01:20 ***
Email is sent on 04/23/2021 10:01:14 by Roberto Salazar
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 04/23/2021 10:01:14 and created by Roberto Salazar ***
Your Case Number: [redacted]

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA27M7[redacted]	[redacted]	90
Round Rock TX 78 5		11/23/2020	Dealer: TX125 Southwest KIA Rr	

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

VIN: KNDETCA27M7[redacted]

Dear [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 by the dealer that your vehicle has now been repaired. We wanted to follow up with you to make sure all of your concerns have been resolved.

If you have any further questions or concerns, 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.

In the event that you believe Kia has been unable to satisfactorily address the concern, a special alternative resolution program called BBB AUTO LINE is available to you. This independent program is administered by BBB National Programs and is provided at no cost to you. You may contact them at: BBB AUTO LINE a Division of BBB National Programs, Inc. 1676 International Drive, Suite 550, McLean, VA 22102; Ph: (800) 955-5100.

Thank you for being the best part of 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]

*** Email - External Email Sent created on 04/23/2021 10:01:14 and created by Roberto Salazar ***
Your Case Number: [redacted]
VIN: KNDETCA27M7[redacted]

Dear [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 by the dealer that your vehicle has now been repaired. We wanted to follow up with you to make sure all of your concerns have been resolved.

If you have any further questions or concerns, 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.

In the event that you believe Kia has been unable to satisfactorily address the concern, a special alternative resolution program called BBB AUTO LINE is available to you. This independent program is administered by BBB National Programs and is provided at no cost to you. You may contact them at: BBB AUTO LINE a Division of BBB National Programs, Inc. 1676 International Drive, Suite 550, McLean, VA 22102; Ph: (800) 955-5100.

Thank you for being the best part of Kia!

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA27M7[redacted]	[redacted]	90
Round Rock TX ,78 5		11/23/2020	Dealer: TX125 Southwest KIA Rr	

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

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]

*** 04/23/2021 10:01:58 ***
Closed by Roberto Salazar with Resolution Code : Information Given
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP3DHC MG[redacted]	[redacted]	757
,	,	02/25/2021	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

Case History

*** 04/08/2021 12:24:33 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 04/08/2021 12:22:00 and created by Alexandra Louis ***
cust states:

1. speedometers were not functioning properly, and in turn the **LANE ASSIST** and **CRUISE CONTROL** would not work
2. the speedometers were stuck at zero and would not change
3. they are working now but I just want it notated in case it happens again because the dealership refused to notate it without me scheduling a service appointment

wrt states:

1. apologized for customer concerns
2. we will definitely notate this and take down your feedback
3. any further questions or concerns?

cust states:

1. non ma'am

wrt states:

1. thank you for calling kia
2. provided case #

*** 04/08/2021 12:27:47 ***
Email is sent on 04/08/2021 12:27:22 by Alexandra Louis
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 04/08/2021 12:27:22 and created by Alexandra Louis ***
Your Case Number: [redacted]
VIN: 5XYP3DHC6MG[redacted]

Dear [redacted]

Thank you for contacting Kia Motors America. We appreciate your feedback. This email is to let you know we have received your concerns.

If you have any questions, 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 your patience.

Sincerely,
Kia Motors America

*** 04/10/2021 11:55:13 ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP3DHC MG[redacted]	[redacted]	757

, , 02/25/2021 Dealer:

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

Closed by Alexandra Louis with Resolution Code : Concerns Recorded
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP54HC7MG[redacted]	[redacted]	3,757
,	,	01/25/2021	Dealer:	

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

Case History

*** 04/08/2021 14:47:00 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 04/08/2021 14:47:16 and created by Vicenta Valencia ***

writer states
1.can i get ur case # or VIN?
2. Can i get ur name please?
3. How can we help?

customer states
1. turn off the **SMART CRUISE CONTROL**
2. [redacted]

writer states
1. okay went over steps

customer states
1. okay its not really coming off

writer states
1. adv u can hit the break pedal
2. and hit cancel

customer states
1. am on the freeway and its not really working
2. i will try again letter

writer states
1. adv u pull on kia.com
2. the freature and funtions guide

customer states
1. okay ty

*** 04/08/2021 14:50:12 ***
Closed by Vicenta Valencia with Resolution Code : Information Given
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP 4HC9LG[redacted]	[redacted]	42、07
Tampa , FL 33 14		05/02/2019	Dealer: FL010 Century KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Brake Device

Case History

Dealer : Century KIA
Technician : DAVID CUMMINS
Service Manager :
Dealer Phone :
DPSM : Richard Dudley
Vehicle Model : TELLURIDE S V6 FWD AUTO
Model Year : 2020
Mileage : 42607
Initial comments by Technician found in TL Case #14067192 :

[Problem Description]
Customer states while driving on the interstate with **SMART CRUISE CONTROL** set vehicle will brake with nothing around and will decrease speed 5mpg and and then pick back up to set speed.

[Diagnostics Performed]
No DTC ,no damages, all original equipment. Local rest drive at slower speeds unable to duplicate concern

*** Dispatched to Queue Telluride Auto-Created Cases on 04/09/2021 01:05:02 (PST)

*** 04/09/2021 05:09:31 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Inbox by Jada Jones

*** 04/09/2021 05:11:24 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue Callcenter by Jada Jones

*** 04/09/2021 10:16:12 ***
Accepted from Queue Callcenter to WIPBin 9. ZZ Dispatch by Collado Ortega

*** 04/09/2021 10:27:55 ***
Dispatched from WIPBin 9. ZZ Dispatch to Queue ZZ Paxton Kerns by Collado Ortega

*** 04/09/2021 12:45:59 ***
Accepted from Queue ZZ Paxton Kerns to WIPBin Default by Paxton Kerns

*** Phone - Call - Outbound created on 05/03/2021 09:45:50 and created by Paxton Kerns ***
Wrt called FL010 spoke to Ray Svc Adv stating:
1. Introduction
2. Requesting follow-up information on vehicle status & repairs.
3. Provided VIN.

Ray stated:
1. Ryan working on this
2. Will be back in 30, on lunch.

Wrt stated:
1. Thank you

*** Phone - Call - Outbound created on 05/04/2021 05:33:12 and created by Paxton Kerns ***
Wrt called FL010 disconnected due to extended hold

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC9LG[redacted]	[redacted]	42、07

Tampa , FL ,33 14 05/02/2019 Dealer: FL010 Century KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Brake Device

*** Phone - Call - Outbound created on 06/05/2021 06:16:49 and created by Paxton Kerns ***
Wrt called [redacted] (Owner) left VM stating:
1. Introduction
2. Following up regarding a repair service, wanted to make sure there haven't been any issues since the pickup.
3. Also wanted to make sure you had our phone # in case anything does happen or you'd simply like to follow-up with Kia CA.
4. Provided 800 # and case #

*** 06/05/2021 06:17:48 ***
Closed by Paxton Kerns with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0MG[redacted]	[redacted]	7,202
Newton , NJ 07860		07/24/2020	Dealer: NJ082	Major KIA of Susse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

Case History

*** 04/09/2021 04:53:35 ***
Contact = [redacted] Priority = Standard, Sub Status = Dispatched

*** 04/09/2021 04:53:35 ***
Web - Note created on 04/09/2021 04:53:35 and created by [redacted]
We are having some major issues with our new 2021 Kia Telluride we purchased. The dash lights & horn randomly go off non stop, we smell burning in the SUV, and the SUV self accelerated this morning for about 60 seconds. At this point the vehicle is no longer safe to drive and when we had issue we attempted to contact UVO but they would not send anyone to help us. This morning being a prime example of that !! The SUV is being taken to Major Kia in Newton, NJ 07860 this morning 04/09/2021 and I ask for your help in fixing this situation quickly please. If the vehicle needs to remain in service for testing that is fine but we would need another SUV for a loaner. Thank you.

*** Phone - Call - Inbound created on 04/09/2021 05:12:08 and created by Erica Killen ***
wrt spoke to (owner) [redacted]

cust states
1. calling because the car accelerated this morning for about 60 seconds
2.the veh going to the DLR now

wrt states
1.apologized
2.verified cust info
3.verified mileage 7100
4. adv will wait on the DLR for the diagnosis
5.adv f/u with the DLR shortly

cust states
1.thank you

*** 04/13/2021 07:20:29 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin Need to call of Ryan Lind by Jeff Stroup
Reason:

*** 04/16/2021 06:41:45 ***
Web - Note created on 04/16/2021 06:41:45 and created by [redacted]
Telluride still at dealership and has been there for over a week now. (7 days)
Dealer has confirmed all concerns but vehicle is not repaired and unsafe to operate still at this time.
Dealer has stated they are working closely with Kia to fix vehicle but vehicle is still unrepaired.
Telluride is unsafe to operate and should be processed under the New Jersey Lemon Law and deemed unsafe.
Will be called Kia customer service again today 04/16/2021.
I purchased a 2021 Telluride fully loaded and have been stuck in a base model Sportage from the dealer. Not dealers fault but Kia needs to step up asap as the vehicle I was sold is unsafe the drive.

*** Phone - Call - Inbound created on 04/16/2021 06:46:02 (GMT-07:00) Arizona and created by Randy Chacon ***
Customer stated:
1. Reiterated concerns in case
2. Need this resolved
3. Dlr stated they duplicated concern but at a stand still as they have no fix for it

Writer stated:
1. I apologize for the concern

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0MG[redacted]	[redacted]	7,202
Newton , NJ 07840		07/24/2020	Dealer: NJ082	Major KIA of Susse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

2. I do see open case which was sent to appropriate dept for review/ contact
3. Verified cst contact info

Customer stated:
1. Thank you

*** Phone - Call - Inbound created on 04/16/2021 11:49:40 and created by Lindsey Herron ***
Customer [redacted] (owner)
1. I haven't gotten a call back.

Wrt.
1. Apologized
2 Advised will document requesting a call back.

Customer [redacted] (owner)
1. I'm just having a hard time grasping the concept of a week going by and now call.
2. Thank you

*** 04/16/2021 12:08:57 ***
Web - Note created on 04/16/2021 12:08:56 and created by [redacted]
04/16/2021
Call Kia at 800-333-4542 to speak to the claim handler Ryan(9:42am est) - NO RETURN CALL
Call Kia at 800-333-4542 to speak to the claim handler Ryan (2:47pm est) - still no return call
Emailed Kia consumer assistant (12:06pm est) - No return email

- Dealer still has had no communication from Kia to fix vehicle issues - Vehicle still at dealer and unsafe to operate.
-Dealer has has been able to show Kia Steering concern, **CRUISE CONTROL** concern, lights on dash concern, and self acceleration issue.

This is my 4th request for the claim handler to contact me I have had NO contact from KIA at all to this point 04/16/2021 -3:06pm est. (Kia has NOT reached out to me at all)

-Dealer has called and emailed - calls and emails logged

*** Phone - Call - Inbound created on 04/16/2021 14:47:02 (GMT-07:00) Arizona and created by Noel Vizzo ***
[redacted] owner stated:
1. Have not heard back from you guys.
2. Getting an attorney.

Writer stated:
Kia participates in a third-party arbitration program through BBB AUTO LINE (this service is free of charge to Kia customers).
Please reference your Warranty and Consumer Information Manual (WCIM) for more details about the BBB arbitration program. We are escalating your case to ECR and you should expect a callback in 2-3 business days

*** Phone - Call - Outbound created on 04/16/2021 14:53:55 (GMT-07:00) Arizona and created by Noel Vizzo ***
Writer called NJ082, left message for svcm in a box named Darlene

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0MG[redacted]	[redacted]	7,202
Newton , NJ ,078 0		07/24/2020	Dealer: NJ082	Major KIA of Susse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

1. Calling regarding the customer vehicle.
2. Case# and 800#.

*** Phone - Call - Inbound created on 04/17/2021 06:11:13 and created by Jason Walters ***
Jeff from NJ082 called in:

Customer Name:
Customer phone #:
Customer address:
VIN: 5XYP5DHC0MG[redacted]
MY: 21 Telluride
Mileage: 7,164 - 7,167 (testing 3 miles)
Most recent RO# [redacted]
Open: April 9th
Close Date: still open
Days Down at initial Service Alert report : 8 days
Most recent Repair Issue and Diagnosis:
Concern: dash lights & horn randomly go off, funny smells
Cause: had bunch of codes, couldn't recreate
Correction: Techline states wait for KCAC.
Able to Duplicate (Y or N): No/yes on acceleration or horn, **CRUISE CONTROL** was able to be duplicated.
Repeat Repair (Y/N) No
if so, how many times?: na
Repair History of current concern:
ETA for completion of repairs: na
Parts on order (Y/N) No
part# na
order#: na
Tech-line Case: 14095417
Rental / Loaner Provided? yes Dates: 04/09/21 - present
Dealer contacted DPSM: no
Vehicle repaired?: no
Customer has possession?: no
Dealer Code/Selling Dealer (Y or N): NJ082 / yes
Original Owner (Y or N): Yes
What is current Customer Request (if needed):- None at this time

*** Note - Others created on 04/16/2021 14:59:05 and created by Collado Ortega ***
Forwarding to ECR.
1. Customer allegesvehicle is accelerating on its own
2. NJ082 was left voice mail for the service manager for RO info
3. Disclaimer has been read verbatim.
4. Dispatching because customer states they are getting an attorney / claiming lemon law / requesting buyback of the vehicle.

*** 04/18/2021 09:04:24 ***
Dispatched from WIPBin = Default to Queue Eastern Region ECR by Collado Ortega
Reason:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP5DHC0MG[redacted]	[redacted]	7,202

Newton , NJ ,078 0 07/24/2020 Dealer: NJ082 Major KIA of Susse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

*** 04/19/2021 05:03:57 ***
Accepted from Queue Eastern Region ECR to WIPBin 09. Eastern by Kayla Erwin

*** 04/19/2021 06:50:12 ***
Assigned to WIPBin ECR cases of Michael Jablonowski by Kayla Erwin
Reason:

*** Phone - Call - Outbound created on 04/19/2021 10:48:24 and created by Michael Jablonowski ***
Wtr contacted cust @ [redacted]

Wtr states
1. Following up on concerns with vehicle

Cust states
1 Having problems with **CRUISE CONTROL** just going off
2. Dlr is telling me that they can't fix vehicle
3. Was supposed to be reach to FTS
4. Jeff (SVCM) is contact at Dlr
5. He has been great

Wtr states
1. Apologized
2. Informed cust will follow up with Dlr
3. Once speaking to Dlr will inform cust of any updates

*** 04/19/2021 12:41:31 ***
Web - Note created on 04/19/2021 12:41:31 and created by [redacted]
car still not fixed

*** 04/19/2021 12:48:13 ***
Web - Note created on 04/19/2021 12:48:13 and created by [redacted]
First time in 10 days heard from Kia. A Eastern Regional Kia rep called - Never told me his name but called from Tuscon, AZ 1-520-274-1166
He told me he was calling dealership. I called dealership over two hours later and no one from Kia call the dealership. vehicle 10 days out of service as of today 04/19/2021 - 20 cumulative days out of service car is deemed a lemon under New Jersey State Lemon Law.

*** Phone - Call - Outbound created on 04/19/2021 14:36:03 and created by Michael Jablonowski ***
Wtr contacted NJ082

Wtr states
1. Left VM with Jeff
2.. Informed Jeff following up on cust concerns with vehicle
3. Gave ECR and cust information

*** Case note has been appended from duplicated auto-case on 04/20/2021 01:05:58 (PST)

Comments from Service Alert - TL

Last name	First name	VIN of		Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP5DHC0MG[redacted]		[redacted]	7,202
Newton , NJ 07840		07/24/2020	Dealer: NJ082	Major KIA of Susse	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

Dealer : Major KIA of Sussex
Technician : Paul Schmidt
Service Manager :
Dealer Phone :
DPSM : Jared Illg
Vehicle Model : TELLURIDE SX V6 AWD AUTO
Model Year : 2021
Mileage : 7167
Initial comments by Technician found in TL Case #14095417 :

[Problem Description]
Customer states while driving all the lights started flashing on the dash, the vehicle accelerated for a little by itself, and they smelled a burning smell.

[Diagnostics Performed]
I scanned the vehicle and found code B1349, B1348, C163281, and C186286. I have smelled the burning smell they described but the airbag light is on. I haven't noticed and damage to any harness or connector. I'm just not sure what might tie all the systems together because everything happened at the same time.

*** Phone - Call - Outbound created on 04/20/2021 07:02:53 and created by Michael Jablonowski ***
Wtr contacted NJ082

Wtr states
1. Spoke to Darlene in SVC
2. Informed Darlene following up on status of cust repair

Darlene states
1. Waiting on response from TL
2. Will inform cust with any updates

*** Phone - Call - Outbound created on 04/20/2021 07:09:43 and created by Michael Jablonowski ***
Wtr contacted cust @ [redacted]

Wtr states
1. Informed cust spoke to Dlr
2. Dlr states waiting on TL to respond

Cust states
1. Spoke to Jeff (SVCM) yesterday
2. Was told the same thing
3. Vehicle has been down 11 days after 20 it is considered a lemon

Wtr states
1. Apologized
2. Informed cust Dlr is doing everything they can to get vehicle repaired
3. Jeff will be in tomorrow hopefully with more information

Cust states
1. That sounds fine
2. Thank you

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0MG[redacted]	[redacted]	7,202

Newton , NJ 07860 | 07/24/2020 | Dealer: NJ082 Major KIA of Susse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

*** 04/21/2021 09:14:24 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin Need to call of Ryan Lind by Jeff Stroup
Reason:

*** Phone - Call - Outbound created on 04/21/2021 09:29:02 and created by Ryan Lind ***
Wrt contacted Jeff NJ082

Wrt states:
1. Going to send UA checklist
2. Will update TL to continue diagnosis once checklist is complete

*** Note - Others created on 04/21/2021 10:07:13 and created by Ryan Lind ***

<For Internal Use Only
Wrt reviewed TL case. Dlr already completed checklist. Nothing found other than aftermarket floormat>

*** Phone - Call - Outbound created on 04/21/2021 10:09:38 and created by Ryan Lind ***
Wrt contacted TL and Jeff stating please continue with diagnosis

*** Note - Others created on 04/27/2021 13:59:45 and created by Ryan Lind ***

<For Internal Use Only
Pending further diagnosis>

*** 04/28/2021 08:28:47 ***
Web - Note created on 04/28/2021 08:28:47 and created by [redacted]
[redacted]
04/29/2021
214 East Catherine Street
Milford, Pa 18337
[redacted]

Kia Motors America
111 Peters Canyon Road
Irvine, CA 92606
To whom it may concern:
I believe that my passenger vehicle (2021 Kia Telluride vin# 5XYP5DHC0MG1[redacted] is a “LEMON” under the state lemon law (N.J.S.A. 56:12-29 to 56:12-49). I’m hereby making a written demand for relief under the state lemon law.
I purchased a 2021 Kia Telluride vin# 5XYP5DHC0MG10[redacted] 11/13/2020 from Major Kia in 20 Hampton House Rd, Newton, NJ 07860. Since I brought the vehicle, I have had to return it to the dealership a total of one time with it being out of service for 20+ days cumulative at this point. The vehicle still remains in the dealership’s service center unrepaired and in unsafe condition.
My vehicle has been in Major Kia’s service center since 8:00am est 04/09/2021 and is still at Major Kia’s service center.
-**CRUISE CONTROL** malfunction
-vehicle self-accelerated due to cruise malfunction
-Horn randomly goes off & stays on
-Dash lights on light (warning lights)
-Smell burning wires
- Steering wheels controls malfunction
Since these problems substantially impair the use, value, safety of my vehicle, and the defect is one that is likely to

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP5DHC0MG[redacted]	[redacted]	7,202

Newton , NJ ,078 0 | 07/24/2020 | Dealer: NJ082 Major KIA of Susse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

cause death or serious bodily injury if the vehicle is driven, I am hereby allowing you one final opportunity to repair my vehicle. If these repairs are not completed

*** 04/28/2021 08:30:31 ***
Web - Note created on 04/28/2021 08:30:31 and created by [redacted]
My vehicle has been in Major Kia's service center since 8:00am est 04/09/2021 and is still at Major Kia's service center.
-**CRUISE CONTROL** malfunction
-vehicle self-accelerated due to cruise malfunction
-Horn randomly goes off & stays on
-Dash lights on light (warning lights)
-Smell burning wires
- Steering wheels controls malfunction
Since these problems substantially impair the use, value, safety of my vehicle, and the defect is one that is likely to cause death or serious bodily injury if the vehicle is driven, I am hereby allowing you one final opportunity to repair my vehicle. If these repairs are not completed within 5 days from 04/29/2021, I may be entitled to a refund or Kia can replace the vehicle with a new one of equal or more value by 05/05/2021.
I looking forward to hearing from you soon. You can reach me at [redacted] between 7am est – 9pm est every day of the week.
[redacted]

*** Phone - No Callback created on 04/28/2021 14:22:14 (GMT-07:00) Arizona and created by Debra Rustin ***

Caller[redacted] (owner)
writer states
1.introduced self
2. how may we help?

customer states
1. ckaim open 20 days now
2. car still at dlr
3. have yet to be contacted by anyone at kia
4. i need to speak to ryan or his supervisor
5. he needs to pick up the phone and communicate wiht me
6. even if its to tell me nothing

writer states
1.Apologised
2. i will request him to contact you

*** Phone - No Callback created on 04/28/2021 16:22:04 (GMT-07:00) Arizona and created by Chistopher Davis ***
[redacted]owner)states:
1.Have not been contacted by Ryan once
2.I need to speak with him

Writer states:
1.Apologized
2.Advised will mark as no CB
3.Advised will request CB

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP5DHC0MG[redacted]	[redacted]	7,202

Newton , NJ ,078 0 07/24/2020 Dealer: NJ082 Major KIA of Susse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

Customer states:
1.Okay thanks

*** Phone - Call - Inbound created on 04/29/2021 14:15:28 (GMT-07:00) Arizona and created by Jeremy Carrifee ***
Took Cup Call

Writer states:
1. Introduced myself
2. You are working with Ryan

Customer states:
1. I would not call it working because he doesnt do anything

Writer states:
1. I will note the case for a callback for you

customer states:
1. Okay thats all that everyone does
2. When he calls I am going to give him my attorneys information
***Customer hung up

*** Phone - Call - Inbound created on 04/29/2021 13:50:16 and created by Michele Jansepar ***
Owner [redacted] called.
1. It has been 21 days and there is still no phone call.
2. I obtained Ryans phone number.
3 I have called and left him 6 messages in the last 21 hours and none of them have been returned.

wrt states:
1. apologize.
2. unable to message CM.

Cust states
1. this is very concerning.
2. want you to connect me with someone that can make a decision.
3. want to talk to supervisor.

Wrt states;
1. Submits Supervisor call back request.
2. receive call back within 48 hours.

cust states;
1. I better get a call back from someone.

*** Note - Others created on 04/30/2021 13:38:18 and created by Ryan Lind ***
Dlr completed UA checklist. No issues found. Dlr still diagnosing other concerns. Dispatching to ECR due to cust stating lemon law.

<For Internal Use Only

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0MG[redacted]	[redacted]	7,202
Newton , NJ 07860		07/24/2020	Dealer: NJ082	Major KIA of Susse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

Reviewed with CAFOM>

*** 04/30/2021 13:39:12 ***
Dispatched from WIPBin = 1. Monday to Queue Eastern Region ECR by Ryan Lind
Reason:

*** 05/01/2021 06:50:03 ***
TL case# 14095417 was escalated to an FTS. Update will be provided after this request is reviewed.

*** 05/03/2021 04:24:05 ***
Accepted from Queue Eastern Region ECR to WIPBin 08. Eastern by Kayla Erwin

*** Email - Internal Email Received created on 04/30/2021 13:59:17 and created by Kayla Erwin ***
From: [redacted] <[redacted]
Sent: Friday, April 30, 2021 2:05 PM
To: Bell, James [KMA] <JBell@Kiausa.com>; Hope, James [KMA] <JHope@kiausa.com>; Murphy, Julie [KMA] <JMurphy@Kiausa.com>; Vignone, Joseph [KMA] <JVignone@Kiausa.com>; mcole@kiausa.com; Peffer Jr., William (Bill) [KMA] <WPeffer@Kiausa.com>; syoon@kiausa.com
Subject: Kia Claim [redacted]

[redacted]
04/29/2021
214 East Catherine Street
Milford, Pa 18337
[redacted]

Kia Motors America
111 Peters Canyon Road
Irvine, CA 92606
To whom it may concern:
I believe that my passenger vehicle (2021 Kia Telluride vin# 5XYP5DHC0MG1[redacted] is a “LEMON” under the state lemon law (N.J.S.A. 56:12-29 to 56:12-49). I’m hereby making a written demand for relief under the state lemon law.
I purchased a 2021 Kia Telluride vin# 5XYP5DHC0MG10[redacted] 11/13/2020 from Major Kia in 20 Hampton House Rd, Newton, NJ 07860. Since I brought the vehicle, I have had to return it to the dealership a total of one time with it being out of service for 20+ days cumulative at this point. The vehicle still remains in the dealership’s service center unrepaired and in unsafe condition.
My vehicle has been in Major Kia’s service center since 8:00am est 04/09/2021 and is still at Major Kia’s service center.
-**CRUISE CONTROL** malfunction
-vehicle self-accelerated due to cruise malfunction
-Horn randomly goes off & stays on
-Dash lights on light (warning lights)
-Smell burning wires
- Steering wheels controls malfunction
Since these problems substantially impair the use, value, safety of my vehicle, and the defect is one that is likely to cause death or serious bodily injury if the vehicle is driven, I am hereby allowing you one final opportunity to repair my vehicle. If these repairs are not completed within 5 days from 04/29/2021, I may be entitled to a refund or Kia can replace the vehicle with a new one of equal or more value by 05/05/2021.
I looking forward to hearing from you soon. You can reach me at [redacted] between 7am est – 9pm est every day of the week.
[redacted]

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0MG[redacted]	[redacted]	7,202
Newton , NJ 07840		07/24/2020	Dealer: NJ082	Major KIA of Susse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

*** 05/03/2021 06:09:36 ***
Assigned to WIPBin ECR cases of Michael Jablonowski by Kayla Erwin
Reason:

*** 05/03/2021 10:53:57 ***
Web - Note created on 05/03/2021 10:53:57 and created by [redacted]
05/03/2021 - 1:49PM STILL NO CALL FROM RYAN I HAVE LEFT 10 VOICEMAILS TO THIS POINT - I ALSO EMAILED ERIC WATSON, JAMES BELL, WILLIAM PEFFER, AND THE CUSTOMER SERVICE TEAM BUT AGIAN NO CONTACT FROM RYAN THE CALIM HANDLER
VEHICLE NOT OUT OF SERVICE FOR 24 DAYS AND STILL AT THE DEALERSHIP
BBB & LEMON LAW TEAM NJ HAVE BEEN CONTACTED

*** 05/03/2021 10:58:21 ***
Web - Note created on 05/03/2021 10:58:21 and created by [redacted]
AGAIN THE CLAIM HANDLER RYAN 949-468-4648 HAS NOT CONTACTED ME AT ALL

*** 05/03/2021 11:05:16 ***
Web - Note created on 05/03/2021 11:05:15 and created by [redacted]
DEALERSHIP HAS CONFIRMED VEHICLE IS NOT NOT FIXED - **CRUISE CONTROL** IS STILL NO WORKING AND UNSAFE TO OPERATE 05/03/2021

*** Phone - Call - Inbound created on 05/03/2021 11:09:04 and created by Michael Jablonowski ***
Cust states
1. Have not received a call from Ryan who was suppose to be taking care of my case
2. Need to find out what is going on

Wtr states
1. Apologized
2. Informed cust will be following up with Dlr to gather more information
3. Will inform cust of any updates

Cust states
1. Have been in rental for a month
2. Really would like a bigger rental if I could
3. How long is this going to take?

Wtr states
1. Once ECR has reached out to Dlr will once again with updates

Cust states
1Thank you

*** Email - External Email Received created on 05/03/2021 12:23:44 (GMT-08:00) Pacific Time (US & Canada) and created by Michele Cameron ***
Writer rec'd this email string sent to KMA executives from cust:

From: [redacted] <[redacted]
Sent: Monday, May 3, 2021 8:40 AM
To: Bell, James [KMA] <JBell@Kiausa.com>
Cc: Watson, Eric [KMA] <EWatson@Kiausa.com>

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0MG[redacted]	[redacted]	7,202
Newton , NJ 07840		07/24/2020	Dealer: NJ082	Major KIA of Susse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

Subject: Re: Kia Claim [redacted]

Claim handler Ryan 949-468-4648 still has not contacted me. My vehicle has been out of service for 24 days not. Someone from Kia please help me !!!!
Sent from my iPhone

On Apr 30, 2021, at 2:30 PM, Bell, James [KMA] <JBell@kiausa.com> wrote:

Thank you for the update, and I have alerted Consumer Affairs.

From: [redacted] <[redacted]
Sent: Friday, April 30, 2021 11:23 AM
To: Bell, James [KMA] <JBell@Kiausa.com>
Subject: Re: Kia Claim [redacted]

I've never been contact by my case manager in 21 days . Ryan 949-468-4648 but I've left 9 voicemails to date. I need help 21 days without a new telluride I just purchased.
Sent from my iPhone

On Apr 30, 2021, at 2:14 PM, Bell, James [KMA] <JBell@kiausa.com> wrote:

Thank you for your email and I have forwarded to Consumer Affairs for their review.

James Bell
Head of Public Relations
Kia Motors America
949-344-8803

From: [redacted] <[redacted]
Sent: Friday, April 30, 2021 11:05 AM
To: Bell, James [KMA] <JBell@Kiausa.com>; Hope, James [KMA] <JHope@kiausa.com>; Murphy, Julie [KMA] <JMurphy@Kiausa.com>; Vignone, Joseph [KMA] <JVignone@Kiausa.com>; mcole@kiausa.com; Peffer Jr., William (Bill) [KMA] <WPeffer@Kiausa.com>; syoon@kiausa.com
Subject: Kia Claim [redacted]

[redacted]
04/29/2021
214 East Catherine Street
Milford, Pa 18337
[redacted]

Kia Motors America
111 Peters Canyon Road
Irvine, CA 92606
To whom it may concern:
I believe that my passenger vehicle (2021 Kia Telluride vin# 5XYP5DHC0MG1[redacted] is a "LEMON" under the state lemon law (N.J.S.A. 56:12-29 to 56:12-49). I'm hereby making a written demand for relief under the state lemon law.
I purchased a 2021 Kia Telluride vin# 5XYP5DHC0MG10[redacted] 11/13/2020 from Major Kia in 20 Hampton House

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0MG[redacted]	[redacted]	7,202
Newton , NJ 078 0		07/24/2020	Dealer: NJ082	Major KIA of Susse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

Rd, Newton, NJ 07860. Since I brought the vehicle, I have had to return it to the dealership a total of one time with it being out of service for 20+ days cumulative at this point. The vehicle still remains in the dealership's service center unrepaired and in unsafe condition.
My vehicle has been in Major Kia's service center since 8:00am est 04/09/2021 and is still at Major Kia's service center.
-**CRUISE CONTROL** malfunction
-vehicle self-accelerated due to cruise malfunction
-Horn randomly goes off & stays on
-Dash lights on light (warning lights)
-Smell burning wires
- Steering wheels controls malfunction
Since these problems substantially impair the use, value, safety of my vehicle, and the defect is one that is likely to cause death or serious bodily injury if the vehicle is driven, I am hereby allowing you one final opportunity to repair my vehicle. If these repairs are not completed within 5 days from 04/29/2021, I may be entitled to a refund or Kia can replace the vehicle with a new one of equal or more value by 05/05/2021.
I looking forward to hearing from you soon. You can reach me at [redacted] between 7am est – 9pm est every day of the week.
[redacted]

*** Email - External Email Sent created on 05/03/2021 12:25:13 (GMT-08:00) Pacific Time (US & Canada) and created by Michele Cameron ***
Writer replied to cust as follows & requested the case be escalated to the ECA immediately & asked for FTS review:

From: Cameron, Michele [KMA]
Sent: Monday, May 03, 2021 12:23 PM
To: [redacted]
Subject: RE: Kia Claim [redacted]

[redacted]

Your emails have been forwarded to me for review and I'd like to apologize for the delays in your case handling. I've asked that your case be escalated to a different team member so we can address your lemon law buyback complaint. I've also asked our field technical support team to investigate the issue of your **CRUISE CONTROL** issue turning off intermittently.

I can see that you contacted the 800# requesting assistance as those calls were documented so I will be investigating the breakdown in communication that led to response delays so I can address.

Please don't hesitate to reach out to me directly if you do not receive contact from another team member today. Thank you,

Michele Cameron
Executive Director, Consumer Affairs & Warranty Operations

Kia Motors America, Inc.
111 Peters Canyon Road, Irvine, CA 92606
E MCameron@kiausa.com

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP5DHC0MG[redacted]	[redacted]	7,202

Newton , NJ ,078 0 07/24/2020 Dealer: NJ082 Major KIA of Susse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

*** Email - External Email Sent created on 05/03/2021 12:52:47 (GMT-08:00) Pacific Time (US & Canada) and created by Michele Cameron ***
Cust replied to writer's email & writer replied back (both emails below):

From: Cameron, Michele [KMA]
Sent: Monday, May 03, 2021 12:52 PM
To: [redacted] <[redacted]
Subject: RE: Kia Claim [redacted]

[redacted]

I think that step #1 is to address the issue with your vehicle if we can as this gives us the greatest flexibility in terms of resolution options. This is why I've asked our field engineers to investigate more closely.

We should be in touch soon.

Best,

Michele

From: [redacted] <[redacted]
Sent: Monday, May 03, 2021 12:38 PM
To: Cameron, Michele [KMA] <MCameron@Kiausa.com>
Subject: Re: Kia Claim [redacted]

Michele,
Thank you thank you for responding!! Please let me know how we are going to fix this entire situation? The vehicle has been in the service department for 24 days cumulatively and out of service. We are all aware it has fallen in the the NJ lemon law at this point and is this process being started by you and Kia ? Or is Kia going to payoff my loan on this vehicle 100% ? Or are we going to work towards a large reimbursement and agreement ASAP? Please let me know as soon as you can.
Thank you very much,
[redacted]

*** 05/03/2021 16:18:05 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin _New_ of Kristen Schaefer by Mandyjay Lewis
Reason:

*** Phone - Call - Outbound created on 05/04/2021 08:59:05 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***
ECA contacts cust, [redacted]
([redacted]

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP5DHC0MG[redacted]	[redacted]	7,202

Newton , NJ ,078 0 | 07/24/2020 | Dealer: NJ082 Major KIA of Susse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

wtr:
1) introduces self
2) Michele asked that your claim be escalated and that I reach out
3) sorry to hear about concerns with vehicle
4) have reviewed your previous correspondence with our office and understand veh at NJ082
5) dlr has verified some of your concerns and is working with FTS to repair vehicle
6) customer has also mentioned LL so, wtr is able to review that request to be removed from ownership
7) however, in order to provide appropriate resolution, will first need to review relevant documents including vehicle acquisition and previous service records
8) does vehicle have any service history that I need to be aware of other than current visit?

cust:
1) veh has been at dlr 25 days
2) no previous concerns; only maintenance
3) all documents are in the vehicle at the dealership - including sales, maintenance, and registration
4) dealership should be able to provide you everything you need
5) so has vehicle been deemed unrepairable?

wtr:
1) understand; apologize
2) adv that wtr would like to review full history to ensure I have comprehensive understanding of vehicle's service journey
3) will reach out to dlr to req copies of their records, but for some documents, like registration will need customer assistance to obtain
4) if they are in vehicle, would appreciate if customer can contact dlr and authorize them to locate and fwd copy to me
5) adv that vehicle has not been deemed unrepairable
6) regardless of resolution with customer, KMA will investigate and repair concerns with vehicle
7) ideally, would like to ensure repairs and vehicle operating as intended and then discuss resolution with customer in consideration of inconvenience with service (such as cash settlement, pre-paid maint, accessy, etc)
8) can also review request to be removed from ownership per state's LL if that is the route you would like to go
9) see you purchased the SX and know there is a reason you picked this vehicle; would like to see it repaired and returned to you if possible

cust:
1) thank you
2) appreciate you calling me
3) confirmed email

wtr:
1) hope to get information from dlr in the next few days and follow-up with you again by the end of the week to further discuss a resolution and provide an update
2) don't hesitate to contact wtr directly if you have any questions or concerns; will try to contact back as quickly as possible, but please allow at least 1 business day for response

cust:
1) understand
2) glad to speak with someone and appreciate you reaching out
3) have had trouble getting response from previous case managers

wtr:
1) apologized

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0MG[redacted]	[redacted]	7,202
Newton , NJ 07840		07/24/2020	Dealer: NJ082	Major KIA of Susse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

call ended

*** 05/04/2021 09:23:02 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 05/04/2021 09:22:32 by Kristen Schaefer
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]
Attachments:
[redacted]20210504.pdf

*** Email - External Email Sent created on 05/04/2021 09:22:32 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***
Good afternoon [redacted]

Thank you for taking the time to speak with me today and allowing me the opportunity to assist. I've attached here a request for information regarding your vehicle's acquisition and service history. I understand some of these documents are in your vehicle, which is currently located at the dealership. If you wouldn't mind contacting them to authorized the location and forwarding of those documents, I would greatly appreciate it.

As discussed, I am also reaching out to Major Kia of Sussex directly to request copies of the records they have related to your vehicle.

I hope to collect and review this information in the next few days and, to follow-up with you by the end of this week with an update.

Please don't hesitate to contact me directly if you have any additional questions or concerns.

Take care,

*** Email - External Email Sent created on 05/04/2021 09:28:05 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***
ECA contacts NJ082 - JEFF

wtr:
1) req copy of any and all RO
2) req copy of open WO, if any

*** Email - External Email Sent created on 05/04/2021 09:28:30 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***
ECA contacts NJ082 - HERB

wtr:
1) req copy of Sales Contract

05/04/2021 10:52:59
Email is received on 05/04/21 10:52:49 from [redacted]
Attachments:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0MG[redacted]	[redacted]	7,202

Newton , NJ ,078 0 | 07/24/2020 | Dealer: NJ082 Major KIA of Susse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

2056_001.pdf
texthtml1.0.htm
texthtml1.2.htm

*** Email - External Email Received created on 05/04/2021 10:52:55 (GMT-08:00) Pacific Time (US & Canada) and created by Siebel Administrator ***
Sent from my iPhone

*** 05/04/2021 14:55:10 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 05/04/2021 14:54:57 by Kristen Schaefer
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 05/04/2021 14:54:57 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***
Hey [redacted]

Your email came through but, unfortunately the attached PDF cannot be opened on my end. I'm getting an error message that states the file has been damaged. Is it possible for you to reformat and resend?

Sorry for the inconvenience,

05/04/2021 15:13:39
Email is received on 05/04/21 15:13:28 from [redacted]
Attachments:
image0.jpeg
image1.jpeg
image2.jpeg
image3.jpeg
texthtml1.0.htm
texthtml1.0_05042021_151339.htm

*** Email - External Email Received created on 05/05/2021 03:52:26 and created by Brayden Moore ***
From: [redacted] <[redacted]
Sent: Friday, April 30, 2021 11:23 AM
To: Bell, James [KMA] <JBell@Kiausa.com>
Subject: Re: Kia Claim [redacted]

I've never been contact by my case manager in 21 days . Ryan 949-468-4648 but I've left 9 voicemails to date. I need help 21 days without a new telluride I just purchased.
Sent from my iPhone

On Apr 30, 2021, at 2:14 PM, Bell, James [KMA] <JBell@kiausa.com> wrote:

Thank you for your email and I have forwarded to Consumer Affairs for their review.

James Bell
Head of Public Relations

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0MG[redacted]	[redacted]	7,202
Newton , NJ 07860		07/24/2020	Dealer: NJ082	Major KIA of Susse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

Kia Motors America
949-344-8803

From: [redacted] <[redacted]
Sent: Friday, April 30, 2021 11:05 AM
To: Bell, James [KMA] <JBell@Kiausa.com>; Hope, James [KMA] <JHope@kiausa.com>; Murphy, Julie [KMA] <JMurphy@Kiausa.com>; Vignone, Joseph [KMA] <JVignone@Kiausa.com>; mcole@kiausa.com; Peffer Jr., William (Bill) [KMA] <WPeffer@Kiausa.com>; syoon@kiausa.com
Subject: Kia Claim [redacted]

[redacted]
04/29/2021
214 East Catherine Street
Milford, Pa 18337
[redacted]

Kia Motors America
111 Peters Canyon Road
Irvine, CA 92606
To whom it may concern:
I believe that my passenger vehicle (2021 Kia Telluride vin# 5XYP5DHC0MG1[redacted] is a “LEMON” under the state lemon law (N.J.S.A. 56:12-29 to 56:12-49). I’m hereby making a written demand for relief under the state lemon law.
I purchased a 2021 Kia Telluride vin# 5XYP5DHC0MG10[redacted] 11/13/2020 from Major Kia in 20 Hampton House Rd, Newton, NJ 07860. Since I brought the vehicle, I have had to return it to the dealership a total of one time with it being out of service for 20+ days cumulative at this point. The vehicle still remains in the dealership’s service center unrepaired and in unsafe condition.
My vehicle has been in Major Kia’s service center since 8:00am est 04/09/2021 and is still at Major Kia’s service center.
-**CRUISE CONTROL** malfunction
-vehicle self-accelerated due to cruise malfunction
-Horn randomly goes off & stays on
-Dash lights on light (warning lights)
-Smell burning wires
- Steering wheels controls malfunction
Since these problems substantially impair the use, value, safety of my vehicle, and the defect is one that is likely to cause death or serious bodily injury if the vehicle is driven, I am hereby allowing you one final opportunity to repair my vehicle. If these repairs are not completed within 5 days from 04/29/2021, I may be entitled to a refund or Kia can replace the vehicle with a new one of equal or more value by 05/05/2021.
I looking forward to hearing from you soon. You can reach me at [redacted] between 7am est – 9pm est every day of the week.
[redacted]

The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0MG[redacted]	[redacted]	7,202
Newton , NJ 07860		07/24/2020	Dealer: NJ082	Major KIA of Susse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

have received this email in error, please contact the sender immediately and delete the email and all of its attachments.

05/05/2021 07:34:57
Email is received on 05/05/21 07:34:47 from dmayi@majorkia.com
Attachments:
[redacted]pdf

*** Email - External Email Received created on 05/04/2021 15:13:33 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***
Sent from my iPhone

*** Email - External Email Received created on 05/05/2021 07:34:53 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***
Attached is [redacted] e-contract.

Dave Mayi
Business Manager
Major Kia of Sussex

*** Email - External Email Received created on 05/05/2021 08:25:43 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***
ECA rcv's contact from NJ082 - JEFF

dlr:
- Repair Orders
- Buyer's Order, Title App, Registration (exp 2022)

*** Phone - Call - Inbound created on 05/05/2021 11:57:49 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***
ECA rcv's contact from cust, [redacted]

cust:
1) spoke with dlr
2) they installed clock spring and it did correct some problems
3) ordering some other parts like horn to see if that corrects other issues
4) where does that leave us?

wtr:
1) thanks for call
2) adv wtr did receive email from SVCM, but have not had an opportunity to review in detail, yet
3) understand FTS is working with dlr on repairs
4) my understanding of situation is that diagnosis was on hold previously while special team reviewed customer's UA allegations and asked dlr to perform specific tests related to this concern
5) once vehicle was released for diagnosis, dlr has only recently been able to initiate repair process
6) believe that dlr and KMA tech are making good progress toward repairs so, would still like to see that vehicle is repaired and returned to you and then discuss cash settlement'
7) wtr remains open to reviewing removing cust from vehicle if needed or if repairs cannot be undertaken for some unforeseen reason

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP5DHC0MG[redacted]	[redacted]	7,202

Newton , NJ 07840 | 07/24/2020 | Dealer: NJ082 Major KIA of Susse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

8) hoping to speak with FTS at end of week and contact customer with further update Friday afternoon

cust;
1) Okay; thank you
2) will speak with you then

call ended

*** 05/06/2021 06:03:00 ***
Web - Note created on 05/06/2021 06:02:59 and created by [redacted]
-05/06/2021 - NOTE - Day 27 vehicle is still not fixed and still at the dealership. More parts have been replaced and more parts have been ordered.

*** Phone - Call - Outbound created on 05/06/2021 09:36:19 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***
ECA contacts NJ082 - JEFF

wtr:
1) req update on status of repairs

dlr:
1) horn assy's in
2) no concerns at this time
3) road testing vehicle before return to customer
4) hoping to finish road testing today and contact cust for p/u by tomorrow at the latest
5) didn't want to tell customer veh would be finished today until road testing and speaking with FTS
6) customer tried to get another vehicle repurchased for his girl friend (Mandy McKean - Forte Koup)
7) think he was upset in beginning because repairs could not move forward until UA complaint inspected

wtr
1) thanks for information
2) please let wtr know after you update the customer so that I can f/u with him

*** Email - External Email Received created on 05/06/2021 13:50:46 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***
ECA rcv's contact from NJ082 - JEFF
DPSM, FTS

dlr:
1) contacted customer and let him know all parts installed and vehicle operating normally
2) going to keep vehicle overnight per FTS and test drive in the AM on cold start
3) let customer know that vehicle should be ready for pick up tomorrow

*** Phone - Call - Inbound created on 05/06/2021 13:52:32 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***
ECA rcv's VM from cust, [redacted]
05/06/2021 at 13:12

cust:
1) just spoke to dlr and they said they have to run a few more tests in the AM and vehicle may be 100% fixed
2) want to see where you are on your end
3) please give me a c/b when you can ([redacted]

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0MG[redacted]	[redacted]	7,202
Newton , NJ 07840		07/24/2020	Dealer: NJ082	Major KIA of Susse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

call ended

*** Letter - Letter Received created on 05/06/2021 16:12:28 and created by McKenna Bediamol ***
NCA rec'd letter from customer stating buyback/lemon law.
Attaching to case.

*** Letter - Letter Received created on 05/06/2021 16:25:33 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***
Tracking Number: 9505513915211117331739
Your item was delivered to the front desk, reception area, or mail room at 10:21 am on April 30, 2021 in IRVINE, CA 92606.

Status
Delivered, Front Desk/Reception/Mail Room
April 30, 2021 at 10:21 am

IRVINE, CA 92606

05/07/2021 08:39:31
Email is received on 05/07/21 08:39:21 from [redacted]

*** Email - External Email Received created on 05/07/2021 08:39:28 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***
Kristen,
I just spoke with Jeff at Major Kia and they believe the Telluride is 100% repaired. After 28 long days this is good news but I wanted to speak to you before anything. I want to make sure we can come to an agreement with the dollar amount of the reimbursement before the vehicle is back in my possession. Otherwise there are other routes we can explore to move forward so I look forward to hearing from you soon.
[redacted]

Sent from my iPhone

*** Phone - Call - Inbound created on 05/07/2021 09:07:43 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***
ECA rcv's VM from cust, [redacted]
05/07/2021 at 08:29

Cust:
1) Just spoke to dlr
2) Vehicle is 100% repaired, but I don't want to pick it up until I spoke to you on what we are going to agree to since has been at dealership almost a month
3) If we reach an agreement, will pick vehicle up
4) ([redacted]

call ended

*** Email - External Email Sent created on 05/07/2021 09:32:57 (GMT-08:00) Pacific Time (US & Canada) and

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0MG[redacted]	[redacted]	7,202
Newton , NJ 07840		07/24/2020	Dealer: NJ082	Major KIA of Susse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

created by Kristen Schaefer ***
ECA contacts NJ082 - JEFF
DPSM, FTS

wtr:
1) please note invoice for cust contact for p/u
2) adv claim with KCA is separate and independent from dlr role for svc; cust needs to make arrangements for p/u
3) adv KMA will not continue to cover alt trans costs beyond completion of repairs and when veh is available to cust

*** Phone - Call - Outbound created on 05/07/2021 09:36:08 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***
ECA contacts cust, [redacted]
([redacted]

wtr:
1) adv calling to f/u with customer
2) understand veh done and ready for p/u
3) understand cust is working with our office, but adv dlr responsibility is for repair, separate and independent of any claim with our office
4) cust will need to make arrangements to remove veh from dlr as soon as possible; KMA will not continue to cover alt trans costs when vehicle is available and ready for p/u
5) considering vehicle is repaired, would not be offering to replace/repurchase vehicle at this time
6) however, understand if customer needs some time to drive and evaluate satisfaction with repairs
7) can see that cust's use of own vehicle was impacted in some portion of months of April and May, so would at least offer the reimbursement of those 2 months. Considering repairs early in ownership, am happy to say that I can offer to double that amount for a total settlement equivalent to 4 CP ($949.00 x 4 = $3,796.00)

cust:
1) thank you
2) that sounds reasonable
3) have plans with Jeff to p/u tomorrow morning at 9AM

wtr:
1) thank you
2) will email offer to customer for review and signature before any funds are issued
3) adv payment would be in form of company check

cust;
1) how long will that take

wtr ;
1) generally takes 4-6 weeks

cust:
1) that's too long, can you make it faster?

wtr
1) once I receive signed documents, can req expedite
2) adv may still be a few weeks bc of limited in-off staff due to pandemic

cust :
1) Okay; thank you

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0MG[redacted]	[redacted]	7,202
Newton , NJ 07840		07/24/2020	Dealer: NJ082	Major KIA of Susse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

wtr
1) expect wtr email shortly

call ended

*** 05/07/2021 10:16:35 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 05/07/2021 10:15:43 by Kristen Schaefer
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]
Attachments:
[redacted]20210507.pdf

*** Email - External Email Sent created on 05/07/2021 10:15:43 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***
Good afternoon [redacted]

Thank you for speaking with me again today and, I'm glad to hear your vehicle is repaired and ready for you to pick-up. I hope everything goes smoothly when you go in tomorrow morning to take redelivery.

I've attached here the settlement offer we discussed for the equivalent of four car payments of $949.00 each – totaling $3,796.00. Please review and return a signed copy to my attention at your earliest convenience so that I can request the check. As discussed, I will do what I can to expedite the check once I receive your signed agreement.

Thank you,

*** Email - External Email Received created on 05/07/2021 10:24:00 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***
ECA rcv's contact from NJ082 - JEFF

dlr:
- RO [redacted]

05/07/2021 10:38:19
Email is received on 05/07/21 10:38:09 from [redacted]
Attachments:
image0.jpeg
image0_05072021_103817.jpeg
image1.jpeg
image1_05072021_103817.jpeg
image2.jpeg
image2_05072021_103818.jpeg
texthtml1.0.htm
texthtml1.0_05072021_103819.htm

*** Email - External Email Received created on 05/07/2021 10:38:13 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0MG[redacted]	[redacted]	7,202
Newton , NJ 07840		07/24/2020	Dealer: NJ082	Major KIA of Susse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

Kristen,
Here are the signed documents as we discussed. Please have the check processed and mailed out as soon as possible. I appreciate your help with this situation and want to thank you again for everything.
[redacted]

*** 05/07/2021 11:11:15 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 187008 Submitted

*** 05/07/2021 11:17:08 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 05/07/2021 11:15:34 by Kristen Schaefer
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 05/07/2021 11:15:34 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***
Thank you, [redacted]

It's been my pleasure to assist; a lot of credit goes to Jeff and his team at the dealership.

I received your signed documents and have submitted the request for your check and, asked that it be expedited as much as possible.

Best,

*** Letter - Letter Received created on 05/12/2021 09:50:31 and created by McKenna Bediamol ***
NCA rec'd duplicate copy of customer BBLL letter. Attaching to case.

*** 05/12/2021 10:49:47 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 187008 Final Approved

*** 05/12/2021 10:49:49 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 05/12/2021 10:49:48 (GMT-08:00) Pacific Time (US & Canada) by Siebel System - Auto Message
To: [redacted]
Cc: [redacted]
Title: Update from Kia, Case #[redacted]

Dear [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

*** 05/14/2021 08:54:48 (GMT-08:00) Pacific Time (US & Canada) ***

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0MG[redacted]	[redacted]	7,202
Newton , NJ 078 0		07/24/2020	Dealer: NJ082	Major KIA of Susse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

Email is sent on 05/14/2021 08:54:37 by Kristen Schaefer
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 05/14/2021 08:54:37 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***
Good morning [redacted]

I just wanted to confirm that your check was expedited and, has been placed in the outgoing mail to your attention.

Please allow a few business days for delivery via USPS.

Best,

*** 05/14/2021 08:55:32 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Kristen Schaefer with Resolution Code : Goodwill Issued
[Resolution Summary]
GW 187008

05/14/2021 09:36:09
Email is received on 05/14/21 09:36:00 from [redacted]

*** Email - External Email Received created on 05/14/2021 09:36:05 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***
Thank you

Sent from my iPhone

*** 05/14/2021 09:38:06 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Kristen Schaefer with Resolution Code : Goodwill Issued
[Resolution Summary]
GW 187008

05/30/2021 13:19:22
Email is received on 05/30/21 13:19:09 from [redacted]
Attachments:
image0.jpeg
image0_05302021_131921.jpeg
texthtml1.0.htm
texthtml1.0_05302021_131922.htm

*** 06/01/2021 06:56:23 ***
Web - Note created on 06/01/2021 06:56:22 and created by [redacted]
6/1/2021 - VEHICLE HAVING SAME ISSUE AGIAN - EMAIL SENT TO JEFF LASALA, MICHELE CAMERON, AND KRISTEN AT KIA CUSTOMER SERVICE CENTER

*** Email - External Email Received created on 05/30/2021 13:19:14 (GMT-08:00) Pacific Time (US & Canada)

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0MG[redacted]	[redacted]	7,202
Newton , NJ 07840		07/24/2020	Dealer: NJ082	Major KIA of Susse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

and created by Kristen Schaefer ***
Kristen & Jeff,
Good afternoon. I'm reaching out because I'm currently experiencing the same issues again with the 2021 Telluride as last time. Today while driving the vehicle on the highway at about 71mph all the warning lights on the dash starting going on and off, the horn beeped 5 times intermittently, the RPM gauge jumped up, the vehicle took off for about 15 seconds , and the cruise light flashed when it did. I was able to take this photo with a time stamp to show you what occurred today . Please direct me on how you would like to proceed at this point ? Vehicle is currently parked in my driveway not being driven.
Thank you
[redacted]

Sent from my iPhone

06/01/2021 11:19:22
Email is received on 06/01/21 11:19:11 from [redacted]

*** 06/01/2021 12:30:55 ***
Web - Note created on 06/01/2021 12:30:54 and created by [redacted]
6/01/2021 3:27PM EST - STILL NO RESPONDS FROM ANY KIA REP - I HAVE EMAILED, CALLED, AND LEFT VOICEMAILS - ALSO NOTE DEALERSHIP HAS NO CURRENT LOANERS ? SENT EMAIL TO 12 DIFFERENT KIA REP'S

*** Email - External Email Received created on 06/01/2021 11:19:17 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***
Jeff,
I yet to hear from Kristen or Kia so far today . When do you think I'll have a comparable loaner vehicle ready ?

*** Email - External Email Received created on 06/02/2021 09:18:45 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***
From: Cameron, Michele [KMA] <MCameron@Kiausa.com>
Sent: June 2, 2021 7:09 AM
To: [redacted] <[redacted]
Cc: Bell, James [KMA] <JBell@Kiausa.com>
Subject: RE: Claim [redacted]

[redacted]

I apologize for the delay in responding. We're sorry to learn that you're continuing to experience issues with your new Telluride. I did speak to Kristen last evening -- she unfortunately was unavailable yesterday but she will be reaching out to you today.

Michele

-----Original Message-----
From: [redacted] <[redacted]
Sent: Wednesday, June 02, 2021 7:07 AM
To: Cameron, Michele [KMA] <MCameron@Kiausa.com>
Cc: Bell, James [KMA] <JBell@Kiausa.com>
Subject: Claim [redacted]

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP5DHC0MG[redacted]	[redacted]	7,202

Newton , NJ ,078 0 | 07/24/2020 | Dealer: NJ082 Major KIA of Susse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

Michele,
Is anyone going to even attempt to return my emails or phone calls ? My 2021 Kia Telluride is having the same issues again that were “repaired”. Are going to have to go the lemon law route again ?
Thank you
[redacted]

Sent from my iPhone

*** Phone - Call - Inbound created on 06/02/2021 09:19:07 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***
ECA rcv's VM from cust, [redacted]
06/01/2021 at 07:09

Cust:
1) [redacted]
2) Was working with you a couple weeks ago and Jeff at Major Kia
3) Unfortunately, sent email over weekend - issues are back again
4) Same issues
5) Spoke to Jeff and waiting to hear from you to see how you like to move forward
6) Vehicle is in my driveway now
7) Warning lights that were on, were not on today when I went out to check vehicle
8) Req c/b ([redacted]

call ended

*** Phone - Call - Inbound created on 06/02/2021 09:19:34 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***
ECA rcv's VM from cust, [redacted]
06/01/2021 at 11:00

Cust:
1) Spoke to dlr (Major Kia)
2) Req c/b ([redacted]

call ended

*** Phone - Call - Outbound created on 06/02/2021 09:21:49 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***
ECA contacts cust, [redacted]
([redacted]

wtr:
1) calling to f/u with customer
2) apologize; was unavailable yesterday
3) understand you had a few concerns with vehicle over the weekend
4) did review photo you provided and warning message does not indicate fault with system but rather than sensor cover is blocked with dirt, snow, or debris

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0MG[redacted]	[redacted]	7,202
Newton , NJ 07840		07/24/2020	Dealer: NJ082	Major KIA of Susse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

5) understand you have some other concerns as well so, would certainly need to get vehicle to an authorized Kia dealership to have that looked at
6) where is vehicle now?

cust:
1) vehicle is in my driveway
2) did speak with Jeff at dealer but, they only have a Forte loaner available currently
3) problem is they don't have alt transport comparable in size to my vehicle
4) concerned about this being a month-long ordeal like the last time
5) vehicle accelerated on its own for about 15 seconds - **CRUISE CONTROL** light flashes

wtr:
1) adv that first step is to present vehicle to dealership
2) understand you would like a larger rental/loaner vehicle but, this is subject to availability
3) I'd like to try and work with the dealership to see if we can locate anything more comparable in size to your Telluride
4) while alt transport is not a requirement or provision of your warranty, would like to try and accommodate as a courtesy to
you
5) reminder that UA was not verified on last visit but, if you are alleging this occurred vehicle will need to be inspected specifically for this condition
6) remind customer that Kia takes those allegations seriously and, as such will need adequate time with vehicle to diagnose
7) let me start by getting in touch with the dealership about alt transport as, you don't want to bring the vehicle in at this time

cust:
1) Okay; thank you
2) am available this afternoon and Friday to bring the vehicle in to service
3) can't accept smaller vehicle because sometimes I need to take clients in my vehicle for work - if I had to take 4 guys golfing or something, they wouldn't all fit

wtr:
1) okay; need to start by getting vehicle into service
2) will note your availability for drop off this week either this afternoon or Friday
3) will send f/u email

call ended

*** Phone - Call - Outbound created on 06/02/2021 09:46:01 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***
ECA contacts NJ082 - SERVICE

wtr:
1) ask to speak with Jeff

dlr:
1) he is off today
2) Isaiah - Svc Adv is available

dlr (Isaiah - Svc Adv):
1) Jeff is handling this

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0MG[redacted]	[redacted]	7,202

Newton , NJ 07840 | 07/24/2020 | Dealer: NJ082 Major KIA of Susse

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

2) think you need to speak with him

wtr:
1) is it possible to provide rental vehicle that is SUV?
2) does dlr expect any returned SUV loaners?

dlr
1) only Sorento loaner is out with no ETA for return (BO part)
2) I've heard Jeff discuss Enterprise loaners with customers in the past, but usually it's not within the allowable rate for warranty reimbursement

wtr:
1) do you know the daily rental expense?

dlr:
1) no; would need to speak with Jeff

wtr:
1) Okay; thank you

*** 06/02/2021 10:20:17 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 06/02/2021 10:18:10 by Kristen Schaefer
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]
Attachments:
2021TellurideOM_5-70.pdf

*** Email - External Email Sent created on 06/02/2021 10:18:10 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***
Good afternoon [redacted]

Following up on our call, the first thing that needs to happen in order for Kia to diagnose and, if necessary, enact repairs on your Telluride is for the vehicle to be delivered to an authorized Kia dealership.

To that end, I spoke with the Service team at Major Kia but, unfortunately, Jeff is off today and he is handling your service personally.

While the Service Department does not currently have any SUV loaner vehicles in their fleet available for your use, we would still like to try and accommodate your request for a larger courtesy vehicle while your Telluride is being looked at. I'm hoping to connect with Jeff once he is back in the office to see if it would be possible to set you up with alternate transportation via a local rental agency, which may have a larger-sized vehicle available. This usually requires proof of insurance and a security deposit on your part, even when Kia sets up the rental for you and is covering the daily rental expense.

While I am working on trying to secure this alternate transportation for you, I want to make sure you are aware of the resources available to you for immediate repair/servicing. You can choose to present your Telluride to the dealership's Service Department at any time during their normal business hours if you want it to be looked at immediately and can't wait for alternate transportation arrangements to be made on your behalf. If the vehicle cannot be operated, you can also contact Roadside Assistance (800) 333-4542 to have the vehicle towed to your nearest Kia dealership.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP5DHC0MG[redacted]	[redacted]	7,202

Newton , NJ 07840 | 07/24/2020 | Dealer: NJ082 Major KIA of Susse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

Thank you and I'll be in touch once I speak with Jeff.

P.S. I've attached an excerpt from your Telluride's Owner's Manual regarding the warning message and warning light you emailed an image of to me and Jeff, for your reference.

*** Email - External Email Sent created on 06/02/2021 10:21:19 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***
ECA contacts NJ082 - JEFF
DPSM, FTS

wtr:
1) spoke with customer
2) understand Forte loaner offered but, cust did not accept
3) is is possible to set up alt transport via rental agency? appear wty rate for NJ is $45/day for non-Kia SUV and $47/day for Kia SUV
4) is anything available at that rate; if not, something close?
5) wtr is open to covering a few additional $/day through Consumer Affairs if needed
6) please review and advise as soon as you are back in the office

06/02/2021 10:43:27
Email is received on 06/02/21 10:43:18 from [redacted]

*** Email - External Email Received created on 06/02/2021 10:43:23 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***
So if the sensor it self is bad would it cause these issues? Also I will make arrangements to get the telluride to major Kia this Friday and will need a loaner vehicle please.
Thank you
[redacted]

Sent from my iPhone

*** Phone - Call - Inbound created on 06/03/2021 12:41:39 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***
ECA rcv's contact from NJ082 - JEFF

dlr:
1) last time I spoke with customer, advised we do not have any SUV loaners available - offered Soul or Forte
2) we do not have any agreement with local rental agency but, if customer secures himself an SUV, can submit for reimbursement per Wty rates

wtr:
1) thank you
2) will let customer know
3) he emailed saying he will make plans to drop off Friday and needs loaner - can you still offer Soul or Forte?

dlr:
1) Yes, that shouldn't be a problem

wtr:

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0MG[redacted]	[redacted]	7,202
Newton , NJ 07840		07/24/2020	Dealer: NJ082	Major KIA of Susse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

1) thanks
2) please notify wtr of any updates
3) please have tech notify FTS when vehicle comes back in

dlr:
1) Okay; will see what we find

*** 06/03/2021 13:00:00 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 06/03/2021 12:59:47 by Kristen Schaefer
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 06/03/2021 12:59:47 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***
Good afternoon [redacted]

As we discussed on the phone yesterday, the vehicle will need to be diagnosed by certified technicians at an authorized Kia dealership for each of the specific concerns you have expressed (horn beeping intermittently, RPM gauge going up, vehicle accelerating for 15 seconds, **CRUISE CONTROL** light flashing, and warning message on dash).

The portion of the Owner's Manual I forwarded is only related to the display message you sent a picture of:

"Forward Collision Avoidance Assist (FCA) system disabled. Radar blocked."

This warning message and warning light display when the sensor cover is blocked.

I spoke with Jeff today and, let him know that you plan to make arrangements to bring the vehicle in tomorrow. While he does have a loaner available for you, he does not have an SUV in his fleet available at this moment. If that changes, I'm sure he will let you know.

You do also have the option to rent an SUV from a local rental agency. If you choose to do so, Kia will reimburse your daily rental expense up to $45/day for a non-Kia SUV or $47/day for a Kia SUV from the date you drop the vehicle off at the dealership until the date the dealership notifies you it is completed and ready for pick-up. The reimbursement would not include any optional insurance or fueling surcharges.

Once the vehicle is delivered to Service at Major Kia, the dealership will be working closely with one of our Kia America technicians to perform diagnosis and any necessary repairs as expeditiously as possible.

Thank you,

*** 06/04/2021 10:21:45 ***
Web - Note created on 06/04/2021 10:21:45 and created by [redacted]
6/4/2021 - Telluride dropped off to Major Kia at 8:00am est this morning for second attempt at repairs.

*** Phone - Call - Inbound created on 06/04/2021 13:51:08 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***
ECA rcv's contact from NJ082 - JEFF

dlr:
1) [redacted] was not here this morning
2) partner and daughter dropped vehicle off and were unfamiliar with concerns

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0MG[redacted]	[redacted]	7,202

Newton , NJ 078 0 | 07/24/2020 | Dealer: NJ082 Major KIA of Susse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

3) partner sts she knew something was wrong because [redacted] told her, but she wasn't sure what to write on RO
4) ended just copying and pasting from email
5) vehicle has a couple hundred more miles on it than photo cust sent
6) going to get scanned and TL case reopened as well as UA checklist - Paul is off today
7) partner took the Soul loaner with no problem

wtr:
1) thanks for info

06/07/2021 07:27:25
Email is received on 06/07/21 07:27:14 from [redacted]

*** Email - External Email Received created on 06/07/2021 07:27:20 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***
Kristen,
The Telluride was dropped off to Major Kia at 8:00am last Friday the 4th.

Sent from my iPhone

06/08/2021 14:06:57
Email is received on 06/08/21 14:06:47 from [redacted]

*** Email - External Email Received created on 06/08/2021 14:06:53 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***
Any update on the Telluride ?

Sent from my iPhone

*** Email - External Email Received created on 06/08/2021 14:38:22 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***
ECA rcv's contact from NJ082 - JEFF
FTS, DPSM

dlr:
1) have not verified customer's concerns
2) updated TL case for UA checklist - NPF
3) no hwy here that goes 70 MPH, but have driven it at ~50MPH locally - no problems
4) spoke with NCA (Jeff S) and confirmed vehicle can be released

wtr:
1) if possible, would like to offer customer opportunity to demonstrate concerns on road test
2) If vehicle has been found to be operating normally for each concern after inspection, customer should be notified accordingly

*** 06/08/2021 14:50:02 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 06/08/2021 14:49:29 by Kristen Schaefer
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0MG[redacted]	[redacted]	7,202
Newton , NJ 07840		07/24/2020	Dealer: NJ082	Major KIA of Susse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

*** Email - External Email Sent created on 06/08/2021 14:49:29 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***
Good afternoon [redacted]

I confirmed with Jeff that the vehicle was dropped off by your family member on Friday and, they were able to pick up the Kia Soul loaner vehicle.

The dealership has begun their inspection of the vehicle in coordination with our Kia America technical staff (this includes thoroughly testing the vehicle for concerns with unintended acceleration).

I'm sure that Jeff and his team will be in touch with you soon to provide an update on Service.

Thank you,

*** Phone - Call - Outbound created on 06/09/2021 08:50:36 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***
ECA contacts NJ082 - ISAIAH

dlr;
1) Jeff off today
2) Jeff handling all communication with customer

*** Email - External Email Received created on 06/22/2021 20:45:42 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***
ECA rcv's contact from NJ082 - JEFF

dlr
- RO 102362

*** 06/22/2021 20:55:39 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 06/22/2021 20:55:22 by Kristen Schaefer
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case# [redacted]

*** Email - External Email Sent created on 06/22/2021 20:55:22 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***
Hi [redacted]

I just wanted to check in and see how things are going with your Telluride since it's been about two weeks since your last visit to Major Kia of Sussex.

Please let me know if you have had any further concerns or, if you require any assistance from our Consumer Affairs team with servicing for your Telluride at this time.

Best,

*** Email - External Email Sent created on 06/22/2021 20:55:22 (GMT-08:00) Pacific Time (US & Canada) and created by Kristen Schaefer ***
Hi [redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC0MG[redacted]	[redacted]	7,202

Newton , NJ ,078 0 07/24/2020 Dealer: NJ082 Major KIA of Susse

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

I just wanted to check in and see how things are going with your Telluride since it's been about two weeks since your last visit to Major Kia of Sussex.

Please let me know if you have had any further concerns or, if you require any assistance from our Consumer Affairs team with servicing for your Telluride at this time.

Best,

*** 06/30/2021 00:59:08 (GMT-08

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP 4HC LG[redacted]	[redacted]	7,700
Tomball , TX ,77375		11/21/2019	Dealer: TX107 Beck & Masten KIA	

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

Case History

*** 04/12/2021 12:32:29 (GMT-07:00) Arizona ***
Contact = [redacted], Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 04/12/2021 11:44:50 (GMT-07:00) Arizona and created by Debra Rustin ***

Caller: [redacted] (wife)
writer states
1.introduced self
2. how may we help?

customer states
1. had coding error
2. not working with **LANE ASSIST**
3. cant get it to light on
4. yesterday everything stopped working
5. red light airbag circle
6. nothing works on the dash except AB and seat belt

writer states
1.Apologised
2.would need to take it to a dlr

customer states
1. i don't want to drive it like that

writer states
1.we can tow it
lost caller
**called back

customer states
1. thank you i took care of it

*** 04/12/2021 12:32:58 (GMT-07:00) Arizona ***
Closed by Debra Rustin with Resolution Code : Information Given
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRKDLF9MG[redacted]	[redacted]	1,480
,	,	12/04/2020	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Sudden Acceleration

Case History

*** 04/12/2021 14:40:22 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 04/12/2021 14:42:16 and created by Lyndsey Shaffer ***
Inbound call from Customer
[redacted]

Writer states
1. Introduced self
2. How may i assist

Customer states
1. they gave me this phone# because my car accelerated by itself
2. i dont know what to do

Writer states
1. Apologized for concerns
2. have you taken vehicle to dealer to be diagnosed
3. did the vehicle hit anything

Customer states
1. no
2. he was waiting on the red light, when it turned green he barely put my foot on the accelerator and it acclerated so fast it was like it was racing i asked him why he was driving like that and he said he didnt that the car did it did it by itself
3. im so scared right now
4. i dont even want to get in it

Writer states
1. apologized for concerns
2. we definitely recommend having vehicle towed to dealer
3. advised towing is covered through kia RSA
4. will reach out and verify with team if incident report needs to be taken
5. apologize one moment

Customer states
1. thank you

placed call on hold
customer disconnected while on hold

*** Phone - Call - Outbound created on 04/12/2021 15:21:41 and created by Lyndsey Shaffer ***
Outbound call to [redacted]

Writer states
1. Introduced self
2. Calling to follow up

Customer states
1. The issue i called for
2. my bf figured it out

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRKDLF9MG[redacted]	[redacted]	1,480
,	,	12/04/2020	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Sudden Acceleration

3. it had to do with the **CRUISE CONTROL**
4. when he took it off
5. everything is good now
6. thank you

*** 04/12/2021 15:21:57 ***
Closed by Lyndsey Shaffer with Resolution Code : Concerns Recorded
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP5DHC MG[redacted]	[redacted]	1, 71

Eau Claire , WI ,54701 01/21/2021 Dealer: WI014 Prestige KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Speaker Operation

Case History

*** 04/14/2021 14:26:07 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 04/14/2021 14:25:32 and created by Victoria Orr ***
Cust [redacted] Owner called
1 center console speaker sounds muffled
2 makes bad noise
3 took to DLR and could not figure it out
4 looked in OM and tried to troubleshoot with settings
5 see in other Owner Forums similar problems
6 dont want to remove dash to diagnose- nothing to evasive on new vehicle

Wrt states
1apologized
2 not technicians- refer to DLR to diagnose and advise

Cust states
1 **CRUISE CONTROL** on recent trip said **SMART CRUISE CONTROL** conditions not met
2 called diff DLR - looked in OM- cant find way to fix
3 looked online too
4 had **SCC** before in previous Subaru- familiar with how works

Wrt states
1 refer to Features and Functions Guides page 20
2 also says refer to Section 5 of OM
3 if still doesnt work, refer to DLR to look at

Cust states
1 ok Thank you

Wrt states
1 thanked

*** 04/14/2021 14:39:18 ***
Closed by Victoria Orr with Resolution Code : Referred to Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H38N [redacted]	[redacted]	357
Gresham , OR 97030		01/27/2021	Dealer: OR012 Weston KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Door
Kia Case Type Lvl4: Open/Close Op(Door Window

Case History

Techline case ([redacted] created on 17-APR-21 by OR012.
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--
TL Case created by (Dealer Technician) : Dylan Lopez
TL Case creator phone : 5034441778
TL Case creator email : silicondylan@gmail.com
Below are the notes from the TL case describing the concern:

[Problem Description]
customer states passenger rear door not shutting properly

[Diagnostics Performed]
confirmed customer concern RR door not cosing properly. found pinch strip separated and clip no longer holding strip in place. will need pinch strip/weather strip
Video attached

*** Dispatched to Queue Service Alert / Techline on 04/18/2021 01:06:45 (PST)

*** 04/19/2021 12:15:21 (GMT-05:00) Eastern Time (US & Canada) ***
Assigned to WIPBin Default of Annette Pappas by Ashley Lewis
Reason:

*** Phone - Call - Outbound created on 04/19/2021 12:56:22 and created by Annette Pappas ***
Reached out to [redacted] (owner), but received message that voicemail box has not been set up yet

*** 04/19/2021 12:59:12 ***
Email is sent on 04/19/2021 12:57:45 by Annette Pappas
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 04/19/2021 12:57:45 and created by Annette Pappas ***
Dear [redacted] I just tried calling you and received a message that your voicemail hasn't been set up, so trying via email.I am from Kia Consumer Affairs. I was sent a technical alert that your passenger rear door wasn't shutting properly. Wanted to check in and see if your vehicle is still at dealership, or if it was fixed and back in your possession.Sincerely,
Kia Motors America

*** Email - External Email Sent created on 04/19/2021 12:57:45 and created by Annette Pappas ***
Dear [redacted] I just tried calling you and received a message that your voicemail hasn't been set up, so trying via email.I am from Kia Consumer Affairs. I was sent a technical alert that your passenger rear door wasn't shutting properly. Wanted to check in and see if your vehicle is still at dealership, or if it was fixed and back in your possession.Sincerely,
Kia Motors America

04/19/2021 17:20:56

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H38N [redacted]	[redacted]	357

Gresham , OR 97030 01/27/2021 Dealer: OR012 Weston KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Door
Kia Case Type Lvl4: Open/Close Op(Door Window

Email is received on 04/19/21 17:20:50 from [redacted]

*** Email - External Email Received created on 04/19/2021 17:20:54 and created by Annette Pappas ***
They gave you the wrong number, they have it wrong in their system. It's [redacted]
I have the vehicle. The service guy showed me the issue and I pushed on the rubber and it's fine now. I'm not sure if this will happen again but it's working normal now. I'm just going to watch it. When one starts replacing the parts that came on the car, the new parts never act the same. I would rather try and keep its original factory parts.
Feel free to call the number above.

Thank you,
[redacted]

*** Phone - Call - Outbound created on 04/20/2021 10:05:45 and created by Annette Pappas ***
Reached out to [redacted] (owner's husband)
Writer states
1. I read your response and saw that you said to feel free to call your #
2. It looks like things are fine for now, but wanted to check and see if you have any additional questions / concerns at this point

Customer states
1. No, I think it's that the rubber that got bent out and was obstructing the door
2. The guy showed it to me and they have ordered a new part
3. I don't think I'll replace the part unless it keeps doing it
4. I used to modify old cars, and I do know that once you replace a factory part, you can have other issues
5. It happened, and I don't plan on looking into it any further
6. I do want to share something else that happened just once
7. I was driving down the road and a little red / left arrow came on and the car braked on it's own

Writer states
1. Did you have it in **CRUISE CONTROL**?

Customer states
1. No, it also has the ability to let you put it in drive on it's own, but I will not use that, I'm old school
2. Everything was just normal
3. Is it supposed to brake even if there is a car next to me, or if it floats to the right?

Writer states
1. I'm going to do some research on this because I'm not sure right off the top of my head
2. I don't want you to have to sit here while I search the owners manual
3. I may even need to reach out to the dealership if I can't find any information

Customer states
1. That was weird, but it hasn't happened again
2. Since it hasn't happened again, I wasn't planning on looking too much into it
3. I know this is a new car for you all
4. I've just never had a car brake like this on it's own
5. The red arrow came on where the gauges are for the RPM / MPH, on the computer in between those
6. I thought it wanted me to pull over
7. But then it started pumping the brakes for me
8. Hopefully it was just a weird little occurrence
9. But, as for my initial problem, I feel it's solved
10. I should have looked better before I took the car to the dealership

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H38N [redacted]	[redacted]	357

Gresham , OR 97030 01/27/2021 Dealer: OR012 Weston KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Door
Kia Case Type Lvl4: Open/Close Op(Door Window

11. If I had rubbed the door area, I would have felt the rubber part protruding a little
12. It's back in now and fine

Writer states
1. That's good
2. Okay, I'll do some legwork on this red arrow and the vehicle braking on it's own when you didn't have the car in cruise, or the button on for it to drive on it's own
3. Would you rather I call you by phone or email you?

Customer states
1. Whatever is easier for you
2. I read my email all the time, and I'm good at answering my emails

*** Phone - Call - Outbound created on 04/20/2021 10:58:28 and created by Annette Pappas ***
Reached out to Weston Kia and spoke with Rhianna
Writer states
1. You all had a customer in there recently with his new Carnival where he was having a problem with his rear passenger door not shutting properly
2. He is all good now, but had a question that I can't answer, even after all of my research
3. He was driving and his vehicle wasn't in cruise, and he didn't have his vehicle set to drive on it's own
4. He said he was driving normally and suddenly the vehicle started pumping the brakes, and a red arrow popped up on his screen
5. Are you familiar with this?

Dealer states
1. It sounds like he may have a couple of different things, **LANE KEEPING** assist can possibly apply the brakes if the vehicle is drifting
2. Don't see that so much with **LANE KEEPING** assist though
3. What applies the brakes more frequently is forward collision assist or the **SMART CRUISE CONTROL**, where it adjusts his speed

Writer states
1. Is this **SMART CRUISE CONTROL** something that is automatically set on the vehicle, or does he have to set it to work?

Dealer states
1. These items are automatically activated
2. If customer wants to turn off any of the safety features, they can do so
3. It can sense someone close, or it can sense someone kind of far away
4. It just depends on the setting
5. He can go through users settings to deactivate or make space changes to safety features

*** 04/20/2021 11:20:11 ***
Email is sent on 04/20/2021 11:18:12 by Annette Pappas
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 04/20/2021 11:18:12 and created by Annette Pappas ***
Dear [redacted] Okay, I did some research myself, in the owners manual. I'm wondering if your vehicle's reaction and alert could have had something to do with the ESC (Electronic Stability Control), starting on page 5 - 35 of owners manual. Or, BAS (Brake Assist System), starting on page 5 - 42 of owners manual. I was also reviewing the warning / indicator lights. This red arrow to the left. Was it only an arrow, or could there have had a vehicle and a

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H38N [redacted]	[redacted]	357

Gresham , OR 97030 01/27/2021 Dealer: OR012 Weston KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Door
Kia Case Type Lvl4: Open/Close Op(Door Window

star, along with it on the screen?I also did reach out to dealership and spoke with a gal named Rhianna and she was very knowledgeable. She said it could have even been a couple of other things too. She said that it could possibly be your **LKA** (**LANE KEEPING** Assist), staring on page 5 - 75 of owners manual. But, she said that it could also be **SCC** (**SMART CRUISE CONTROL**), staring on page 5 - 124 of owners manual. She did say that **SCC** is automatically activated when you purchase the vehicle. She said that if there wasn't anyone right smack dab in front of you, but further up ahead, that your safety feature settings could be set to detect a car further out in the distance. She said if you'd like to decrease the distance, that you can go into user settings and make adjustments to your safety features that look for vehicles ahead of you. This is a little bit of reading, but if you have the opportunity, I'd recommend doing so. And, maybe checking out your settings in user settings. Sincerely,
Kia Motors America

04/20/2021 12:34:39
Email is received on 04/20/21 12:34:30 from [redacted]

*** Email - External Email Received created on 04/20/2021 12:34:37 and created by Annette Pappas ***
It could be a rigged election. LOL!
I'm being funny (election part, not so much). As I read it, there were a lot of "could be's". That's funny!
Thank you very much for checking on this! I appreciate your research. That is very kind. And there are still people that actually work out there. You being the few.
I will keep an eye on my robot.
Thanks again, and you are very kind. If there is a way I can inform your boss's about your positive performance or give you a positive review, please send me the email or phone number. Also, your name or Kia employee number or whatever they use to know employees.

Thank you,
[redacted]

*** 04/21/2021 12:44:04 ***
Email is sent on 04/21/2021 12:42:45 by Annette Pappas
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 04/21/2021 12:42:45 and created by Annette Pappas ***
Dear [redacted] Oh my goodness, you are too funny! Yeah, I hated to not be able to pin just one thing down for you. But, I do have a question. I just want to verify when you saw that red arrow pointing to the left. The red arrow was the only thing there, right? Nothing else along with the arrow like an outline of a vehicle(s) or a star? If it was just a red arrow pointing to the left, since I haven't been able to find a sole icon with just a red arrow to the left, I would like to send this up and find out if anyone knows of this lone red arrow. And you are so kind. Once I am ready to close this out, I will let my boss know that you would like to give me a positive review.Sincerely,
Kia Motors America

04/21/2021 17:20:22
Email is received on 04/21/21 17:20:16 from [redacted]

*** Email - External Email Received created on 04/21/2021 17:20:20 and created by Annette Pappas ***
Yes, I think something else was on the screen with the arrow. I can't remember what it was and what it said. It was literally 5 - 10 seconds.
Ok, thank you for all your help and serious concern on this!
Let me know what you find out.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H38N [redacted]	[redacted]	357

Gresham , OR 97030 01/27/2021 Dealer: OR012 Weston KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Door
Kia Case Type Lvl4: Open/Close Op(Door Window

Thank you!
[redacted]

*** Phone - Call - Outbound created on 04/22/2021 11:40:27 and created by Annette Pappas ***
Reached out to Weston Kia to speak with Rhianna, but Service department line just rang and rang. Need to find out if customer had Forward Collision Avoidance warning light to come on once, brakes pumped, but hasn't happened again, per owners manual should I have customer bring vehicle in

*** 04/22/2021 11:47:57 ***
Email is sent on 04/22/2021 11:42:49 by Annette Pappas
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 04/22/2021 11:42:49 and created by Annette Pappas ***
Dear [redacted]

I'm pretty sure your car saw something that it wanted to alert you about. I was reading that the warning system can be set to alert you if it sees someone in front of you anywhere from 82 feet in front of you, up to 172 feet up in front of you. Just depends on how that system is set, which of course you can adjust in user settings. I have one more question for someone, and think that I will have a final response for you.

Sincerely,
Kia Motors America

*** Email - External Email Sent created on 04/22/2021 11:42:49 and created by Annette Pappas ***
Dear [redacted]

I'm pretty sure your car saw something that it wanted to alert you about. I was reading that the warning system can be set to alert you if it sees someone in front of you anywhere from 82 feet in front of you, up to 172 feet up in front of you. Just depends on how that system is set, which of course you can adjust in user settings. I have one more question for someone, and think that I will have a final response for you.

Sincerely,
Kia Motors America

04/22/2021 12:50:51
Email is received on 04/22/21 12:50:42 from [redacted]

*** Email - External Email Received created on 04/22/2021 12:50:48 and created by Annette Pappas ***
Sure. No problem. Thank you!
The only thing is. The car was beside me, on my right side. Is it possible that I was shifting right towards it? I bet that was it. I was coming up on a curve, going left and I thinking I stayed straight going slightly in the car to my right's lane.
I bet that's it!

I have not seen that issue again, though.

Thanks again!
[redacted]

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H38N [redacted]	[redacted]	357

Gresham , OR 97030 01/27/2021 Dealer: OR012 Weston KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Door
Kia Case Type Lvl4: Open/Close Op(Door Window

*** 04/23/2021 08:14:22 ***
Email is sent on 04/23/2021 08:03:49 by Annette Pappas
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case# [redacted]

*** Email - External Email Sent created on 04/23/2021 08:03:49 and created by Annette Pappas ***
Dear [redacted]

Oh yeah, if you were coming up on a curve and the vehicle was noticing that you were drifting to the right, you would have definitely received a warning, and the vehicle would have reacted. Based on your explanation, I actually think there was a possibility of a second system kicking in too. If you were coming up on a curve, and the vehicle also detected that maybe you should slow down a tad, again, you would receive a warning and the "Curve Zone Auto Slow Down" system could have kicked in too. If it did, that is where you would have felt the pumping of the brakes. I think you were hit with a double whammy warning. It's good that you have not experienced this again. I do think we have finally gotten to the bottom of this. If you agree, I will probably just go ahead and close this out. Then, if you have any more questions about your warning systems, definitely feel free to just respond to this email. That would automatically open your case back up and alert me that you've reached out to me.I tell you what, I've sure learned a lot about the warning systems since you first contacted me. Oh, and I was going to let you know too that I know that I told you go to to the owners manual and read some particular sections. But, wanted you to know (if you haven't realized it already), that you also have a smaller Features and Function guide that should be included along with your owners manual. This talks about a few of these safety feature systems, and has the information more summarized than the owners manual.

Sincerely,
Kia Motors America

04/23/2021 18:34:58
Email is received on 04/23/21 18:34:54 from [redacted]

*** Email - External Email Received created on 04/23/2021 18:34:57 and created by Annette Pappas ***
Yes. I think we figured it. I just learned to read 6 months ago. So I will pass on the owners manual. But if Kia made a picture book, I'm in!
Tell your boss I can do a positive review or whatever Kia does.

Thanks for all your help!
[redacted]

*** 05/04/2021 17:11:20 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin = Inbox to Queue SC211 OB Project by Ashley Lewis
Reason:

*** 05/10/2021 12:47:43 ***
Assigned to WIPBin Inbox of Ashley Lewis by Kayla Erwin
Reason: NON SC211

*** 05/10/2021 16:47:25 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin = Inbox to Queue SC211 OB Project by Ashley Lewis
Reason:

*** 05/10/2021 14:01:38 ***

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H38N [redacted]	[redacted]	357

Gresham , OR 97030 01/27/2021 Dealer: OR012 Weston KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Door
Kia Case Type Lvl4: Open/Close Op(Door Window

Accepted from Queue SC211 OB Project to WIPBin 07. Central by Kayla Erwin

*** 05/10/2021 14:23:18 ***
Dispatched from WIPBin = 07. Central to Queue SC211 OB Project by Kayla Erwin
Reason:

*** 05/11/2021 09:45:32 ***
Accepted from Queue SC211 OB Project to WIPBin 06. Assigned by Kayla Erwin

*** 05/11/2021 10:24:28 ***
Dispatched from WIPBin 06. Assigned to Queue SC211 Pending Parts by Kayla Erwin

05/12/2021 13:24:41
Email is received on 05/12/21 13:24:34 from [redacted]

05/19/2021 15:42:22
Email is received on 05/19/21 15:42:16 from [redacted]

*** Phone - Call - Inbound created on 05/24/2021 11:52:30 and created by Brittany Curtis ***
Customer states
1.I was calling about the recall
2.the dlr ship told me that the part they are trying to get
is on back order and they tell me they don't know when they are going to get it
3. Like how serious is it I have to drive this thing and I don't want it to catch fire
4. Shouldn't they make this an emergency

writer states
1. apologized
2. I do see you have a sc211
3. I will transfer you to see what we can do

Customer states
1. ok thank you

*** Phone - Call - Inbound created on 05/24/2021 12:08:29 and created by Dean Butler ***
[redacted] ([redacted] states
1 I'm calling to check on my case
2 I've been waiting for this part for SC211 for two weeks
3 Dlr says its on back order
4 Don't call the dlr because I don't want to start anything with the dlr

Writer states
1 We will check on this part and let you know the status

Cust states
1 Thank you

<For Internal Use Only
Dont call dlr per customer>

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H38N [redacted]	[redacted]	357

Gresham , OR 97030 01/27/2021 Dealer: OR012 Weston KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Door
Kia Case Type Lvl4: Open/Close Op(Door Window

*** Note - Others created on 06/19/2021 12:43:33 and created by Dean Butler ***
RO closed 06/03/21

*** Email - External Email Received created on 05/19/2021 15:42:20 and created by Dean Butler ***
Trying to learn if it dangerous to drive my New Carnival? Due to recall that could cause fire.
Please respond. Second Email.

[redacted]

-It does not matter what the news says, scientists say, athletes say, movies say, the world says. YHWH is KING.

On Wed, May 12, 2021 at 1:25 PM, Kia-Consumer-Assistance-Center@Kiausa.com wrote: Thank you for contacting Kia Motors America. We are in receipt of your e-mail and one of our representatives will get back to you shortly.

Sincerely,
Kia Motors America

The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have received this email in error, please contact the sender immediately and delete the email and all of its attachments.

*** Email - External Email Received created on 05/12/2021 13:24:39 and created by Dean Butler ***
Ok, I have a new question. With the New Recall on the Carnival. Is my Carnival going to catch fire? In the letter, it says it might catch fire.
I can't get the Carnival in until May 26th. Can I not drive my vehicle?

[redacted]

-It does not matter what the news says, scientists say, athletes say, movies say, the world says. YHWH is KING.

On Fri, Apr 23, 2021 at 8:15 AM, Kia-Consumer-Assistance-Center@Kiausa.com wrote: #yiv1660802369 P.yiv16608023690ab0bfef-2408-49ff-aca0-868bcdc31f31 {MARGIN:0cm 0cm 0pt;}#yiv1660802369 LI.yiv16608023690ab0bfef-2408-49ff-aca0-868bcdc31f31 {MARGIN:0cm 0cm 0pt;}#yiv1660802369 DIV.yiv16608023690ab0bfef-2408-49ff-aca0-868bcdc31f31 {MARGIN:0cm 0cm 0pt;}#yiv1660802369 TABLE.yiv16608023690ab0bfef-2408-49ff-aca0-868bcdc31f31Table {MARGIN:0cm 0cm 0pt;}#yiv1660802369 DIV.yiv1660802369Section1 {}

Dear [redacted]

Oh yeah, if you were coming up on a curve and the vehicle was noticing that you were drifting to the right, you would have definitely received a warning, and the vehicle would have reacted. Based on your explanation, I actually think there was a possibility of a second system kicking in too. If you were coming up on a curve, and the vehicle also detected that maybe you should slow down a tad, again, you would receive a warning and the "Curve Zone Auto Slow Down" system could have kicked in too. If it did, that is where you would have felt the pumping of the

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H38N [redacted]	[redacted]	357

Gresham , OR 97030 01/27/2021 Dealer: OR012 Weston KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Door
Kia Case Type Lvl4: Open/Close Op(Door Window

brakes. I think you were hit with a double whammy warning.

It's good that you have not experienced this again. I do think we have finally gotten to the bottom of this. If you agree, I will probably just go ahead and close this out. Then, if you have any more questions about your warning systems, definitely feel free to just respond to this email. That would automatically open your case back up and alert me that you've reached out to me.

I tell you what, I've sure learned a lot about the warning systems since you first contacted me. Oh, and I was going to let you know too that I know that I told you go to to the owners manual and read some particular sections. But, wanted you to know (if you haven't realized it already), that you also have a smaller Features and Function guide that should be included along with your owners manual. This talks about a few of these safety feature systems, and has the information more summarized than the owners manual.

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]

Sure. No problem. Thank you!
The only thing is. The car was beside me, on my right side. Is it possible that I was shifting right towards it? I bet that was it. I was coming up on a curve, going left and I thinking I stayed straight going slightly in the car to my right's lane.
I bet that's it!

I have not seen that issue again, though.

Thanks again!
[redacted]

"Beautiful things don't ask for attention."

-Shaun; Secret Life of Walter Mitty

#yiv2385475382 P.yiv23854753820ab0bfef-2408-49ff-aca0-868bcdc31f31 {MARGIN:0cm 0cm 0pt;}#yiv2385475382 LI.yiv23854753820ab0bfef-2408-49ff-aca0-868bcdc31f31 {MARGIN:0cm 0cm 0pt;}#yiv2385475382 DIV.yiv23854753820ab0bfef-2408-49ff-aca0-868bcdc31f31 {MARGIN:0cm 0cm 0pt;}#yiv2385475382 TABLE.yiv23854753820ab0bfef-2408-49ff-aca0-868bcdc31f31Table {MARGIN:0cm 0cm 0pt;}#yiv2385475382 DIV.yiv2385475382Section1 {}

Dear [redacted]

I'm pretty sure your car saw something that it wanted to alert you about. I was reading that the warning system can be set to alert you if it sees someone in front of you anywhere from 82 feet in front of you, up to 172 feet up in front of you. Just depends on how that system is set, which of course you can adjust in user settings.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H38N [redacted]	[redacted]	357

Gresham , OR 97030 01/27/2021 Dealer: OR012 Weston KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Door
Kia Case Type Lvl4: Open/Close Op(Door Window

I have one more question for someone, and think that I will have a final response for you.

Sincerely,
Kia Motors America

---...

The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have received this email in error, please contact the sender immediately and delete the email and all of its attachments.

*** 10/12/2021 14:47:18 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened by Stephanie Mondragon with Sub Status of Working

*** 10/12/2021 14:56:51 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Stephanie Mondragon with Resolution Code : Repaired at Dlr
[Resolution Summary]
Updated customer contact

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H30N [redacted]	[redacted]	403

Staten Island NY ,10305 01/29/2021 Dealer: NY123 Island KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Case History

*** 04/19/2021 09:52:37 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 04/19/2021 09:53:06 and created by Christina Steir ***
Customer states:
1. I am calling because my **HDA** light keeps coming on
2. I called my dealer and they told me they cannot work on my vehicle because they don't know how
3. I don't believe this is correct and they advised me to take it to dodge
4. I need assistance here
5. I also want to know about replacing the headlights because they are very dull
6. Are parts available for this car yet in the US?

Writer states:
1. Apologized
2. We will have to contact dealer to find out why they could not see you
3. We will find out about parts as well
4. We can follow up with you please give us 2 days for review
5. Thank you

Customer states:
1. Ok thank you

<For Internal Use Only
(877) 244-0989 - Dealer number>

*** Phone - Call - Outbound created on 04/19/2021 10:00:15 and created by Christina Steir ***
Writer called dealer:
1. Introduced self
2. Was seeing if customer could bring in 2022 Carnival for service

Dealer states:
1. We dont have training for a certified tech to work on this car

Writer states:
1. OK thank you

*** Note - Others created on 04/19/2021 10:04:38 and created by Christina Steir ***

<For Internal Use Only
Sent DPSM email for guidance>

*** Note - Others created on 04/21/2021 10:37:47 and created by Christina Steir ***

<For Internal Use Only
DPSM responded//reaching out to dealer for guidance>

*** 04/21/2021 11:09:56 ***
Assigned to WIPBin Default of Haley Shaffer by Christina Steir
Reason: Per Ashley to dispatch case

*** Phone - Call - Outbound created on 04/21/2021 11:48:39 and created by Haley Shaffer ***
Outbound call to [redacted] @ ([redacted] (owner)

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H30N [redacted]	[redacted]	403

Staten Island NY ,10305 01/29/2021 Dealer: NY123 Island KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Writer states
1. Introduced self
2. Calling to let customer know reached out to the dealer and said no certified techs
3. Did reach out to the DPSM and working with the dealer to give more guidance
4. Once have spoken to the dealer for customer, will reach out so can assist with concerns

Cust states
1. I have been seeing online there is a service bulletin that is putting a national stop order for dealers selling Carnivals
2. People have said they were supposed to pick up their Carnival but the dealer is saying they cannot

Writer states
1. Apologized
2. Have not heard about this

Cust states
1. If I can email you I will send the link

Writer states
1. Confirmed customer's email

Cust states
1. Thank you

*** Case [redacted] is sent on 4/22/2021 5:48:4 by Haley Shaffer
To: cpent@kiausa.com
Cc: hshaffer@kiaconsumeraffairs.com
Title: ACTION REQUIRED - No Dealer Contact:NY130, [redacted]

*** Case [redacted] is sent on 4/23/2021 5:25:59 by Haley Shaffer
To: cpent@kiausa.com
Cc: hshaffer@kiaconsumeraffairs.com
Title: ACTION REQUIRED - No Dealer Contact:NY130, [redacted]

*** Phone - Call - Inbound created on 04/23/2021 08:34:49 (GMT-07:00) Arizona and created by Michael Haynes ***
The caller states:
1. Didn't get case #

The caller states:
1. Gives case #
2. TCS working with DPSM to work with dealer

The caller states:
1. I see SC211 is coming out for the MPI fuel rail
2. I know the Carnivals were put on stop selling two days ago
3. Is my car safe to drive?

The writer states:
1. Apologizes, I do not have any information yet on the upcoming SC or a stop sell

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H30N [redacted]	[redacted]	403

Staten Island NY ,10305 01/29/2021 Dealer: NY123 Island KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

The caller states:
1. Okay, thank you

*** Phone - Call - Inbound created on 04/26/2021 06:37:54 and created by Sandra Taylor ***
[redacted] owner called in:
1. I took veh to Kia dealer and they said I had to take it to Dodge
2. They told me to call you all
3. I cannot drive the car & I do not have a car
4. I need a car

Wtr states:
1. Apologized
2. CM has reached out to the DPSM requesting if DPSM spoke to the dealer about diagnosing the vehicle

Cust states:
1. They have the car and I need a rental

Wtr states:
1. Let me check with CM to see if she had received an update or reply from DPSM

Cust states:
1. OK

Wtr states:
1. CM will call dealer & resend DPSM email request for information

Cust states:
1. OK
2. Thank you

*** Phone - Call - Outbound created on 04/26/2021 06:56:37 and created by Haley Shaffer ***
Outbound call to NY130 @(877) 244-0989,
Writer states
1. Introduced self
2. Calling to get repair order information

Service states
1. I am all by myself
2. Please give me a minute

Placed on hold
Disconnected due to excessive hold time

*** Phone - Call - Inbound created on 04/26/2021 13:52:06 and created by Sandra Taylor ***
[redacted] owner called in:
1. I called earlier

Wtr states:
1. Apologized
2. CM has reached out to the DPSM requesting if DPSM spoke to the dealer about diagnosing the vehicle
3. She will follow up with dealer
4. Where is your vehicle

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H30N [redacted]	[redacted]	403
Staten Island NY ,10305		01/29/2021	Dealer: NY123 Island KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Cust states:
1. With me
2. I don't want to drive it
3. I can't drive veh and I can't get an appt with dealer

Wtr states:
1. She is trying to get a hold of the DPSM to get an appt with the SM to get your recall completed
2. You have SC211 Open

Cust states:
1. OK

Wtr states:
1. CM will call dealer & resend DPSM email request for information
2. We will have to give DPSM 24 hours to respond

Cust states:
1. OK
2. Thank you

*** Phone - Call - Outbound created on 04/26/2021 14:24:30 and created by Haley Shaffer ***
Outbound call to [redacted] @ ([redacted] (owner)
Writer states
1. Introduced self
2. So the dealer has the vehicle right now?

Cust states
1. No
2. It is parked

Writer states
1. Apologized
2. Trying to reach out to the dealer to assist with making an appointment

Cust states
1. Why is the dealer not answering you?
2. How can I trust them to take care of my car?

Writer states
1. Understand
2. Can try to find another Kia dealer for the customer

Cust states
1. I would like to go to another one
2. I will go to Island Kia in Staten Island
3. I can go in tomorrow
4. Is it safe to drive?

Writer states
1. It is up to the customer
2. What is wrong with the vehicle?

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H30N [redacted]	[redacted]	403

Staten Island NY ,10305 01/29/2021 Dealer: NY123 Island KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Cust states
1. I am concerned about the fuel rail
2. Is it okay to get drive it?

Writer states
1. It is how the customer feels
2. If the customer feels okay to drive, then that is okay
3. If the customer feels like it needs to be towed, then can tow the vehicle to the dealer

Cust states
1. Okay
2. I will drive it

Placed on hold
Outbound call to NY123 @ (718) 727-7000,
No answer, unable to leave a voicemail

back to customer
Writer states
1. Does customer prefer 9:00 am tomorrow?
2. Going to schedule this for customer

Cust states
1. That is fine
2. I have wheel locks that need to be installed
3. I see liquid on engine cover

Writer states
1. Apologized
2. If need any additional assistance, please reach out to KCAC

Cust states
1. Will I get a loaner vehicle?

Writer states
1. If the dealer has one available, can get one
2. Can let the dealer know it is requested if the vehicle has to stay

Cust states
1. Thank you

*** Phone - Call - Outbound created on 04/26/2021 14:25:44 and created by Haley Shaffer ***
Outbound call to [redacted] @ ([redacted]) (owner)
Writer states
1. Introduced self
2. Next Tuesday the 4th is the next available appointment, not tomorrow

Cust states
1. I have to wait another week
2. It does not make sense

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H30N [redacted]	[redacted]	403

Staten Island NY ,10305 01/29/2021 Dealer: NY123 Island KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Writer states
1. Apologized
2. Can reach out to service while opened tomorrow and see if can make an exception to bring it in sooner

Cust states
1. Can we communicate through email?

Writer states
1. Yes
2. Confirmed customer's email
3. Will send customer email that can be responded to

Cust states
1. Thank you

*** Phone - Call - Outbound created on 04/27/2021 07:36:07 and created by Haley Shaffer ***
Outbound call to NY123 @ (718) 727-7000, spoke to Vinny
Writer states
1. Introduced self
2. Calling to see if customer can bring in vehicle for concerns

Service states
1. Can come in between 8-9 Monday thru Friday

Writer states
1. Thank you

*** 04/27/2021 07:37:38 ***
Email is sent on 04/27/2021 07:36:29 by Haley Shaffer
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case# [redacted]

*** Email - External Email Sent created on 04/27/2021 07:36:29 and created by Haley Shaffer ***
Dear [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 by the dealer that you can bring in your vehicle without an appointment Monday through Friday between the hours of 8 am and 9 am.

If you have any further questions or concerns, 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 being the best part of Kia!

Sincerely,

Haley

Kia Motors America

Last name	First name	VIN of 2022 CARNIVAL	Case Number	Mileage
[redacted]	[redacted]	KNDNE5H30N [redacted]	[redacted]	403

Staten Island NY ,10305 01/29/2021 Dealer: NY123 Island KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

04/27/2021 07:41:40
Email is received on 04/27/21 07:41:30 from [redacted]

*** Email - External Email Received created on 04/27/2021 07:41:37 and created by Haley Shaffer ***
Thank you. Which dealer is it that I can bring in the vehicle without appointment, Island Kia in Staten Island?

*** 04/27/2021 07:43:32 ***
Email is sent on 04/27/2021 07:42:44 by Haley Shaffer
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 04/27/2021 07:42:44 and created by Haley Shaffer ***
Dear [redacted]

Thank you for contacting Kia Motors America. We appreciate your feedback and the opportunity to address your concerns. Island Kia of Staten Island is the dealer we spoke with to help with your vehicle diagnosis.

If you have any additional questions, 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.

Sincerely,

Haley
Kia Motors America

04/27/2021 07:45:45
Email is received on 04/27/21 07:45:36 from [redacted]

*** Email - External Email Received created on 04/27/2021 07:45:43 and created by Haley Shaffer ***
Great, thank you.
For future reference, my name is [redacted]

*** Phone - Call - Inbound created on 04/27/2021 07:42:42 and created by Jeff Massarueh ***
Customer (Randall) states:
1. Haley sent me an email and said I could take my car to dealer
2. I need to know which one

Wrt states:
1. Sure bear with me and I will ask

Wrt messages CM*

Wrt states:
1. She said to take it to Island Kia

Customer states:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H30N [redacted]	[redacted]	403

Staten Island NY ,10305 01/29/2021 Dealer: NY123 Island KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

1. Ok
2. Thank you

*** 04/27/2021 07:48:27 ***
Email is sent on 04/27/2021 07:46:43 by Haley Shaffer
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case# [redacted]

*** Email - External Email Sent created on 04/27/2021 07:46:43 and created by Haley Shaffer ***
Dear [redacted]

Thank you for contacting Kia Motors America. We appreciate your feedback and the opportunity to address your concerns. We are terribly sorry about your first name being entered incorrectly. We have made sure to put that change in for any future calls.

If you have any additional questions, 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.

Sincerely,

Haley
Kia Motors America

*** 04/28/2021 05:15:31 ***
Closed by Haley Shaffer with Resolution Code : Referred to Dlr
[Resolution Summary]

*** 04/28/2021 05:45:26 ***
Reopened by Matthew Stanford with Sub Status of Working

*** Phone - Call - Inbound created on 04/28/2021 05:45:30 and created by Matthew Stanford ***
customer states [redacted] owner
1)im at dealer and just dropped off vehicle
2)dealer doesnt have loaners

writer states
1)apologized
2)will follow up with dealer
3)will reimburse up to 42 dollars per day not including fuel or insurance

customer states
1)OK

04/28/2021 05:49:09
Email is received on 04/28/21 05:49:00 from [redacted]

*** Email - External Email Received created on 04/28/2021 08:49:07 (GMT-05:00) Eastern Time (US & Canada) and created by Ashley Lewis ***

Last name	First name	VIN of 2022 CARNIVAL	Case Number	Mileage
[redacted]	[redacted]	KNDNE5H30N [redacted]	[redacted]	403

Staten Island NY ,10305 01/29/2021 Dealer: NY123 Island KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Hi Haley,

I just dropped off my Carnival at Island Kia. Thank you for your assistance with this matter. They said they don't have any loaner vehicles available. I need a car and transportation home

*** 04/28/2021 12:46:23 (GMT-05:00) Eastern Time (US & Canada) ***
Assigned to WIPBin Default of Haley Shaffer by Ashley Lewis
Reason:

*** 04/28/2021 09:55:08 ***
Email is sent on 04/28/2021 09:54:13 by Haley Shaffer
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 04/28/2021 09:54:13 and created by Haley Shaffer ***
Dear [redacted]

Thank you for contacting Kia Motors America. We appreciate your feedback and the opportunity to address your concerns. We will contact Island Kia to follow up and review further to try to assist with this matter. As soon as we have additional information, we will reach out to you as soon as possible.

If you have any additional questions, 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.

Sincerely,

Haley
Kia Motors America

*** Phone - Call - Outbound created on 04/28/2021 10:03:56 and created by Haley Shaffer ***
Outbound call to NY123 @ (718) 727-7000, spoke to Vinny
Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] BROOKLYN, NY
Mileage: 453
Most recent RO #: [redacted]
Open Date - 04/28/2021
Close Date -
Most recent Repair Issue and Diagnosis:
Concern - two recalls (SC211) (SA472) cust states **HDA** light on the dash, the customer believes one of the hoses under the hood is leaking, intermittent banging noise from the right front
Cause - parts are on order for recalls, still diagnosing other concerns
Correction - Fuel rail. Ac inverter outlet
Repeat Repair (Y/N), if so, how many times?: No
Repair History of current concern with dates (Open and Closed) and mileage: N/A
Dates
RO #
Customer states
Dealer states
ETA for completion of repairs (if applicable):

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H30N [redacted]	[redacted]	403

Staten Island NY ,10305 01/29/2021 Dealer: NY123 Island KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Parts on order (Y/N), if so obtain part#, order#: Y
Part # A/C inverter outlet: 95260R0100QQK Fuel rail: 3503043NGCXQQK
Order # SA472W1
Rental / Loaner Provided? If so, since when?: N would not recommend customer driving, we do not have a contract with rentals, I have seen you all reimburse them before but I do not know your process
Vehicle repaired?: N
Customer has possession?: N

transferred to parts
No answer, no voicemail

*** Note - Others created on 04/28/2021 10:11:50 and created by Haley Shaffer ***

<For Internal Use Only
Part # 35304 3NGCXQQK>

*** Phone - Call - Inbound created on 04/28/2021 12:31:04 (GMT-07:00) Arizona and created by Debra Rustin ***

Caller: [redacted] (OWNER)
writer states
1.introduced self
2. how may we help?

customer states
1. id like an update
2. im really frustrated at this point
3. took car in this morning
4. i need transportation

writer states
1.Apologised
2. Part # A/C inverter outlet: 95260R0100QQK Fuel rail: 3503043NGCXQQK
3. they are still diagnosing

customer states
1.there is no 7 passenger vehicle for $42 per day

writer states
1. you can rent for what you can
2. submit something showing you cant find anything at that rate

customer states
1.can you send me something showing the cost of reimbursement

*** Phone - Call - Inbound created on 04/28/2021 12:52:36 and created by Matthew Stanford ***
customer states [redacted] owner
1)i cant find a 7 passenger vehicle for 42 dollars a day

writer states

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H30N [redacted]	[redacted]	403

Staten Island NY ,10305 01/29/2021 Dealer: NY123 Island KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

1)apologized
2)will review if you have to spend more money / can only guarantee the 42 dollars per day
3)rental not a provison of the warranty

customer states
1)how will this work
2)will i be reimbursed by you or dealer

writer states
1)preferably dealer

*** Phone - Call - Inbound created on 04/28/2021 14:18:14 and created by Sandra Taylor ***
[redacted] owner called in:
1. I was talking to someone and got disconnected
2. I need to vent

Wtr states:
1. Apologized
2. Go ahead

Cust states:
1. I want a Carnival
2. I am paying $200 more a month to get a better car
3. The fuel rail recall came out last week & I took to dealer & they have my car
4. I asked for a rental & I was told I could get reimbursed for $42 a day

Wtr states:
1. Do they have a loaner for you
2. Per notes the dealer advised parts are on order for recalls, still diagnosing other concerns

Cust states:
1. They do not have any loaners

Wtr states:
1. The most Kia will pay is $61.00 a day for Brooklyn area

Cust states:
1. I have 6 kids & still cannot find a car for $61.00

Wtr states:
1. The most Kia will pay is $61.00 a day for Brooklyn area per new rental instructions
2. Does the dealer have a 7 passenger rental you could rent from them
3. You can check & see if they will rent you a vehicle for Kia price

Cust states:
1. I will call them tomorrow
2. Thank you

*** Phone - Call - Inbound created on 04/28/2021 14:32:47 and created by Sandra Taylor ***
[redacted] owner called in:
1. I cannot get 7 passenger veh at Enterprise for under the amount Kia pays for rentals
2. I wants Haley to ask management if they will approve more a day for me for a rental.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H30N [redacted]	[redacted]	403

Staten Island NY ,10305 01/29/2021 Dealer: NY123 Island KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

3. I have 6 children & needs a large vehicle.
4. The dealer does not have a loaner

Wtr states:
1. Apologized
2. I have asked Haley to escalate your case & ask management for you
3. And to follow up with you

Cust states:
1. OK
2.Thank you

*** Case note has been appended from duplicated auto-case on 04/29/2021 01:12:51 (PST)

Comments from Techline Escalation

Techline case ([redacted] created on 28-APR-21 by NY123.
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--
TL Case created by (Dealer Technician) : Alex moses
TL Case creator phone : 6468950413
TL Case creator email : Jaws62997@icloud.com
Below are the notes from the TL case describing the concern:

[Problem Description]
c/s check **HDA** appers on screen while driving.

[Diagnostics Performed]
. test drive x4 miles veh performing to spec. scan for dtc code c183186 can signal error - navigation. instructued to open techline case as per early warning for kia carnival

*** 04/29/2021 05:14:28 ***
Email is sent on 04/29/2021 05:12:53 by Haley Shaffer
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 04/29/2021 05:12:53 and created by Haley Shaffer ***
Dear [redacted]

Thank you for contacting Kia Motors America. We appreciate your feedback and the opportunity to address your concerns. We are terribly sorry about the inconvenience regarding finding a rental vehicle. We can review your reimbursement request for the rental. What prices are you finding in your area?

If you have any additional questions, 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.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H30N [redacted]	[redacted]	403

Staten Island NY ,10305 01/29/2021 Dealer: NY123 Island KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Sincerely,

Haley
Kia Motors America

04/29/2021 07:25:56
Email is received on 04/29/21 07:25:45 from [redacted]
Attachments:
image0.png
image2.png
texthtml1.0.htm

*** Email - External Email Received created on 04/29/2021 07:25:50 and created by Haley Shaffer ***
Thank you for getting back to me.
Please see screenshots below. The cheapest rental for a 7 passenger vehicle in the Staten Island neighborhood is $172.24 per day on the daily rate or $645.24 per week on the weekly rate.

If I travel to rent at the airport I can get it for $167.58/day or $608.43/week

04/29/2021 12:27:57
Email is received on 04/29/21 12:27:52 from [redacted]

*** Email - External Email Received created on 04/29/2021 12:27:55 and created by Haley Shaffer ***
Hi,

I'd appreciate if you can update me. We need to travel tomorrow

*** 04/29/2021 12:34:29 ***
Email is sent on 04/29/2021 12:31:35 by Haley Shaffer
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case# [redacted]

*** Email - External Email Sent created on 04/29/2021 12:31:35 and created by Haley Shaffer ***
Dear [redacted]

Thank you for contacting Kia Motors America. We appreciate your feedback and the opportunity to address your concerns. We can review for rental reimbursement with the rates that are available in your area. The Kia guidelines for obtaining rental vehicles are $61 a day, but we can review beyond that for you.

If you have any additional questions, 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.

Sincerely,

Haley
Kia Motors America

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H30N [redacted]	[redacted]	403

Staten Island NY ,10305 01/29/2021 Dealer: NY123 Island KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

*** Email - External Email Sent created on 04/29/2021 12:31:35 and created by Haley Shaffer ***
Dear [redacted]

Thank you for contacting Kia Motors America. We appreciate your feedback and the opportunity to address your concerns. We can review for rental reimbursement with the rates that are available in your area. The Kia guidelines for obtaining rental vehicles are $61 a day, but we can review beyond that for you.

If you have any additional questions, 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.

Sincerely,

Haley
Kia Motors America

04/29/2021 12:45:33
Email is received on 04/29/21 12:45:26 from [redacted]

*** Email - External Email Received created on 04/29/2021 12:45:31 and created by Haley Shaffer ***
So when can you review it and when can I get an answer?

*** 04/29/2021 12:47:14 ***
Email is sent on 04/29/2021 12:46:26 by Haley Shaffer
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 04/29/2021 12:46:26 and created by Haley Shaffer ***
Dear [redacted]

Thank you for contacting Kia Motors America. We appreciate your feedback and the opportunity to address your concerns. We would review for reimbursement regarding the rental after the vehicle has been repaired.

If you have any additional questions, 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.

Sincerely,

Haley
Kia Motors America

*** Email - External Email Sent created on 04/29/2021 12:46:26 and created by Haley Shaffer ***
Dear [redacted]

Thank you for contacting Kia Motors America. We appreciate your feedback and the opportunity to address your concerns. We would review for reimbursement regarding the rental after the vehicle has been repaired.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H30N [redacted]	[redacted]	403
Staten Island NY ,10305		01/29/2021	Dealer: NY123 Island KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

If you have any additional questions, 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.

Sincerely,

Haley
Kia Motors America

04/29/2021 13:04:32
Email is received on 04/29/21 13:04:25 from [redacted]

*** Phone - Call - Inbound created on 04/29/2021 13:06:28 and created by Lindsey Herron ***
Customer [redacted] (owner)
1. I feel like I'm being taken for a ride.
2. I would like this case to be escalated at this point.
3. I would like hear back from the escalations dept.

Wrt.
1. Apologized
2. Let me reach out to the CM.
3. Advised cannot gurantee reimbursement.
4. Can review after the vehicle has been repaired.

Customer [redacted] (owner)
1. That's exactly the answer I got 2 days ago.
2. I would like to speak to someone higher.

Wrt.
1. Advised can submit request for supervisor to contact.
2. What is the best number for the supervisor to contact you?

Customer
1. Primary phone

Wrt.
1. Advised supervisor will be contacting.

Customer
1. Thank you

*** Phone - Call - Inbound created on 04/29/2021 14:48:13 and created by Roberto Salazar ***
Customer [redacted] (owner) States:
1. Still waiting for a supervisor to call me back.
2. Requesting to speak with the case manager.

Writer States:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H30N [redacted]	[redacted]	403

Staten Island NY ,10305 01/29/2021 Dealer: NY123 Island KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

1. Acknowledged and apologized.
2. Sent message case manager.
3. Case manager is unavailbale.
4. I document for a call back.
5. Thank you.

Customer [redacted] (owner) States:
1. Thank you.

*** Phone - Call - Inbound created on 04/29/2021 17:03:34 and created by Victoria Orr ***
Cust [redacted] Owner called
1 didnt get Supervisor call back

Wrt states
1 apologized
2 can request and will get call back in 24 to 48 hours

Cust states
1 was told it would be today
2 was my case escalated yet?

Wrt states
1 do not see that yet
2 can request Supervisor call back again
3 submitted 2nd request
4 Reason- New vehicle not being repaired and not being provided alternate transportation

Cust states
1 very frustrating

Wrt states
1 apologized
2 see DLR opened TL for advice

Cust states
1 DLR said no loaners available
2 DLR said to rent up to $61 a day plus tax
3 cant rent that in NY
4 had plans to go out of town this weekend

Wrt states
1 apologized
2 we do not have any alternative transportation options
3 have to work though DLR programs offered

Cust states
1 I want you to Buy Back this car and let me go please
2 been without car for 2 weeks
3 this is a new car
4 KIA is rebranding itself

Wrt states

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H30N [redacted]	[redacted]	403

Staten Island NY ,10305 01/29/2021 Dealer: NY123 Island KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

1 apologized
2 read disclaimer
3 Advise the customer that “Kia participates in a third-party arbitration program through BBB AUTO LINE (this service is free of charge to Kia customers).

Please reference your Warranty and Consumer Information Manual (WCIM) for more details about the BBB arbitration program. We are escalating your case to ECR and you should expect a callback in 2-3 business days.”

4 reached out to CM- now requesting buyback
5 so we can escalate you case
6 Thanked

Cust states
1 thank you

Wrt states
1 thanked

*** Phone - Call - Outbound created on 04/29/2021 17:19:07 (GMT-07:00) Arizona and created by Jeremy Carrifee ***
Took Sup Call

Writer states:
1. Introduced myself
2. How may i help you

Customer states:
1. I just want to know if I can get reimbursed for the rental car
2. I only had this car for 3 days and this happen
3. The dlr has no cars I cannot get a car for $167.58/day or $608.43/week

Writer states:
1. Apologized
2. Advised customer case has been assigned to Nikki will take care of your concerns
3. Advised customer with this being a new car I dont see a problem with reimbursement
4. I know it is hard to find a vehicle to fit your needs in New York

Customer states:
1. Thank you so much
2. Can you email me that

Writer states:
1. Will advise Nikki to follow up with you about our conversation

Customer states;
1. thank you so much that all i wanted to no

*** Phone - Call - Inbound created on 04/30/2021 09:46:26 and created by Sandra Taylor ***
[redacted] owner called in:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H30N [redacted]	[redacted]	403

Staten Island NY ,10305 01/29/2021 Dealer: NY123 Island KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

1. I just spoke with Jeremy on sup call
2. He was transferring me to Nikki but I got you

Wtr states:
1. Apologized
2. Is this in regards to your lights on your Carnival vehicle

Cust states:
1. Yes
2. I have been calling in since 4/19

Wtr states:
1. Apologized
2. Let me see if Nikki is available
3. Cynthia is calling you now
4. Please answer her call

Cust states:
1. Thank you

<For Internal Use Only
Open TL case [redacted] on this VIN#>

*** Phone - Call - Inbound created on 04/30/2021 10:04:39 and created by Cinthya Espinoza-Peregrina ***
*** sup callback*****

wrt called owner and states
1. introduction
2. returning call
3. how can I assist you?

customer states
1. I am waiting for an email
2. Still have not received any email
3. will I get an emsil soon

wrt states
1. apologize
2. we have been a bit busy this morning
3. but I will have CM email you once she becomes avail

cust states
1. thank you
2. what about the repairs?

wrt states
1. still doing some tests

cust states
1. ok thank you

*** Email - External Email Received created on 04/29/2021 13:04:30 and created by Heather Jessee ***
Sorry, that's not helpful. I have been getting this answer for the past 36 hours. I should not have to risk that expense on my account.
Please escalate this case. Time is going by as I'm waiting to hear back and I have no transportation and/or update on the Carnival that's in service. We need an answer today

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H30N [redacted]	[redacted]	403

Staten Island NY ,10305 01/29/2021 Dealer: NY123 Island KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

*** 04/30/2021 12:56:01 ***
Email is sent on 04/30/2021 12:51:21 by Heather Jessee
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case# [redacted]

*** Email - External Email Sent created on 04/30/2021 12:51:21 and created by Heather Jessee ***
Dear [redacted]
Good afternoon. We are reaching out regarding your Kia Carnival in reference to case # [redacted] We will be happy to reimburse rental expenses incurred as a result of your vehicle being down at the dealership for covered repairs. We will be able to reimburse the rental rate plus tax. Charges such as fuel, insurance, or rental damage waivers would not be eligible for reimbursement. We will require the appropriate rental invoice/receipt documentation in order to facilitate reimbursement once you vehicle has been repaired. Additionally, we will stay in contact with both you and the dealership until your vehicle is repaired and back in your possession. Please let us know if you have any questions. We can be reached by replying directly to this email or by dialing 1-800-333-4542. Thank you for being the best part of Kia!
Sincerely,

Nikki
Kia Motors America

04/30/2021 13:22:12
Email is received on 04/30/21 13:22:04 from [redacted]

*** Email - External Email Received created on 04/30/2021 13:22:09 and created by Heather Jessee ***
Thank you

*** Note - Others created on 05/03/2021 11:42:49 and created by Kayla Erwin ***
WEBDCS ETA: 5.7.21

Part#: 35304 3NGCXQQK
Order#: KI0428S

*** Case note has been appended from duplicated auto-case on 05/04/2021 02:25:11 (PST)

Comments from UPER

Part ordered for customer vehicle has been placed into the UPER status on 05/03/2021 00:00:00

Dealer Name : 1581 HYLAN BLVD. AUTO, LLC Island Kia
Dealer Contact name : TOM MAC
Dealer Phone : 718 727 7000
Part No# : 35304 3NGCXQQK Island Kia
Part Name : SERVICE KIT
Order No# : KI0428S
Order Qty# : 1

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H30N [redacted]	[redacted]	403

Staten Island NY ,10305 01/29/2021 Dealer: NY123 Island KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

05/05/2021 13:22:20
Email is received on 05/05/21 13:22:14 from [redacted]

*** Email - External Email Received created on 05/05/2021 13:22:18 and created by Heather Jessee ***
Hi,

Just checking in if there's any update on the Carnival. Thank you

*** Case note has been appended from duplicated auto-case on 05/07/2021 01:05:49 (PST)

Comments from Service Alert - TL

Dealer : Island KIA
Technician : Alex moses
Service Manager : Dante Lopez
Dealer Phone :
DPSM : Crystal Pent
Vehicle Model : CARNIVAL SX AUTO
Model Year : 2022
Mileage : 453
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
c/s check **HDA** appers on screen while driving.

[Diagnostics Performed]
. test drive x4 miles veh performing to spec. scan for dtc code c183186 can signal error - navigation. instructued to open techline case as per early warning for kia carnival

*** 05/07/2021 15:38:29 ***
TL case# [redacted] was escalated to an FTS. Update will be provided after this request is reviewed.

*** Phone - Call - Inbound created on 05/20/2021 14:12:54 and created by Nicole Silvas ***
Customer called in

Writer states:
1. introduced self
2. may i have your case # or vin #

Customer states:
1. info provided

Writer states:
1. who am I speaking to

Customer states:
1.[redacted]
2.owner

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H30N [redacted]	[redacted]	403

Staten Island NY ,10305 01/29/2021 Dealer: NY123 Island KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Writer states:
1. how may i help you

Customer states:
1. i need a case update
2. and who is the case manager now

Writer states:
1.i'm not seeing anything does
2. nikki is still the cse manager

Customer states:
1. can you request a call back for me

Writer states:
1. of course
2. can you verify your number

Customer states:
1.number verified

Writer states:
1. Anything else I can help you with

Customer states:
1. no
2. thank you

Writer states:
1. thank you for being the best part of kia
2. have a good day

*** 05/20/2021 15:43:27 ***
An FTS is scheduled to inspect this VIN on 05/20/2021 at NY123.

*** Phone - Call - Inbound created on 05/24/2021 17:09:51 and created by Vincent Norris ***
Customer (owner) [redacted] called in and states
1. Case [redacted]
2. I called last week to get an update
3. Was told I would get a callback
4. Have not received a callback

Writer states
1. Apologize for the vehicle concerns
2. Verified customer information
3. Advised per TL, dlr has been approved to replace the AVN as of 05/24/2021
4. NY123 will be closed, unable to verify when the part will arrive

Customer states
1. What if the part replacement does not fix the issue

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H30N [redacted]	[redacted]	403

Staten Island NY ,10305 01/29/2021 Dealer: NY123 Island KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Writer states
1. The dlr will report the findings back to TL and TL will continue down the chain to find the cause of the issue

Customer states
1. Ok, thank you

*** 05/25/2021 08:42:24 (GMT-07:00) Arizona ***
Assigned to WIPBin 0- Inbox of Tracey Icenhour by Jeremy Carrifee
Reason:

*** Phone - Call - Outbound created on 05/25/2021 08:59:25 and created by Tracey Icenhour ***
Wrt calls [redacted] @ [redacted]
Wrt states
1 Calling from Kia's corporate office
2 Calling in reference to case wrt received about cust Carnival
3 Calling to see how wrt can be of assistance

Cust stats
1 Veh has been at dealer for 4 weeks
2 Why was case forwarded to you
3 Was speaking with someone else previously
4 They said AVN was being replaced
5 Don't know when part will arrive or anything

Wrt states
1 Apologized for issue with vehicle
2 Advised wrt will reach out to dealer to find out when part will arrive and when they anticipate veh being released to customer

Cust states
1 Kia said they would reimburse cust for rental
2 Paid with credit card
3 It has now been a month and time to pay credit card
4 Need reimbursemnt for rental

Wrt states
1 Understand
2 Advised we can review for reimbursement after repairs are completed
3 Advised would need rental invoice and proof of payment
4 Advised will F/U with cust after speaking with dealer

Cust states
1 Ok, see what you can do
2 Thank you

Wrt states
1 Thank you

*** Phone - Call - Outbound created on 05/25/2021 09:09:13 and created by Tracey Icenhour ***
Wrt calls NY123 @ (718) 727-7000

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H30N [redacted]	[redacted]	403

Staten Island NY ,10305 01/29/2021 Dealer: NY123 Island KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Wrt states
1 Calling from Kia's corporate office
2 Calling to check on repair status for [redacted]

Placed on hold, wrt disconnected after holding 5 minutes

*** Email - Internal Email Sent created on 05/25/2021 09:20:09 and created by Tracey Icenhour ***
Wrt sent email to SVCM/DPSM for update on vehicle repairs

*** Email - Internal Email Received created on 05/25/2021 16:07:32 and created by Tracey Icenhour ***
Wrt rec'd email from SVCM, ETA for repairs, 05/26/2021

*** Phone - Call - Outbound created on 05/25/2021 16:16:41 and created by Tracey Icenhour ***
Wrt calls [redacted] @ [redacted]
Wrt states
1 Calling from Kia's corporate office
2 Advised rec'd notification from DLR that repairs should be completed tomorrow, 05/26/2021

Cust states
1 Wow, that was fast
2 And why again did you get this case and you only were notified of it today?

Wrt states
1 Yes, advised did just receive case today
2 Advised wrt assists with SC211 customers

Cust states
1 Ok, fingers crossed it all goes well for tomorrow
2 How long does it take to be reimbursed

Wrt states
1 Advised can take up to 45 days
2 Advised have seen some get through sooner but don't want to set any false expectations

Cust states
1 Ok, Thank you

Wrt states
1 Thank you

*** Phone - Call - Inbound created on 05/26/2021 13:28:16 (GMT-07:00) Arizona and created by Roxana Montano ***
Cust
1. My veh was replaced with an expensive part today
2. but did not resolve my issue

Wrt
1. I have contacted CM
2. she apologizes for inconvenience
3. she will obtain more info
4. And contact you back

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H30N [redacted]	[redacted]	403

Staten Island NY ,10305 01/29/2021 Dealer: NY123 Island KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Cust
1. Thank you

*** Phone - Call - Inbound created on 05/26/2021 14:21:23 and created by Lisa Maynard ***
Mr [redacted] owner
cust states
1 I want to speak to cm

Writer states
1 let me contact cm

****CONTACTED T ICENHOUR **
NO ANSWER

***BACK TO CUSTOMER **
Writer states
1 advi cm not free
2 what is best contact

cust states
[redacted]
2 thank you

*** Phone - Call - Inbound created on 05/26/2021 14:52:00 and created by Michael Crandall ***
caller states
1 I am calling for the tird time today for tracey
2 I don't know why but she is ignoring me today

writer states
1 I am sorry sir
2 we have been very busy today I am sure she is not intentionally ignoring you
3 let me see if I can get her on line
4 placed caller on hold
5 contact CM
6 advise customer that CM not available at the3 moment
7 advise that CM is awaiting follow up from dlr on new concern and will reach out once she has that information
8 advise caller that based on time it is not likely to be today
9 apologize that concern is ongoing
10 thanked for time

*** Phone - Call - Outbound created on 05/26/2021 15:20:50 and created by Tracey Icenhour ***
Wrt calls FTS - FTS indicated Veh needs to be held longer. DLR, TL and FTS involved and pending Kia engineer visit for vehicle inspection***

*** Phone - Call - Outbound created on 05/26/2021 15:49:39 and created by Tracey Icenhour ***
Wrt calls [redacted] @ [redacted]
Wrt states
1 Calling from Kia's corporate office
2 Apologized wrt just came back from lunch and see where cust has called a few times
3 Understand by notes that replacing the HU didn't resolve issue

Cust states

Last name	First name	VIN of		Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H30N	[redacted]	[redacted]	403
Staten Island NY ,10305		01/29/2021	Dealer: NY123 Island KIA		

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

1 Right, DLR said they installed replacement HU
2 It did not solve the problem
3 What is the next step

Wrt states
1 Apologized that didn't resolve issue

Cust states
1 Friday will be 30 days veh will be in shop
2 Field engineer inspected vehicle already

Wrt states
1 Advised Kia engineeer will need to inspect vehicle

Cust states
1 Don't feel comfortable not getting reimbursement for rental yet

Wrt states
1 Advised Kia prefers to do any reimbursement at the same time which is after repairs
2 What is cust requesting of Kia

Cust states
1 Would like a specific date as to when veh will be repaired

Wrt states
1 Advised unable to provide a specific date
2 Advised Kia engineers need to look at vehicle

Cust states
1 How about we wait until Monday.
2 What is your plan b?

Wrt states
1 Advised office is closed Monday and wrt OOO Tuesday
2 Advised wrt can F/U Wednesday

Cust states
1 Ok, will wait another week
2 Will you call me back on Wednesday

Wrt states
1 Advised will contact cust on Wednesday with any info wrt has at that time

Cust states
1 When do you give up on a vehicle
2 How long are you going to wait?
3 What is your plan B?
4 Do you plan on providing cust a replacement vehicle?

Wrt states
1 Advised if cust requesting replacement veh it is based on cust state guidelines
2 Advised Kia participates in a third-party arbitration program through BBB AUTO LINE (this service is free of

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H30N [redacted]	[redacted]	403

Staten Island NY ,10305 01/29/2021 Dealer: NY123 Island KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

charge to Kia customers). Please reference your Warranty and Consumer Information Manual (WCIM) for more details about the BBB arbitration program.

Cust states
1 Not requesting it yet
2 Will give it another week

Wrt states
1 Ok, wrt will F/U with cust next Wednesday

Cust states
1 Thank you

Wrt states
1 Thank you

*** Phone - Call - Inbound created on 06/02/2021 13:06:17 and created by Mike Meadows ***
Writer received call from [redacted] (owner) @ ([redacted]

Customer states
1 Checking on case.
2. Was to have a Field tech look at vehicle.

Wrt states
1.apologized for concerns.
2.confirmed FTS working with techs.

customer states
1.I called dealer today and they said have not communicated with them.
2. Was told to call kia for an update.

Wrt states
1.confirmed field tech shows appointment for today 6/1 we do not have the info updated as to what they are doing.
2.Will update case for CM to follow up.
3. ok thank you

customer states
1 ok thank you

06/02/2021 13:12:00
Email is received on 06/02/21 13:11:52 from [redacted]

*** Email - External Email Received created on 06/02/2021 13:11:57 and created by Tracey Icenhour ***
Hi,

Any update on this case?

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H30N [redacted]	[redacted]	403

Staten Island NY ,10305 01/29/2021 Dealer: NY123 Island KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

*** Email - Internal Email Received created on 06/02/2021 14:46:50 and created by Tracey Icenhour ***
FTS advised spent day with veh. More data was collected and sent to NAQC. FTS unable to find anything that would be root case of this code that is setting. Currently waiting on data collection to point to some sort of solution

*** Phone - Call - Inbound created on 06/02/2021 14:43:07 and created by Tracey Icenhour ***
callback request

Wrt calls [redacted] @ [redacted]
Wrt states
1 Calling from Kia's corporate office
2 Advised do not have update at this time
3 Advised FTS gathered data that was sent to NAQC and are waiting on analysis of data collection to point to some sort of solution

Cust states
1 How long do we give?

Wrt states
1 Advised will need to wait for response before a resolution is available
2 Advised will F/U with cust Thurs or Fri

Cust states
1 Thank you

Wrt states
1 Thank you

*** Phone - Call - Inbound created on 06/03/2021 12:03:36 and created by Tracey Icenhour ***
callback request

Wrt calls [redacted] @ [redacted]
Wrt states
1 Calling from Kia's corporate office
2 No answer, LVM to return call

*** Phone - Call - Inbound created on 06/03/2021 12:25:52 and created by Tracey Icenhour ***
callback request9179357785

Wrt calls [redacted] @ [redacted]
Wrt states
1 Calling from Kia's corporate office

Cust states
1 Calling to see if any update

Wrt states
1 Have a few questions
2 How frequently does the warning appear (daily, only a few times, only occurred once or twice,) If occurred only one time, what date and time?

Cust states

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H30N [redacted]	[redacted]	403

Staten Island NY ,10305 01/29/2021 Dealer: NY123 Island KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

1 It was when driving on the highway. It would come and go and would not stay on contstantly.

Wrt states
1 What time of day does the warning appear? (morning, noon, night)

Cust states
1 It happened on all 3, morning, noon and night

Wrt states
1 When the warning appears, where are you driving? (which road/freeway, what direction [northbound, southbound])

Cust states
1 Think most of time happened on highway near exit
2 Not sure of that but that is suspicion cust has
3 Not sure which direction traveling

Wrt states
1 Any other details cust able to provide

Cust states
1 Can't think of anything
2 Wondering if they would give cust inside wire harness

Wrt states
1 Is cust picking up veh from dealer

Cust states
1 Asked the dealer for a loaner vehicle
2 Don't think software issue and that it may be hardware issue but they thought it was software issue
3 They don't want cust driving vehicle as they indicate it is not safe to drive
4 Wanted to know if it was not a danger to drive, would take care back to drive but they said they would need the but would need guarantee from engineer that it was safe to drive
5 If it is safe to drive, will consult with cust people and may take veh back

Wrt states
1 Advised will find out if veh safe to drive and will F/U with cust

Cust states
1 Thank you

*** Phone - Call - Outbound created on 06/03/2021 12:47:10 and created by Tracey Icenhour ***
Wrt calls [redacted]
Wrt states
1 Calling from Kia's corporate office
2 No answer, LVM to return call

06/03/2021 15:06:19
Email is received on 06/03/21 15:06:08 from [redacted]

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H30N [redacted]	[redacted]	403
Staten Island NY ,10305		01/29/2021	Dealer: NY123 Island KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

*** 06/03/2021 15:11:26 ***
Web - Note created on 06/03/2021 15:11:26 and created by [redacted]
Hi,

I missed your call. You left me a voicemail that you have an update from the engineers. What did they say?

Thank you,
[redacted]

*** Email - External Email Received created on 06/03/2021 15:06:16 and created by Tracey Icenhour ***
Hi,

I missed your call. You left me a voicemail that you have an update from
the engineers. What did they say?

Thank you,
*[redacted]

*** Phone - Call - Outbound created on 06/03/2021 15:35:39 and created by Tracey Icenhour ***
Wrt calls [redacted] ([redacted]
Wrt states
1 Calling from Kia's corporate office
2 Advised spoke with engineers about resolving issue
3 We feel at this time it is best that you pick up your vehicle
4 We have all the info that we need at this time
5 Also, so that you are not incurring any further rental fees
6 Advised you should not have any drivability issues however the warning light may come on
7 Advised cust did previously mention may want out of vehicle
8 Advised want to have everything needed to get this process started
9 Advised will send cust ACK
10 Advised wrt will contact DLR to obtain final RO invoice

Cust states
1 So, pick up the veh as there are no drivability concern
2 And go ahead and begin the repurchase/replacement request
3 That is what you are saying
4 Go ahead and send letter
5 Put on there that it is safe to drive

Wrt states
1 Advised will put on letter what wrt said which was there are no drivability issues however the warning light may come on

Cust states
1 Ok, what about the rental reimbursement

Wrt states
1 Advised to send in final invoice showing proof of payment

Cust states
1 Ok, Thank you

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H30N [redacted]	[redacted]	403

Staten Island NY ,10305 01/29/2021 Dealer: NY123 Island KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Wrt states
1 Thank you

*** 06/03/2021 15:59:44 ***
Email is sent on 06/03/2021 15:58:44 by Tracey Icenhour
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case# [redacted]
Attachments:
[redacted] [redacted] ACK.pdf

*** Email - External Email Sent created on 06/03/2021 15:58:44 and created by Tracey Icenhour ***
Mr. [redacted]

Thank you for speaking with me today. As discussed, I would like to ensure we make a comprehensive and accurate review of your vehicle history, so that we can provide the best-suited assistance possible. To that end, would you please review and provide the requested information?

I am also contacting the dealership to request they provide available information regarding your vehicle's history. I will review upon receipt and follow-up with you to further discuss a resolution.

As per our phone conversation, there isn't a drivability issue with your vehicle however the warning light may come on.

Thank you,

Tracey I
Kia Consumer Assistance Center
Kia America, Inc.
Phone: (520) 274-1162
Fax: (866) 852-6617

06/03/2021 16:10:26
Email is received on 06/03/21 16:10:18 from [redacted]

*** Email - External Email Received created on 06/03/2021 16:10:22 and created by Tracey Icenhour ***
Thank you for your email. Is it safe to drive the vehicle with that alert
on?
* [redacted]

*** Phone - Call - Inbound created on 06/04/2021 07:57:37 and created by Tracey Icenhour ***
callback request

Wrt calls [redacted] ([redacted]
Wrt states
1 Calling from Kia's corporate office
2 No answer, LVM

*** Phone - Call - Inbound created on 06/04/2021 07:58:38 and created by Tracey Icenhour ***
callback request

Last name	First name	VIN of		Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H30N	[redacted]	[redacted]	403

Staten Island NY ,10305 01/29/2021 Dealer: NY123 Island KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Wrt calls [redacted]
Wrt states
1 Calling from Kia's corporate office
2 No answer, LVM

06/04/2021 08:25:55
Email is received on 06/04/21 08:25:47 from [redacted]

06/04/2021 10:22:09
Email is received on 06/04/21 10:22:01 from [redacted]

06/04/2021 10:23:08
Email is received on 06/04/21 10:23:02 from [redacted]

*** Email - External Email Received created on 06/04/2021 08:25:52 and created by Tracey Icenhour ***
Hi,

I missed your call. Can you answer the question below?

*** Email - External Email Received created on 06/04/2021 10:22:06 and created by Tracey Icenhour ***
Hi,

You advised me yesterday to pick up the car. The dealer said they will put it back toge and should have it ready by Monday/Tuesday
Can you please confirm if it's safe to drive the car?

*** Email - External Email Received created on 06/04/2021 10:23:07 and created by Tracey Icenhour ***
Hi,

You advised me yesterday to pick up the car. The dealer said they will put it back together and should have it ready by Monday/Tuesday.
Can you please confirm if it's safe to drive the car?

*** 06/04/2021 10:39:47 ***
Email is sent on 06/04/2021 10:39:38 by Tracey Icenhour
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 06/04/2021 10:39:38 and created by Tracey Icenhour ***
Mr. [redacted]

I apologize I was not aware the vehicle was apart until moments ago. The dealer would not release the vehicle to you if it was unsafe to drive.

Thank you,

Tracey

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H30N [redacted]	[redacted]	403

Staten Island NY ,10305 01/29/2021 Dealer: NY123 Island KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

*** Phone - Call - Outbound created on 06/04/2021 12:08:15 and created by Tracey Icenhour ***
Wrt calls NY130 @ (877) 244-0989
Wrt states
1 Calling from Kia's corporate office
2 Need to speak with Finance about obtaining a copy of lease agreement

transferred to VM that is full (twice)

06/08/2021 16:26:41
Email is received on 06/08/21 16:26:29 from [redacted]
Attachments:
Enterprise Rental Agreement 37PHM7.pdf
Enterprise Rental Agreement 3JL99J.pdf
Gmail - ENTERPRISE RENTAL AGREEMENT 37PHM7.pdf
Gmail - ENTERPRISE RENTAL AGREEMENT 3JL99J.pdf
Gmail - [Personal] Your Monday morning trip with Uber.pdf
Gmail - [Personal] Your Wednesday morning trip with Uber.pdf

*** Email - External Email Received created on 06/08/2021 16:26:33 and created by Tracey Icenhour ***
Hi Tracey,

I picked up the car today. Thanks for all of your assistance.
Please see attached the rental receipts (and cab for the time I didn't have
a rental vehicle). The total is $3,164.08
I'd appreciate if you could let me know ASAP if you have all that's needed
to facilitate the reimbursement.

*[redacted]
*[redacted]

*** 06/09/2021 05:23:35 ***
Email is sent on 06/09/2021 05:23:29 by Tracey Icenhour
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 06/09/2021 05:23:29 and created by Tracey Icenhour ***
Mr. [redacted]

Thank you for providing me with this information. I have not had the opportunity to review yet. I have not been able to obtain a copy of your lease contract from Northstar KIA. Is there a way you can provide me with a copy of that?

Thank you,

Tracey

*** Phone - Call - Inbound created on 06/09/2021 08:05:24 and created by Tracey Icenhour ***
callback request

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H30N [redacted]	[redacted]	403

Staten Island NY ,10305 01/29/2021 Dealer: NY123 Island KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Wrt calls [redacted] ([redacted]
Wrt states
1 Returning call from Kia
2 Advised rec'd attachments
3 Requested to know if cust can obtain copy of lease agreement

Cust states
1 Will see what cust can do to locate it
2 Part of something on steering wheel is missing
3 DLR said they ordred it
4 Can you check with them on it

Wrt states
1 Advised will check on that for cust

Cust states
1 Thank you

Wrt states
1 Thank you

06/14/2021 10:57:17
Email is received on 06/14/21 10:56:58 from [redacted]
Attachments:
DOC061421-06142021134420.pdf

06/15/2021 09:06:55
Email is received on 06/15/21 09:06:46 from [redacted]

*** Email - External Email Received created on 06/14/2021 10:57:06 and created by Tracey Icenhour ***
Hi Tracey,

Please see the lease attached.
I'd appreciate if you could let me know ASAP when I can expect the
reimbursement

Thank you,
*[redacted]

*** Email - External Email Received created on 06/15/2021 09:06:51 and created by Tracey Icenhour ***
Hi,

Please confirm receipt of yesterday’s email

*** 06/15/2021 11:59:20 ***
Email is sent on 06/15/2021 11:59:16 by Tracey Icenhour
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H30N [redacted]	[redacted]	403

Staten Island NY ,10305 01/29/2021 Dealer: NY123 Island KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

*** Email - External Email Sent created on 06/15/2021 11:59:16 and created by Tracey Icenhour ***
Mr. [redacted]

I apologize I was not able to respond yesterday. I have received your lease agreement and will be forwarding your case to my administrator for further review of your request and rental reimbursement. They will be in contact with you in a 3-5 business days and I will no longer be handling your case.

Thank you,

Tracey

*** 06/15/2021 12:00:19 ***
Dispatched from WIPBin = 1. Monday to Queue Eastern Region Admin by Tracey Icenhour
Reason:

*** Phone - Call - Inbound created on 06/16/2021 06:59:22 and created by Tracey Icenhour ***
callback request

Wrt calls [redacted]
Wrt states
1 Returning call from Kia's corporate office
2 No answer, LVM

*** Phone - Call - Inbound created on 06/21/2021 09:59:38 and created by Brittany Wyatt ***
Owner states:
1. I have heard anything back yet, wanted to follow up on case.

Wrt states:
1. Let me review your case.
2. Tracey allotted 3-5 business days.
3. I would give it until tomorrow.
4. If you haven't heard anything by Wednesday, call back and we can further assist you.
5. Case manager name given.

Owner states:
1. Thank you.

*** 06/23/2021 08:47:30 ***
Assigned to WIPBin 0- Inbox of Tracey Icenhour by Hope Bushnell
Reason:

*** Phone - Call - Inbound created on 06/23/2021 10:14:09 and created by Lisa Maynard ***
[redacted] owner
cust states
1calling about rental reimbursement

Writer states
1 advi will note for cm

cust states
1 thank you

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H30N [redacted]	[redacted]	403

Staten Island NY ,10305 01/29/2021 Dealer: NY123 Island KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

06/23/2021 10:18:33
Email is received on 06/23/21 10:18:25 from [redacted]

*** Email - External Email Received created on 06/23/2021 10:18:31 and created by Tracey Icenhour ***
Hi,

We are in business day number 6 and I still have not heard back from Kia. Please update ASAP.

06/24/2021 11:19:24
Email is received on 06/24/21 11:19:14 from [redacted]

*** Phone - Call - Inbound created on 06/24/2021 11:26:02 and created by Victoria Orr ***
Cust [redacted] Owner called and states
1 checking on my case
2 spoke with someone on 6-6-21
3 told to allow 5 bus days and case would be escalated

Wrt states
1 Apologized
2 reached out to CM- not available at this time
3 will ask for follow up
4 do not know who case is escalating too

Cust states
1 I want to speak with a Supervisor please

Wrt states
1 one moment please and placed on hold
2 introduced Cust and transferred to Supervisor

*** Phone - Call - Inbound created on 06/24/2021 11:39:02 (GMT-07:00) Arizona and created by Jeremy Carrifee ***
Took Sup Call

Writer states:
1. What is going on with my case
2. Tracey said that she was sending my case to somewhere I do not know what is going on

Writer states;
1. Apologized
2. Advised customer I will get with Tracey and have her give you a call
3. I see that email on 6/15

Customer states:
1. Okay thank you

*** Email - External Email Received created on 06/24/2021 11:19:21 and created by Tracey Icenhour ***
Hi,

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H30N [redacted]	[redacted]	403

Staten Island NY ,10305 01/29/2021 Dealer: NY123 Island KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

What's doing with this?

*** Phone - Call - Outbound created on 06/24/2021 11:58:34 and created by Tracey Icenhour ***
Wrt call [redacted] @ [redacted]
Wrt states
1 Calling from Kia's corporate office
2 Apologized for delay in callback
3 Advised we would like to reimburse cust for rental and offer additional goodwill for inconvenience for a total of $5000.00

Cust states
1 There has got to be a reason why you are offering this
2 You must want something

Wrt states
1 Advised will send offer letter and cust can review and then either sign or decline

Cust states
1 Ok, Thank you

Wrt states
1 Thank you

*** 06/24/2021 14:20:24 ***
Email is sent on 06/24/2021 14:19:59 by Tracey Icenhour
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]
Attachments:
[redacted] - [redacted] - Goodwill Offer.pdf

*** Email - External Email Sent created on 06/24/2021 14:19:59 and created by Tracey Icenhour ***
Good Afternoon,

Here is the resolution offer, please review, physically sign, and return at your earliest convenience. Please be advised I do need all sheets returned in order to process your claim. Please allow approximately 45 days for processing. You will receive an email one to two days before the check is mailed.

Thank you,

Tracey I
Kia Consumer Assistance Center
Kia America, Inc.
Phone: (520) 274-1162
Fax: (866) 852-6617

*** Phone - Call - Inbound created on 06/24/2021 15:47:30 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
Sup Call

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H30N [redacted]	[redacted]	403

Staten Island NY ,10305 01/29/2021 Dealer: NY123 Island KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

cust states:
1. I would like to discuss the quote
2. Unquote offer letter that she sent me

wrt states:
1. Is there anything that wrt can try and answer for you

cust states;
1. Well i want to speak with someone
2. I can have a dialogue with
3. I dont want you to be the middle man between me
4. And tracy

wrt states:
1. Wrt will see if she is available
2. Wrt does apologize she is currently not available
3. Wrt can notate your case
4. So she can contact you back

cust states:
1. And when will she call me back

wrt states:
1. At her earliest convenience

cust states:
1. Is that an answer

wrt states:
1. Yes
2. Wrt was not able to get a hold of her
3. So was not able to get a reply of when would call you back
4. Wrt does not want to give you any incorrect information
5. So it would be at her earliest convenience

cust states:
1. Im getting sick of this
2. 48 hour call back
3. I want to speak with someone i can have a dialogue with
4. My next step is going to court
5. You sold me a lemon

wrt states:
1. Wrt does apologize
2. Wrt will notate your case you would like a call back immediately
3. Have a good evening

*** Phone - Call - Inbound created on 06/24/2021 15:29:56 and created by Amanda Moser ***
Cust states:
1.I would like to speak to supervisor

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H30N [redacted]	[redacted]	403

Staten Island NY ,10305 01/29/2021 Dealer: NY123 Island KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Wtr states:
1. Okay I will transfer you now

*** Phone - Call - Inbound created on 06/24/2021 16:31:40 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
Sup Call

wrt states:
1. Wrt reiterates previous call
2. Is there anything else you would like to add

cust states:
1. I was sent an offer letter with todays date
2. I am not going to sign this offer letter
3. You can reimburse the rental expenses
4. You can pay me the $3k and i will not go further with this
5. If i get any push back
6. I will get a lawyer and you will have to buyback this car
7. I have won court cases for this
8. Im very close neighbor that is a lawyer
9. So what is your option

wrt states:
1. Wrt will notate your request
2. And your case manager will follow up you
3. In regards to your request

cust states;
1. Ok thank you

*** Phone - Call - Inbound created on 06/24/2021 14:39:22 and created by Dean Butler ***
[redacted] states
1 Sup please

Writer states
1 Can I help you?

Cust states
1 Sup please

Transferred to Charles Sup

*** Phone - Call - Outbound created on 06/25/2021 10:07:30 and created by Tracey Icenhour ***
Wrt call [redacted] @ [redacted]
Wrt states
1 Calling from Kia's corporate office

Cust states
1 Trying to make sense of letter

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H30N [redacted]	[redacted]	403

Staten Island NY ,10305 01/29/2021 Dealer: NY123 Island KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

2 Not sure what kind of joke you are making
3 Wanting to release Kia
4 Feel being playing games and gimmicks
5 No negotiation
6 Want reimbursement for rental with no release
7 If you don't stop playing games will get an attorney
8 Want check in 10 days!!!!!!!!!!!!!

Wrt states
1 Apologized
2 Advised we are offering reimbursement however release will be required

Cust states
1 Not worth it
2 If I take you to court, can get $12,000 and you will have to pay legal fees
3 Or you can buy the veh back
4 No need to communicate anymore
5 Next step will be AG
6 This is dishonest dealings
7 Have many strings and not going to release you from responsibility
8 Not happening

Wrt states
1 Understand however wrt will be OOO next week
2 Advised check will not be sent in 10 days with no release

Cust states
1 We have nothing more to discuss
2 I have told you what I wanted
3 You either do it or I will go through all avenues to take you to court
4 Have a good day

Wrt states
1 Thank you

*** Phone - Call - Outbound created on 06/25/2021 10:31:54 and created by Tracey Icenhour ***
Wrt call [redacted] @ [redacted]
Wrt states
1 Calling from Kia's corporate office
2 Advised we can not offer the reimbursement without the release
3 Advised that if there are changes the customer would like made, please write those in and mark out what would like removed and will review with legal
4 Advised can take up to 30 days to review

Cust states
1 Listen here, not playing games
2 Paid a lot of money for this

Wrt states
1 Advised those are our 2 options

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H30N [redacted]	[redacted]	403

Staten Island NY ,10305 01/29/2021 Dealer: NY123 Island KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Cust states
1 Will get lawyer and will get vehicle repurchased
2 Have lawyer who works for GM that will take the case
3 Thank you

Wrt states
1 Thank you

*** 07/29/2021 13:03:39 ***
Closed by Tracey Icenhour with Resolution Code : Concerns Recorded
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H39N [redacted]	[redacted]	290

Carlsbad , CA 92008 02/18/2021 Dealer: CA317 Premier KIA of Carlsbad

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Brake Warning Light

Case History

Techline case ([redacted] created on 19-APR-21 by CA317.
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--
TL Case created by (Dealer Technician) : Thomas Cruz
TL Case creator phone : 7605195116
TL Case creator email : flatr8r@gmail.com
Below are the notes from the TL case describing the concern:

[Problem Description]
The customer states that the warning lights turned on.

[Diagnostics Performed]
DTCs C154201, C136081 and C186286 are stored as history codes. I am opening the case prior to diagnosis.

*** Dispatched to Queue Service Alert / Techline on 04/20/2021 01:11:52 (PST)

*** 04/21/2021 13:25:50 (GMT-05:00) Eastern Time (US & Canada) ***
Assigned to WIPBin Default of Haley Shaffer by Ashley Lewis
Reason:

*** Phone - Call - Outbound created on 04/21/2021 11:19:37 and created by Haley Shaffer ***
Outbound call to CA317 @ (760) 208-2237, spoke to Ryan
Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: would not provide
Mileage: 209
Most recent RO #[redacted]
Open Date - 04/19/2021
Close Date - open
Most recent Repair Issue and Diagnosis:
Concern - cust states ABS and other lights come on while driving
Cause - working with TL right now, had us do a test and drive it a bunch, TL case #[redacted] did not occur for me when road testing two times
Correction - no correction yet
Repeat Repair (Y/N), if so, how many times?: No
Repair History of current concern with dates (Open and Closed) and mileage: N/A
Dates
RO #
Customer states
Dealer states
ETA for completion of repairs (if applicable):
Parts on order (Y/N), if so obtain part#, order#:
Part #
Order #
Rental / Loaner Provided? If so, since when?: Y
Vehicle repaired?: N
Customer has possession?: N

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H39N [redacted]	[redacted]	290

Carlsbad , CA 92008 02/18/2021 Dealer: CA317 Premier KIA of Carlsbad

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Brake Warning Light

*** Phone - Call - Outbound created on 04/21/2021 11:28:30 and created by Haley Shaffer ***
Outbound call to [redacted] @ ([redacted] (owner)
Writer states
1. Introduced self
2. Calling in regards to the concern
3. Got information from CA317
4. What exactly occurred with the vehicle?

Cust states
1. I was just driving
2. The **CRUISE CONTROL** was disengaging and re-engaging when pressing the button
3. It would accelerate and then stop
4. It popped an error for ABS and **SCC**
5. When I turned off the car and turned it back on, it caused it for a while and a couple of hours the codes did clear

Writer states
1. Apologized
2. The dealer is diagnosing the concern
3. KCAC will stay updated to make sure concerns are resolved
4. Phone call or email?

Cust states
1. Phone call is fine

Writer states
1. Advised of case #
2. If need any additional assistance, do not hesitate to reach out to KCAC
3. Thank you for being the best part of Kia

Cust states
1. Thank you

*** Case note has been appended from duplicated auto-case on 04/24/2021 01:01:29 (PST)

Comments from UPER

Part ordered for customer vehicle has been placed into the UPER status on 04/23/2021 00:00:00

Dealer Name : PREMIER AUTOMOTVE K OF CARLSBA Premier Kia of Carlsbad
Dealer Contact name : ELIZABETH BEASON
Dealer Phone : 760 208 2237
Part No# : 35304 3NGCXQQK Premier Kia of Carlsbad
Part Name : SERVICE KIT
Order No# : 21112A
Order Qty# : 1

*** 04/26/2021 09:14:49 ***
Case moved into WIPBin 1. Monday and Sub Status of Assigned

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H39N [redacted]	[redacted]	290

Carlsbad , CA 92008 02/18/2021 Dealer: CA317 Premier KIA of Carlsbad

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Brake Warning Light

*** Phone - Call - Outbound created on 04/26/2021 11:38:32 and created by Haley Shaffer ***
Outbound call to CA317 @ (760) 208-2237
No answer, left voicemail.
Writer states:
1. KCAC calling in regards to customer concern.
2. Provided customer's information and last 8 of VIN.
3. Provided case # and writer's contact information.
4. Requested callback for assistance.

*** Social Media - Social Media Posting created on 04/27/2021 09:01:57 (GMT-07:00) Arizona and created by Roxana Montano ***
Social Media Contact 04/21/21

CUSTOMER [redacted]
KIA Carnival.....Love the car, have owned it for 7 days and 3 of them have been with the dealer for a sensor failure with no estimate to when it will be fixed... Starting to doubt my choice in @Kia

[redacted] @Kia Nope not that one. Mine has a fault in the **SMART CRUISE CONTROL** and EBS sensor.

[redacted] @Kia Yea I've had mine for 8 days and it's been at the shop for half of that then the error started. No Time frame no updates other than we are looking into the issue. Kind of frustrated with the lack of communication. I've had to reach out for updates and not the other way around.

[redacted] @Kia These are the codes that popped up for me

KMA 04/26/21
[redacted] Should you have any concern on your vehicle, please send a DM with your VIN, your name and contact number. ^YP

CUSTOMER
VIN. KNDNE5H39N6[redacted]
Name [redacted]
Contact number [redacted]

I have owned the car for about 11 days 8 of those days have been with the dealership for a faulty censor and now I'm being told a recall with no estimate as when it will be fixed. I receive no calls for updates. I have to call everyday just to be told they are waiting for a kia ticket into the issue. Why am I paying for a car that I can't drive? If I had a time frame with repairs I would be a little bit more open and understanding. [redacted]

KMA 04/27/21
We have located your existing case and we will request your Case Analyst to contact you on their earliest opportunity. ^RM
==========

*** Phone - Call - Outbound created on 04/27/2021 11:13:45 and created by Haley Shaffer ***
Outbound call to CA317 @ (760) 208-2237

Writer states
1. Introduced self
2. Calling to get an update on repairs

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H39N [redacted]	[redacted]	290

Carlsbad , CA 92008 02/18/2021 Dealer: CA317 Premier KIA of Carlsbad

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Brake Warning Light

Service states
1. Waiting for T/L
2. It has not been diagnosed yet

Writer states
1. Thank you

*** Phone - Call - Outbound created on 04/27/2021 11:16:24 and created by Haley Shaffer ***
Outbound call to [redacted] @[redacted] (owner)
Writer states
1. Introduced self
2. Calling to let the customer know working with the dealer and it is being diagnosed
3. KCAC is involved to assist as much as possible
4. As soon as have an update will reach out to the customer

Cust states
1. Thank you

*** Phone - Call - Outbound created on 04/29/2021 08:40:50 and created by Haley Shaffer ***
Outbound call to [redacted] @ [redacted] (owner)
Writer states
1. Introduced self
2. Advised going to escalate case for additional review
3. Someone will be in touch within 2-3 business days

Cust states
1. I appreciate the call
2. Thank you

*** Note - Others created on 04/29/2021 08:44:10 and created by Haley Shaffer ***
CALL TO ACTION
1. Customer states ABS and other warning lights on the dash
2. CA317 states still diagnosing the concern with T/L
3. Dispatching because the vehicle has been down 10 days
4. Please review and follow up accordingly

*** 04/29/2021 08:44:49 ***
Dispatched from WIPBin = 2. Tuesday to Queue Western Region ECR by Haley Shaffer
Reason:

*** 04/29/2021 09:08:05 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue Western Region ECR to WIPBin 0. default by Esther Kong

*** 04/29/2021 09:19:07 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin Default of Jenna Simoncelli by Esther Kong
Reason:

*** Social Media - Social Media Posting created on 05/08/2021 09:07:02 and created by Tracy Stinson ***
Social Media Contact 05/8/21

CUSTOMER [redacted]
21 days owning my #kiacarnival and 17 days at the shop for a recall and sensor issue. @Kia still has no update as

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H39N [redacted]	[redacted]	290

Carlsbad , CA 92008 02/18/2021 Dealer: CA317 Premier KIA of Carlsbad

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Brake Warning Light

to when I will have my car back... Do yourself a favor skip the #kiacarnival 13 more days and I can legally lemon law this car. #californialemonlaw.

[redacted] @Kia In the Same boat been going on three weeks and @Kia has been no help. less than 400 miles on a 2022 carnival and they have no est time for repair. Just going to #californialemonlaw it next week. Stay away from @Kia

*** Phone - Call - Inbound created on 05/10/2021 13:46:04 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
cust called in:

1. Calling to see if there is any update on my case
2. Dealership keeps saying that they are waiting on kia
3. Or am i just going to have to lemon law this thing

wrt states:
1. Still waiting for the fuel rail

cust states:
1. Is there an eta is been 3 weeks
2. Im paying on a car i dont have

wrt states:
1. Wrt does not show an eta
2. But wrt can notate your case for cm to follow up with you

cust states:
1. Alright thanks

*** Social Media - Social Media Posting created on 05/10/2021 17:06:09 and created by Tracy Stinson ***
Social Media Contact 05/10/21

CUSTOMER [redacted]
@Kia how long does it take to get a fuel rail in for a #kiacarnival.... Asking for a freind..... 3 weeks and still no updates #californialemonlaw.

*** Case note has been appended from duplicated auto-case on 05/18/2021 01:07:08 (PST)

Comments from Service Alert - TL

Dealer : Premier KIA of Carlsbad
Technician : Thomas Cruz
Service Manager : Ryan Perkins
Dealer Phone :
DPSM : Robert Leal
Vehicle Model : CARNIVAL SX AUTO
Model Year : 2022
Mileage : 290
Initial comments by Technician found in TL Case #[redacted] :

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H39N [redacted]	[redacted]	290

Carlsbad , CA 92008 02/18/2021 Dealer: CA317 Premier KIA of Carlsbad

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Brake Warning Light

[Problem Description]
The customer states that the warning lights turned on.

[Diagnostics Performed]
DTCs C154201, C136081 and C186286 are stored as history codes. I am opening the case prior to diagnosis.

*** Phone - Call - Outbound created on 07/15/2021 15:37:52 and created by Jenna Simoncelli ***
ECR called [redacted] at [redacted]

Wtr states
1. Introduced self
2. Wanted to follow up and make sure veh is running fine after repairs

Cust states
1. Yep veh is running fine

Wtr states
1. Glad to hear
2. Would love to offer GW in the form of car payments due to the inconveniences so early into ownership
3. Requested copy of sales contract

Cust states
1. Yeah that'd be great thank you
2. Confirmed email

Wtr thanked, ended call.

*** 07/15/2021 15:41:40 ***
Email is sent on 07/15/2021 15:40:19 by Jenna Simoncelli
To: [redacted]GMAIL.COM
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 07/15/2021 15:40:19 and created by Jenna Simoncelli ***
Dear [redacted]

Thank you for speaking to me on the phone regarding your 2022 Kia Carnival. As discussed, please send me a copy of your sales contract & I will go ahead and review to make you a goodwill offer. Let me know if you have any questions.

Sincerely,

*** Email - External Email Sent created on 07/15/2021 15:42:42 and created by Jenna Simoncelli ***
ECR requested RO from SM Ryan at CA317.

07/17/2021 08:50:15
Email is received on 07/17/21 08:50:03 from [redacted]
Attachments:
image_123927839.JPG

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H39N [redacted]	[redacted]	290

Carlsbad , CA 92008 02/18/2021 Dealer: CA317 Premier KIA of Carlsbad

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Brake Warning Light

*** Email - External Email Received created on 07/17/2021 08:50:09 and created by Jenna Simoncelli ***
Jenna attached is the document. Please let me know if you require anything
further. Again thank you

*** 07/19/2021 09:44:19 ***
Email is sent on 07/19/2021 09:40:09 by Jenna Simoncelli
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case# [redacted]
Attachments:
[redacted] Offer.pdf

*** Email - External Email Sent created on 07/19/2021 09:40:09 and created by Jenna Simoncelli ***
Hi [redacted]

Thank you for sending me your sales contract. Due to the inconveniences you've experienced so early into ownership of your 2022 Carnival, Kia America would like to offer you 6 car payments ($2,377.62) as a gesture of goodwill. If you wish to accept, please sign and send back the attached offer letter. Once received, I will submit the payment for processing and a check will be mailed out to you in the coming weeks.

Please let me know if you have any questions.

Sincerely,

07/19/2021 10:30:08
Email is received on 07/19/21 10:29:58 from [redacted]
Attachments:
Kia America, Inc. Corporate Headquarters.pdf

*** Email - External Email Received created on 07/19/2021 10:30:03 and created by Jenna Simoncelli ***
Good morning attached is the enclosed documents. Thank you for your time.

*** 07/19/2021 10:40:04 ***
Goodwill #: 189597 Submitted

*** 07/19/2021 10:42:07 ***
Email is sent on 07/19/2021 10:40:16 by Jenna Simoncelli
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case# [redacted]

*** Email - External Email Sent created on 07/19/2021 10:40:16 and created by Jenna Simoncelli ***
Hi [redacted]

Thank you for returning the signed documents - I went ahead and submitted the payment for processing. You will be notified once the check has been cut and sent out to you.

Have a great week!

Sincerely,

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H39N [redacted]	[redacted]	290

Carlsbad , CA 92008 02/18/2021 Dealer: CA317 Premier KIA of Carlsbad

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Brake Warning Light

*** 08/04/2021 15:16:02 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin = Inbox to Queue ECR Goodwill Submitted by Ashley Lewis
Reason:

*** 08/04/2021 16:42:10 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 189597 Final Approved

*** 08/04/2021 16:42:11 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 08/04/2021 16:42:11 (GMT-08:00) Pacific Time (US & Canada) by Siebel System - Auto Message
To: [redacted]
Cc: [redacted]
Title: Update from Kia, Case # [redacted]

Dear [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 America

*** 08/06/2021 11:16:19 (GMT-05:00) Eastern Time (US & Canada) ***
Closed by Ashley Lewis with Resolution Code : Goodwill Issued
[Resolution Summary]
6 car payments $2,377.62

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of		Case Number	Mileage
[redacted]		2021 SORENTO 5XYRKDLF1MG[redacted]		[redacted]	10,910
Palatine , IL , 0074		11/17/2020	Dealer: IL080	McGrath KIA of Palatine	

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

Case History

Dealer : McGrath KIA of Palatine
Technician : Omar Carreon
Service Manager : nelson diaz
Dealer Phone :
DPSM : John Farber
Vehicle Model : SORENTO X-LINE SX PRESTIGE 2.5T AWD AUTO
Model Year : 2021
Mileage : 10910
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
CUSTOMER CAME IN WITHS **CRUISE CONTROL**/FRONT COLLISIION WARNING ON DASH,MESSAGE KEEPS ON DISPLAYING

[Diagnostics Performed]
CONFIRMED ACTIVE DTC FRONT RADAR (C160404) FOLLOWED KGIS PROCEDURES BUT HAVING TROUBLE, THE STEPS SAY TO PERFORMED A VARIENT CODING PROCEDURE,AFTER THIS WAS PERFORMED SAME CODE COMING BACK ACTIVE (CONFIRMED THAT NO PHYSICAL DAMAGE ON FRONT RADAR) AND NO LOOSE CONNECTORS OR DIRT IN CONNECTORS,HAVE YOU GUYS SEEN ANYTHING IN COMMON WITH THESE 2021 SORENTO,CHECKED ALL OTHER SYSTEMS FOR ANY DTCS

*** Dispatched to Queue Service Alert / Techline on 04/24/2021 01:07:35 (PST)

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC3MG[redacted]	[redacted]	5,001

New Bern , NC 285 0 | 09/22/2020 | Dealer: NC074 KIA of New Bern

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

Case History

Dealer : KIA of New Bern
Technician : BOBBY HAIR
Service Manager :
Dealer Phone :
DPSM : John Gatton
Vehicle Model : TELLURIDE EX V6 FWD AUTO
Model Year : 2021
Mileage : 5001
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
FORWARD COLLISION ALERT INOP AT TIMMES, CRUISE INOP, WILL DISPLAY **SMART CRUISE CONTROL** DISABLED RADAR BLOCKED.
FORWARD COLLISION AVOIDANCE ASSIST FCA SYSTEM DISABLED . RADAR BLOCKED.

[Diagnostics Performed]
DIAG TEST NO CODES. ANOTHER TECH HAS REPLACED FORWARD, CAMERA HAS BEEN REPLACED.
ROAD TEST 5 MILES WORKED FINE BUT WILL QUIT WHEN YOU WOULD GET INTO TRAFFIC ON HWY. WORKED 2-3 TIMES THEN QUITS

*** Dispatched to Queue Telluride Auto-Created Cases on 04/29/2021 01:08:00 (PST)

*** 04/29/2021 09:48:44 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Inbox by Jada Jones

*** 04/29/2021 09:50:30 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue Callcenter by Jada Jones

*** 04/29/2021 10:28:37 ***
Accepted from Queue Callcenter to WIPBin 9. ZZ Dispatch by Collado Ortega

*** 04/29/2021 19:17:05 ***
Dispatched from WIPBin 9. ZZ Dispatch to Queue ZZ Paxton Kerns by Collado Ortega

*** 05/01/2021 05:09:23 ***
Accepted from Queue ZZ Paxton Kerns to WIPBin Default by Paxton Kerns

*** Phone - Call - Outbound created on 05/19/2021 12:48:08 and created by Paxton Kerns ***
Wrt called NC074 spoke to Clint Svc Adv stating:
1. Introduction
2. Requesting follow-up information on vehicle status & repairs.
3. Provided VIN.

Clint stated:
1.

Customer Name: [redacted]
Customer phone #[redacted]
Customer address: Not on file

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC3MG[redacted]	[redacted]	5,001
New Bern , NC 285 0		09/22/2020	Dealer: NC074 KIA of New Bern	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: E terior
Kia Case Type Lvl4: Other

VIN: 5XYP34HC3MG[redacted]
MY and Mileage: 5001
Most recent RO# Open Date and Close date (if applicable): [redacted] opened 04/28/21 04/30/21
Days Down at initial Service Alert report (if applicable): 2
Most recent Repair Issue and Diagnosis: Customer says FCA not working, radar bracket bent, bent it back and corrected issue
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/A
ETA for completion of repairs (if applicable): Done
Parts on order (Y/N), if so obtain part#, order#: N
Techline Case (if applicable): 14129275
Rental / Loaner Provided? If so, since when?: Y
Dealer contacted DPSM (if needed): n
Vehicle repaired?:y
Customer has possession?: y
Dealer Code/Selling Dealer (Y or N): n
Original Owner (Y or N): y

*** 05/19/2021 12:52:17 ***
Email is sent on 05/19/2021 12:52:06 by Paxton Kerns
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 05/19/2021 12:52:06 and created by Paxton Kerns ***
Your Case Number: [redacted]
VIN: 5XYP34HC3MG[redacted]

Dear [redacted],Thank you for contacting Kia America. We appreciate your feedback and the opportunity to address your concerns. Kia America has been informed by the dealer that your vehicle has now been repaired. We wanted to follow up with you to make sure all of your concerns have been resolved.If you have any further questions or concerns, 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.In the event that you believe Kia has been unable to satisfactorily address the concern, a special alternative resolution program called BBB AUTO LINE is available to you. This independent program is administered by BBB National Programs and is provided at no cost to you. You may contact them at: BBB AUTO LINE a Division of BBB National Programs, Inc. 1676 International Drive, Suite 550, McLean, VA 22102; Ph: (800) 955-5100.Thank you for being the best part of Kia!Sincerely,Kia America

*** Phone - Call - Outbound created on 05/19/2021 12:52:44 and created by Paxton Kerns ***
Wrt called [redacted], the # is invalid

*** 05/19/2021 12:53:10 ***
Closed by Paxton Kerns with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC3LG[redacted]	[redacted]	21,507
,	,	10/31/2019	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Product
Kia Case Type Lvl3: Spec
Kia Case Type Lvl4: Other

Case History

*** 05/01/2021 07:59:42 (GMT-07:00) Arizona ***
Contact = [redacted], Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 05/01/2021 07:58:48 (GMT-07:00) Arizona and created by Debra Rustin ***

Caller: [redacted] (owner)
writer states
1.introduced self
2. how may we help?

customer states
1. when i put in smart cruise
2.automatically does the lane correction
3. i don't know how to stay in **CRUISE CONTROL**
4. when im on interstate and ride in the right lane
5. if it sees dash marks
6. it wants to turn right and i have to fight with it
7. id like to be able to stop that some how

writer states
1.Apologised
2.i will research this for you
3. will reach back out to you

customer states
1.thank you

*** Phone - Call - Outbound created on 05/07/2021 15:25:38 (GMT-07:00) Arizona and created by Debra Rustin ***
Writer calls customer, gets vm
1.calling to follow up on your case
2.we would like to discuss this with you
3.please contact us
4.800# case#

*** 05/07/2021 15:26:11 (GMT-07:00) Arizona ***
Closed by Debra Rustin with Resolution Code : No Cust Contact
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2022 STINGER	Case Number	Mileage
[redacted]	[redacted]	KNAE45LC1N [redacted]	[redacted]	303

South Jordan UT 84095 01/2 /2021 Dealer: UT008 Jerry Seiner KIA

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

Case History

Techline case ([redacted] created on 30-APR-21 by UT008.
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--
TL Case created by (Dealer Technician) : Kyle Padilla
TL Case creator phone : 8083679764
TL Case creator email : wtackle70@yahoo.com
Below are the notes from the TL case describing the concern:

[Problem Description]
CUSTOMER STATES THAT ALL THE WARINGIN LIGHT ON DASH AND WERE FLASHING, ENGINE LIGHT STAYED ON.

[Diagnostics Performed]
PERFORMED FAUTL CODE SEARCH P033500 CRANKSHAFT POSITION SENSOR "A" CIRCUIT, P033600 CRANKSHAFT POSITION SENSOR " A " CIRCUIT RANGE/PERFOMRMANCE, C164808 CAN SIGNAL ERROR EMS FOR ACC/**SCC**, C136081 ESP IRREVERSIBLE ERROR, C161381 CAN SIGNAL ERROR EMS, C169381 ESC SIGNAL ERROR (X2). PERFORMED SA 468 VARIABLE MUFFLER OPERATION LOGIC. INSPECTED BCM AND ECU WIRING AND CONNCECTORS, NO ISSUES.

*** Dispatched to Queue Service Alert / Techline on 05/02/2021 01:13:07 (PST)

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC3LG[redacted]	[redacted]	7,000
,	,	03/02/2020	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Product
Kia Case Type Lvl3: Spec
Kia Case Type Lvl4: Other

Case History

*** 05/05/2021 11:11:24 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 05/05/2021 11:20:36 and created by Vincent Norris ***
Customer (owner) [redacted] called in and states
1. I just spoke with Chris in KCAC
2. Chris was going to send over suggestions to the design team
3. I want Kia to do a software update so that the automatic braking can be disabled when in **CRUISE CONTROL**. I don't want the vehicle braking when going downhill
4. Also, when going up a slight hill in **CRUISE CONTROL**, loses 1-2 mph when hauling my boat
5. When going up a steep hill, **CRUISE CONTROL** turns off because it cannot maintain the speed when hauling my boat
6. I did not have this issue with my 10 year old Nissan
7. Also

Writer states
1. Apologize for the vehicle concerns
2. Verified customer information and mileage
3. Advised wtr will document for design team to review

Customer states
1. Thank you

*** 05/05/2021 11:20:55 ***
Closed by Vincent Norris with Resolution Code : Information Given
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNC5H30N [redacted]	[redacted]	925

Schaumburg IL , 0173 | 02/1 /2021 | Dealer: IL0 4 Bob Rohrman Schaumburg

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

*** 05/06/2021 11:25:05 ***
Contact = [redacted] Priority = Standard, Sub Status = Dispatched

*** 05/06/2021 11:25:06 ***
Web - Note created on 05/06/2021 11:25:05 and created by [redacted]
We recently purchased the Carnival after years of looking at the Telluride. We decided on the Carnival because of our growing family. I dropped off my car to the dealer to check the recall and was informed that my car did need to adjusted with the fuel injector. Over the past 3 weeks while driving we have also had 3 error/ warning messages about the **HDA**, rear collision, and blind spot detection.

We absolutely love this car, and I am extremely disappointed to find out that it could have harmed my family, and also that we will not be able to drive it for a few weeks until the dealer receives the correct parts. I also feel very uneasy because with all these errors in the past 3 weeks I have a gut feeling that we are in for many dealership visits, which we would not expect from a new car.

We will continue to pay payments on a car that we will not be driving, and also I am starting to become nervous that we have bought something that will increase stress and constantly need to be worked on.

I wanted to reach out and see what can be done to try and rectify this situation. We have been given a rental car, so for the immediate we are taken care of. Please let me know anything that can help move this along.

Best,

[redacted]

*** 05/06/2021 12:41:09 ***
Accepted from Queue = eWebSupport to WIPBin Default

*** 05/06/2021 12:51:01 ***
Email is sent on 05/06/2021 12:41:57 by Haley Shaffer
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 05/06/2021 12:41:57 and created by Haley Shaffer ***
Dear [redacted]

Thank you for contacting Kia Motors America. We appreciate your feedback and the opportunity to address your concerns. We are terribly sorry to hear about the issues in reference to your 2022 Kia Carnival. We will contact your local Kia dealer to follow up and review further so we can try to assist with repair completion. Is your vehicle currently at the dealer you purchased from?

If you have any additional questions, 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.

Sincerely,

Haley
Kia Motors America

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNC5H30N [redacted]	[redacted]	925

Schaumburg IL , 0173 02/1 /2021 Dealer: IL0 4 Bob Rohrman Schaumburg

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

*** Email - External Email Sent created on 05/06/2021 12:41:57 and created by Haley Shaffer ***
Dear [redacted]

Thank you for contacting Kia Motors America. We appreciate your feedback and the opportunity to address your concerns. We are terribly sorry to hear about the issues in reference to your 2022 Kia Carnival. We will contact your local Kia dealer to follow up and review further so we can try to assist with repair completion. Is your vehicle currently at the dealer you purchased from?

If you have any additional questions, 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.

Sincerely,

Haley
Kia Motors America

05/06/2021 14:01:40
Email is received on 05/06/21 14:01:32 from [redacted]

*** Email - External Email Received created on 05/06/2021 14:01:39 and created by Haley Shaffer ***
Thank you for your quick response. We have the car at bob rorhman of Schaumburg IL. We purchased the car at kia of Muncie Indiana.

Sent from my iPhone

*** Phone - Call - Outbound created on 05/07/2021 07:28:45 and created by Haley Shaffer ***
Outbound call to IL064 @ (847) 908-0502, spoke to Joe
Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] ARLINGTON HEIGHTS, IL
Mileage: 925
Most recent RO #: [redacted]
Open Date - 05/06/2021
Close Date - open
Most recent Repair Issue and Diagnosis:
Concern - cust states came in for service campaign
Cause - fuel rail, SC211
Correction - fuel rail
Repeat Repair (Y/N), if so, how many times?: No
Repair History of current concern with dates (Open and Closed) and mileage: N/A
Dates
RO #
Customer states
Dealer states
ETA for completion of repairs (if applicable): N
Parts on order (Y/N), if so obtain part#, order#: Y
Part # 35304 3NGCXQQK
Order #
Rental / Loaner Provided? If so, since when?: Y

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNC5H30N [redacted]	[redacted]	925

Schaumburg IL , 0173 | 02/1 /2021 | Dealer: IL0 4 Bob Rohrman Schaumburg

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

Vehicle repaired?: N
Customer has possession?: N

Transferred to parts
No answer, left voicemail.
Writer states:
1. KCAC calling in regards to customer concern.
2. Provided customer's information and last 8 of VIN.
3. Provided case # and writer's contact information.
4. Requested callback for assistance.

*** Phone - Call - Outbound created on 05/10/2021 09:27:20 and created by Haley Shaffer ***
Outbound call to IL064 @ ([redacted]
Writer states
1. Introduced self
2. Need order # for parts ordered

Parts states
1. Order # 50621B
2. No eta

Writer states
1. Thank you

<For Internal Use Only
ETA in green for May 14th, per WEBDCS>

*** 05/10/2021 09:31:42 ***
Email is sent on 05/10/2021 09:29:50 by Haley Shaffer
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 05/10/2021 09:29:50 and created by Haley Shaffer ***
Dear [redacted]

Thank you for contacting Kia Motors America. This email is a status update to your case. We wanted to let you know your part is scheduled to arrive on or around May 14, 2021. We will continue to follow up to ensure parts arrive as schedules and repairs are completed. As soon as we have any additional information, we will reach out to you as soon as possible.

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,

Haley
Kia Motors America

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNC5H30N [redacted]	[redacted]	925

Schaumburg IL , 0173 02/1 /2021 Dealer: IL0 4 Bob Rohrman Schaumburg

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

05/10/2021 11:24:03
Email is received on 05/10/21 11:23:56 from [redacted]

*** Email - External Email Received created on 05/10/2021 11:24:01 and created by Haley Shaffer ***
Hi Haley,
Thank you for the update, I spoke with the dealership this morning and while he is anticipating the part coming on May 14th he did express that in the past a smaller amount of parts are coming than needed for the vans that they have to fix. Also, we have had three different alarms that have gone on and off; Check Highway Assist, Check Blind Spot System, and Check rear collision system. I trust that the dealership will check this once the fuel line is fixed, but my concern still exists because it is popping on and off. I am worried that when the dealer is able to drive the car, the warning will not come on because it is inconsistent.
Has this at all been a common complaint? What can we do to ensure this will not come on during an upcoming long family vacation we are taking?
Best,[redacted] On Monday, May 10, 2021, 11:32:29 AM CDT, wrote:

*** 05/10/2021 11:39:31 ***
Email is sent on 05/10/2021 11:37:13 by Haley Shaffer
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 05/10/2021 11:37:13 and created by Haley Shaffer ***
Dear [redacted]

Thank you for contacting Kia Motors America. We appreciate your feedback and the opportunity to address your concerns. Regrettably, we are not mechanically trained and do have to rely on the dealers for diagnosis. We will try to assist with repairs to ensure your concerns are resolved at the dealer as quickly as possible.

If you have any additional questions, 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.

Sincerely,

Haley
Kia Motors America

05/14/2021 13:50:01
Email is received on 05/14/21 13:49:55 from [redacted]

*** Email - External Email Received created on 05/14/2021 13:49:59 and created by Haley Shaffer ***
Hi,

I just wanted to touch base and see if you had a date when the part will arrive, currently the dealership does not have the part and they said they are not sure when it will come in.

[redacted]

Sent from my iPhone

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNC5H30N [redacted]	[redacted]	925

Schaumburg IL , 0173 | 02/1 /2021 | Dealer: IL0 4 Bob Rohrman Schaumburg

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

*** Phone - Call - Outbound created on 05/17/2021 08:20:23 and created by Haley Shaffer ***
Outbound call to IL064 @ (847) 908-0502,
Writer states
1. Introduced self
2. Calling to see if parts arrived

Parts states
1. Nothing yet

Writer states
1. Thank you

*** 05/17/2021 08:21:57 ***
Email is sent on 05/17/2021 08:21:42 by Haley Shaffer
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 05/17/2021 08:21:42 and created by Haley Shaffer ***
Dear [redacted]

Thank you for the opportunity to address your concerns. At this time, your case will be escalated for additional review and you will get a call back in 2 to 3 business days with an updated status.

If you have any questions in the meantime, please feel free to contact the Kia Consumer Assistance Center at (800) 333-4542, please 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.

In the event that you believe Kia has been unable to satisfactorily address the concern, a special alternative resolution program called BBB AUTO LINE is available to you. This independent program is administered by BBB National Programs and is provided at no cost to you. You may contact them at: BBB AUTO LINE a Division of BBB National Programs, Inc. 1676 International Drive, Suite 550, McLean, VA 22102; Ph: (800) 955-5100.

Thank you for working with Kia Motors America regarding the concern with your vehicle.

Sincerely,

Haley

Kia Motors America

*** Note - Others created on 05/17/2021 08:22:13 and created by Haley Shaffer ***
CALL TO ACTION
1. Cust states vehicle in for SC211, **HDA**, and BSD light on
2. IL064 states fuel rail needs to be replaced
3. Dispatching because the vehicle has been down 11 days
4. Please review and follow up accordingly

*** 05/17/2021 08:22:58 ***
Dispatched from WIPBin = 4. Thursday to Queue Central Region ECR by Haley Shaffer
Reason:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNC5H30N [redacted]	[redacted]	925

Schaumburg IL , 0173 02/1 /2021 Dealer: IL0 4 Bob Rohrman Schaumburg

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

*** Phone - Call - Inbound created on 05/17/2021 10:32:41 and created by Christina Steir ***
Customer states:
1. I am a little confused on the email I received here
2. Wanted to get information

Writer states:
1. Apologized
2. Looks like email was received because we escalated case due to how long its been down
3. They will handle part and update you moving forward

Customer states:
1. OK thank you
2. That makes sense
3. Is there any compensation with this?

Writer states:
1. That can be reviewed
2. We will follow up
3. Thank you for calling Kia

Customer states:
1. Ok thank you

*** 05/18/2021 05:04:05 ***
Accepted from Queue Central Region ECR to WIPBin 07. Central by Kayla Erwin

*** 05/18/2021 05:29:26 ***
Case moved into WIPBin 07. Central and Sub Status of Working

05/20/2021 08:54:13
Email is received on 05/20/21 08:54:07 from [redacted]

*** Phone - Call - Inbound created on 05/20/2021 09:04:10 and created by Michael Crandall ***
Caller states ([redacted]
1 I am calling today because I was supposed to get a call from a ECR
2 its been the three days and no one has called me

Writer states
1 I am sorry that you are having trouble
2let me look over it here
3 let me reach out to your ECR
4 placed caller on hold
5 advise that CM is on another line at the moment
6 advise that CM is reviewing case and will be in contact within the hour (per CM)
7 apologize for delay
8 thanked for time

*** Email - External Email Received created on 05/20/2021 08:54:11 and created by Tracey Icenhour ***
Hello,
I have not been reached out to in 2-3 business days since the letter has been sent. I need someone to contact me.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNC5H30N [redacted]	[redacted]	925

Schaumburg IL , 0173 | 02/1 /2021 | Dealer: IL0 4 Bob Rohrman Schaumburg

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

[redacted]

*** Phone - Call - Outbound created on 05/20/2021 09:32:31 and created by Tracey Icenhour ***
Wrt calls [redacted] @ [redacted]
Wrt states
1 Calling from Kia's corporate office
2 Calling about Carnival to see how wrt can be of assistance

Cust states
1 We kept being told part would arrive on 05/14 and that date has come and gone
2 Is there a way that Kia can buyback the vehicle

Wrt states
1 Apologized for delay and inconvenience
2 Advised wrt will be contacting dealer today to check on part
3 Advised Kia participates in a third-party arbitration program through BBB AUTO LINE (this service is free of charge to Kia customers). Please reference your Warranty and Consumer Information Manual (WCIM) for more details about the BBB arbitration program.

Cust states
1 Will you call dealer while cust on phone

Wrt states
1 Absolutely

Wrt calls IL064 - Speaking with Benny in Parts. - Part has arrived. Speaking with Mark in Service - Just have to get tech working on it*

Wrt states
1 Thank you for holding
2 Advised spoke with parts and part has arrived
3 Spoke with service and they advised just have to get tech to install part
4 DLR did not provide an ETA

Cust states
1 Don't know if there is any compensation for inconvenience of being without vehicle for so long

Wrt states
1 Advised generally do not provide any compensation for anything however if cust will send wrt a copy of sales contract, will see what can be done

Cust states
1 Thank you

Wrt states
1 Thank you

05/20/2021 11:22:34
Email is received on 05/20/21 11:22:26 from [redacted]
Attachments:

Last name	First name	VIN of 2022 CARNIVAL	Case Number	Mileage
[redacted]	[redacted]	KNDNC5H30N [redacted]	[redacted]	925

Schaumburg IL , 0173 02/1 /2021 Dealer: IL0 4 Bob Rohrman Schaumburg

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

Kia Sale.jpeg

*** Email - External Email Received created on 05/20/2021 11:22:31 and created by Tracey Icenhour ***
Hello,
Per our conversation today here is our sale.
[redacted]

*** 05/20/2021 11:30:20 ***
Email is sent on 05/20/2021 11:30:14 by Tracey Icenhour
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case# [redacted]

*** Email - External Email Sent created on 05/20/2021 11:30:14 and created by Tracey Icenhour ***
[redacted]

I have reviewed the document submitted and that is the Bill of Sale. I will need the one that says Retail Installment Contract. It is usually the one that is on top of all the finance paperwork and is very long. It would also show the amount of the monthly car payments listed.

Thank you,

Tracey

05/24/2021 08:45:47
Email is received on 05/24/21 08:45:38 from [redacted]
Attachments:
kia.monthly.jpg

*** Email - External Email Received created on 05/24/2021 08:45:44 and created by Tracey Icenhour ***
Hello,
Here is the copy of the monthly payments.

*** Phone - Call - Outbound created on 05/24/2021 10:05:38 and created by Tracey Icenhour ***
Wrt calls IL064 @ (847) 908-0502
Wrt states
1 Calling from Kia's corporate office
2 Calling to check on repairs for [redacted]

Joe DLR states
1 Waiting on Parts

Wrt states
1 Don't see anything on order
2 Can wrt speak with parts?

Ben Parts states
1 SC211 is completed
2 Waiting on radar for the BSD
3 Just got ordered today
4 About 4 days out

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNC5H30N [redacted]	[redacted]	925

Schaumburg IL , 0173 | 02/1 /2021 | Dealer: IL0 4 Bob Rohrman Schaumburg

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

Wrt states
1 Thank you

DLR states
1 Thank you

*** Case note has been appended from duplicated auto-case on 05/25/2021 01:06:03 (PST)

Comments from Service Alert - TL

Dealer : Bob Rohrman Schaumburg KIA
Technician : Kenneth Keenan
Service Manager : Filippo Principato
Dealer Phone :
DPSM : John Farber
Vehicle Model : CARNIVAL EX AUTO
Model Year : 2022
Mileage : 925
Initial comments by Technician found in TL Case # [redacted] :

[Problem Description]
C164C87 ACTIVE AND WILL NOT CLEAR.

[Diagnostics Performed]
VISUAL INSECTION NO IMPACT DAMGE

*** Case note has been appended from duplicated auto-case on 05/25/2021 01:11:25 (PST)

Comments from Techline Escalation

Techline case ([redacted] created on 24-MAY-21 by IL064.
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--
TL Case created by (Dealer Technician) : Kenneth Keenan
TL Case creator phone :
TL Case creator email : KKEENAN07@GMAIL.COM
Below are the notes from the TL case describing the concern:

[Problem Description]
C164C87 ACTIVE AND WILL NOT CLEAR.

[Diagnostics Performed]
VISUAL INSECTION NO IMPACT DAMGE

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNC5H30N [redacted]	[redacted]	925

Schaumburg IL , 0173 | 02/1 /2021 | Dealer: IL0 4 Bob Rohrman Schaumburg

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

*** Phone - Call - Outbound created on 06/02/2021 09:58:04 and created by Tracey Icenhour ***
Wrt calls IL064 @ (847) 908-0502
Wrt states
1 Calling from Kia's corporate office
2 Calling to check on repairs for [redacted]

Phil DLR states
1 Did fuel line repair
2 Cust has veh in possession
3 Still waiting on a module

Wrt states
1 Ok, Thank you

DLR states
1 Thank you

*** Phone - Call - Outbound created on 06/02/2021 09:59:45 and created by Tracey Icenhour ***
Wrt calls IL064 @ (847) 908-0502
Wrt states
1 Calling from Kia's corporate office
2 Calling to check on repairs for [redacted]

Parts Scott states
1 52421B
2 99140 R0000
3 Unit Assy Rear Corner
4 Not sure why not here, will have to call Kia

Wrt states
1 Ok, Thank you

DLR states
1 Thank you

*** Phone - Call - Outbound created on 06/04/2021 12:17:59 and created by Tracey Icenhour ***
Wrt calls IL064 @ (847) 908-0502
Wrt states
1 Calling from Kia's corporate office
2 Calling to check on repairs for [redacted]

Joe DLR states
1 Cust coming in Monday to have part installed
2 It is a 3 hour job

Wrt states
1 Perfect
2 Thank you so much

DLR states
1 Thank you

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNC5H30N [redacted]	[redacted]	925

Schaumburg IL , 0173 | 02/1 /2021 | Dealer: IL0 4 Bob Rohrman Schaumburg

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

*** 06/04/2021 12:20:22 ***
Email is sent on 06/04/2021 12:20:18 by Tracey Icenhour
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 06/04/2021 12:20:18 and created by Tracey Icenhour ***
[redacted]

I just spoke with the dealership and they advised the part has finally arrived and that you will be dropping your vehicle off Monday to have the module installed. If you have any questions for me in the meantime, please let me know.

Thank you,

Tracey

06/07/2021 08:42:08
Email is received on 06/07/21 08:42:00 from [redacted]

*** Email - External Email Received created on 06/07/2021 08:42:06 and created by Tracey Icenhour ***
HI,
Yes, the car is in for the final update today. I am asking for Kia to pay 1 month of our payments because we have had the car in the shop for a total of 1 month. I feel like this is reasonable.
Best,[redacted]

*** 06/11/2021 10:03:36 ***
Email is sent on 06/11/2021 10:01:49 by Tracey Icenhour
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]
Attachments:
[redacted] - [redacted] - Goodwill Offer - PDF.pdf

*** Email - External Email Sent created on 06/11/2021 10:01:49 and created by Tracey Icenhour ***
Good Afternoon,

Here is your goodwill offer please confirm the address, sign and return at your earliest convenience; I do need all 3 pages in order to process your claim. Please let me know if you have any questions.

Thank you,

Tracey | Escalated Case Representative

Kia America

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNC5H30N [redacted]	[redacted]	925

Schaumburg IL , 0173 | 02/1 /2021 | Dealer: IL0 4 Bob Rohrman Schaumburg

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

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]

*** Email - External Email Sent created on 06/11/2021 10:01:49 and created by Tracey Icenhour ***
Good Afternoon,

Here is your goodwill offer please confirm the address, sign and return at your earliest convenience; I do need all 3 pages in order to process your claim. Please let me know if you have any questions.

Thank you,

Tracey | Escalated Case Representative
Kia America

06/22/2021 10:16:39
Email is received on 06/22/21 10:16:31 from [redacted]
Attachments:
[redacted] - [redacted] - Goodwill Offer - PDF.pdf

*** Email - External Email Received created on 06/22/2021 10:16:36 and created by Tracey Icenhour ***
Hello,
Attached is our signed agreement.
Best,[redacted]

*** 06/28/2021 09:59:33 (GMT-05:00) Eastern Time (US & Canada) ***
Goodwill #: 188876 Submitted

*** 06/28/2021 09:59:47 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin = Inbox to Queue ECR Goodwill Submitted by Ashley Lewis
Reason:

*** 06/28/2021 10:23:47 (GMT-05:00) Eastern Time (US & Canada) ***
Goodwill #: 188876 Expedited by Ashley Lewis

*** 06/29/2021 17:38:41 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 188876 Final Approved

*** 06/29/2021 17:38:42 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 06/29/2021 17:38:42 (GMT-08:00) Pacific Time (US & Canada) by Siebel System - Auto Message
To: [redacted]
Cc: [redacted]
Title: Update from Kia, Case # [redacted]

Dear [redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2022 CARNIVAL	Case Number	Mileage
[redacted]	[redacted]	KNDNC5H30N [redacted]	[redacted]	925

Schaumburg IL , 0173 02/1 /2021 Dealer: IL0 4 Bob Rohrman Schaumburg

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

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 America

*** 07/06/2021 17:47:08 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue = ECR Goodwill Submitted to WIPBin Inbox

*** 07/06/2021 17:47:11 (GMT-05:00) Eastern Time (US & Canada) ***
Closed by Ashley Lewis with Resolution Code : Concerns Recorded
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC5LG[redacted]	[redacted]	27,091
Greer , SC 29 51		08/14/2019	Dealer: SC020 KIA of Greer	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Case History

Dealer : KIA of Greer
Technician : Paul Kiwitz
Service Manager : Kamil Burdzy
Dealer Phone :
DPSM : Paul Gianmoena
Vehicle Model : TELLURIDE SX V6 AWD AUTO
Model Year : 2020
Mileage : 27091
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
The vehicle came in after customer hit a pothole and damaged the right front strut. We replaced the damaged strut performed an alignment and could find no other damage to the vehicle. Upon completion during the test drive the BCW and **SCC** warning lights came on.

[Diagnostics Performed]
We performed a full system scan and found several codes in ABS, **SCC** and BCW. ABS C126402 Steering angle sensor plausibility error. **SCC** C136081 ESP Irreversible error, C174181 ESC not available VSM. BCW C169381 ESC signal error. We tried recalibrating the steering angle sensor but it would not calibrate. We replaced the steering angle sensor/ steering column and were then able to calibrate it SAS. When test driving the vehicle afterwards all the codes returned. We have not been able to find any more damage to the vehicle, no wiring out of place or loose. This is a salvage vehicle because of a theft recovery and only had minor damage to the front bumper and mirrors but they have put a few thousand miles on it since the repairs with no issues.

*** Dispatched to Queue Telluride Auto-Created Cases on 05/07/2021 01:07:45 (PST)

*** 05/07/2021 05:20:41 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Inbox by Jada Jones

*** 05/07/2021 05:21:39 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue Callcenter by Jada Jones

*** 05/12/2021 15:01:48 (GMT-07:00) Arizona ***
Accepted from Queue Callcenter to WIPBin Default by Justina Sinclair

*** 05/12/2021 15:30:28 (GMT-07:00) Arizona ***
Dispatched from WIPBin Default to Queue ZZ Arielle Sluss by Justina Sinclair

*** 05/12/2021 17:30:19 ***
Accepted from Queue ZZ Arielle Sluss to WIPBin Default by Jayden Sluss

*** 07/26/2021 06:12:22 ***
Closed by Erica Killen with Resolution Code : No Cust Contact
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP5DHC2MG[redacted]	[redacted]	14,000
,	,	0 /25/2020	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

Case History

*** 05/13/2021 13:11:21 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 05/18/2021 05:59:23 and created by Tiffany Fluharty ***
Wrt states
1 Introduced Myself
2 Verified Info
3 How may I assist

Customer states
1 Verified Info
2 I did not hit that gas pedal
3 Veh accelerator on its own
4 Taken into Kia dlr now, can they diagnosis this concern

Wrt states
1 Apologized for veh concerns
2 No open SC
3 Preferred method of contact
4 Cust can adv dlf of concern and dlr can try to diagnosis or duplicate concerns
5 are there any warning lights

Customer states
1 No warning lights
2 Was using **CRUISE CONTROL** before entered neighborhood unsure if that could of affected the veh acceleration

Wrt states
1 With no warning lights dlr may not be able to diagnosis
2 Dlr will try and duplicate the concerns

Customer states
1 Okay thank you
2 Just wanted to let you know I am going into dlr today

writer states
1. Is there anything else I can help you with?
2 We appreciate you being the best part of KIA.
3 Gave case #

cust states
1 That was all
thank you
Offered customer survey*

*** Phone - Call - Inbound created on 05/13/2021 13:13:56 and created by Alexandra Louis ***
cust states:

1. car lurched forward and it hit my other car in garage
2. caused damage to it
3. I feel the vehicle did this on its own and that it is some type of defect

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP5DHC2MG[redacted]	[redacted]	14,000
,	,	0 /25/2020	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

wrt states:

1. apologized to cust
2. filled out accident script
3. recommended taking veh to dlr

cust states:

1. thank you

*** 06/07/2021 05:44:42 ***
Dispatched from WIPBin Default to Queue Callcenter by Dan Boyer

*** 06/07/2021 14:28:12 (GMT-07:00) Mountain Time (US & Canada) ***
Dispatched from WIPBin = Charles Default to Queue National CA by Charles Chastain
Reason:

*** 06/07/2021 16:26:41 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 06/07/2021 16:29:54 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin Need to call of Ryan Lind by Jeff Stroup
Reason:

*** 06/07/2021 16:30:02 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin default of Jesse Martinez by Jeff Stroup
Reason:

*** Phone - Call - Outbound created on 06/08/2021 17:21:11 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***

Wtr LVM for cust ([redacted] requested cb.

*** Note - Others created on 06/08/2021 17:21:26 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***

<For Internal Use Only
NA>

*** Phone - Call - Outbound created on 06/17/2021 17:34:23 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***

Wtr LVM for cust ([redacted] requested cb.

*** 06/17/2021 17:34:36 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 06/17/2021 17:34:33 by Jesse Martinez
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP5DHC2MG[redacted]	[redacted]	14,000
,	,	0 /25/2020	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

*** Email - External Email Sent created on 06/17/2021 17:34:33 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***
Your Case Number: [redacted]
VIN: 5XYP5DHC2MG[redacted]

Dear [redacted]

Thank you for contacting Kia America. We appreciate your feedback and the opportunity to address your concerns. Kia 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 (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 contacting Kia.

Sincerely,
Kia America

*** Email - External Email Sent created on 06/17/2021 17:34:33 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***
Your Case Number: [redacted]
VIN: 5XYP5DHC2MG[redacted]

Dear [redacted]

Thank you for contacting Kia America. We appreciate your feedback and the opportunity to address your concerns. Kia 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 (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 contacting Kia.

Sincerely,
Kia America

*** 06/17/2021 17:35:13 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Jesse Martinez with Resolution Code : No Cust Contact
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYRHDLF MG[redacted]	[redacted]	22
Bangor , ME 04401		03/31/2021	Dealer: ME003 Van Syckle KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Case History

*** 05/17/2021 14:01:03 ***
Contact = [redacted] Priority = Standard, Sub Status = Dispatched

*** 05/17/2021 14:01:03 ***
Web - Note created on 05/17/2021 14:01:03 and created by [redacted]
First, let me say my dealership is also looking into this but I cannot understand why an answer is taking so long. I personally know the general manager which is also a reason I have purchased my first Kia. He is aware of my complaint and has been taking steps to arrive at a solution.

The issue: I have a 2021 Kia Sorento EX. It has **SMART CRUISE CONTROL**. I abhor any **CRUISE CONTROL** that takes over your vehicle. In the manuals (yes, it is listed multiple times), two methods to disengage the "Smart" portion of the **CRUISE CONTROL** and return it to 'normal' **CRUISE CONTROL** are given. Neither one works. It seems most, if not all, the other safety features can be altered or completely disengaged, thus I'm at a loss why **SCC** cannot. I do not know if this is an issue with just my vehicle, although I rather doubt it. I would suspect the methods listed in the owners manuals could be tried on similar models to mine to see what happens. If those methods do not work in other 2021 Sorento EX vehicles, then Kia has slipped up here. I find it difficult a fix cannot be programmed for the computer chip in the car, sent to dealership service departments, and have them apply the patch (or fix).

Other than this issue (which to me is significant), I like this vehicle very much. It is comfortable, looks sharp and I am pleased with the features it offers - although I am a bit surprised it doesn't offer a memory option for the drivers seat.

I look forward to your reply and solution.

*** 05/21/2021 05:40:53 ***
Accepted from Queue eWebSupport to WIPBin Auto-Assigned by Heather Jessee

*** 05/21/2021 09:53:05 ***
Email is sent on 05/21/2021 09:52:56 by Heather Jessee
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 05/21/2021 09:52:56 and created by Heather Jessee ***
Your Case Number: [redacted]
VIN: 5XYRHDLF6MG[redacted]

Dear [redacted]

This email is a status update to your case. We wanted to let you know we are still working with the dealer to try to research your concerns as quickly as possible. As soon as additional information has been obtained, we will reach back out to you with updated status.

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 America regarding your concerns.

Sincerely,
Kia America

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRHDLF MG[redacted]	[redacted]	22
Bangor , ME 04401		03/31/2021	Dealer: ME003 Van Syckle KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

*** 05/21/2021 09:53:34 ***
Dispatched from WIPBin = Pending Dispatch to Queue Callcenter by Heather Jessee
Reason:

*** 05/21/2021 12:03:21 ***
Accepted from Queue Callcenter to WIPBin Default by Dan Boyer

*** 05/21/2021 12:04:55 ***
Dispatched from WIPBin Default to Queue ZZ Erica Killen by Dan Boyer

05/22/2021 04:56:00
Email is received on 05/22/21 04:55:53 from [redacted]

*** 05/24/2021 04:53:00 ***
Accepted from Queue ZZ Erica Killen to WIPBin Inbox by Erica Killen

*** Email - External Email Received created on 05/22/2021 04:55:57 and created by Erica Killen ***
Thank you for your reply. I must reiterate that Ed Viner at the Kia dealership where I purchased the vehicle has already been going above and beyond to try and determine how to disengage the **SCC** feature and have only regular **CRUISE CONTROL** activated. Kia has made several suggestions to him, none of which have been successful. The fact Kia is making suggestions, however, keeps me optimistic that the intent is there to be able to use **CRUISE CONTROL** without the **SCC** feature. (Honestly, I haven't come across anyone who likes it). Although I am not an engineer nor do I write computer code, I feel a more plausible solution will only come when Kia accepts their suggestions are not working and the problem may very well be in the vehicle's computer programming. I do hope that is also a consideration they are looking into and one will not have to wait much longer for a solution.

Thank you,

[redacted]

*** Note - Others created on 06/16/2021 06:10:23 and created by Erica Killen ***
Per CP history veh completed on 05/05/2021

*** 06/16/2021 06:11:30 ***
Closed by Erica Killen with Resolution Code : Repaired at Dlr
[Resolution Summary]

07/02/2021 05:45:54
Email is received on 07/02/21 05:45:47 from [redacted]

*** Email - External Email Received created on 07/02/2021 05:45:52 and created by Erica Killen ***
It has been two months since this issue has been raised with the dealer and
just under that amount of time since this the
Kia-Consumer-Assistance-Center has been notified. Again, the GM of the
dealership from where I purchased my vehicle has been working on my behalf

Last name	First name	VIN of 2021 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYRHDLF MG[redacted]	[redacted]	22
Bangor , ME 04401		03/31/2021	Dealer: ME003 Van Syckle KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

since this was brought to his attention. I sense he is also feeling frustration.

Additionally,
1) KIA's manual states the **SCC** can be disengaged, but attempts now by KIA itself have proven those instructions do not work
2) Other vehicle brands have ways to disengage their **ADAPTIVE CRUISE** Control feature showing it can be done.
3) Although I am not certain as I have not yet verified it, my understanding is the **SCC** is able to be disengaged on the previous year's Sorento.

I cannot say this is a simple fix as I'm not an engineer or computer technician. However, I'm also certain with the amount of programming that can be done on vehicles (and most every other product that has electronics in it), the cause of the issue and a solution should have been obtained by now. Because of how long this is taking and the lack of communication I'm receiving from KIA regarding this, a complaint has been filed with the NHTSA.

In short, I'm now the owner of a vehicle that clearly does not work properly and I'm not seeing any recourse by KIA to resolve it.

[redacted]

*** 07/02/2021 07:40:12 ***
Email is sent on 07/02/2021 07:36:01 by Erica Killen
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 07/02/2021 07:36:01 and created by Erica Killen ***
Your Case Number: [redacted]
VIN: 5XYRHDLF6MG[redacted]

Dear Jim,

Good Morning. I do apologize for the delays. I will certainly forward this complaint to the appropriate channels for further review. We appreciate you letting us know this feedback on the vehicle.

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) 333-4542 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 contacting Kia.

Sincerely,
Kia America

*** Email - External Email Sent created on 07/02/2021 07:36:01 and created by Erica Killen ***

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRHDLF MG[redacted]	[redacted]	22

Bangor , ME 04401 03/31/2021 Dealer: ME003 Van Syckle KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Your Case Number: [redacted]
VIN: 5XYRHDLF6MG[redacted]

Dear [redacted]

Good Morning. I do apologize for the delays. I will certainly forward this complaint to the appropriate channels for further review. We appreciate you letting us know this feedback on the vehicle.

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) 333-4542 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 contacting Kia.

Sincerely,
Kia America

*** 07/09/2021 06:47:06 ***
Closed by Erica Killen with Resolution Code : Repaired at Dlr
[Resolution Summary]

*** 07/19/2021 11:12:31 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened by Stephanie Mondragon with Sub Status of Working

*** Note - Others created on 07/19/2021 11:12:39 (GMT-08:00) Pacific Time (US & Canada) and created by Stephanie Mondragon ***
KIA's manual gives instructions on two different ways (having two is a bit odd) to disengage their **ADAPTIVE CRUISE CONTROL** (KIA's name for it is **SMART CRUISE CONTROL**). Neither works. It is not possible to disengage **SCC** and use regular **CRUISE CONTROL**. This has been brought to the attention of the dealer from where the car was purchased (who has been working with us non-stop) as well as by me to KIA via their website. The dealer's service department has inspected it and cannot find a way to disengage the **SCC**. (Other safety features built into the car can be turned off). KIA is balking at finding a fix. I cannot use **CRUISE CONTROL** in this car without also accepting the **SCC** feature. I find it dangerous unless it is what I want engaged. I prefer to be in control of my vehicle and do not want the car adjusting my speed for me. If I'm approaching a vehicle and signal to pass, but first get to close to the vehicle I wish to pass according to the vehicle's software, the car slows down as I move into a passing lane. Even if I have plenty of room for someone who may already be in that lane, my vehicle slowing down until the camera and software determine it's 'safe' again poses a problem. I can give other examples, but am sure you get the idea. Suffice to say, other brands of vehicles have a way to disengage **ADAPTIVE CRUISE CONTROL** features. KIA's manual states it can be disengaged, but as stated, those directions do not work. KIA needs to make this right. Since I need to give a date next, please realize this has been ongoing since our purchase on April 30, 2021.

<For Internal Use Only
VOQ>

*** 07/19/2021 11:13:04 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Stephanie Mondragon with Resolution Code : Repaired at Dlr
[Resolution Summary]

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRHDLF MG[redacted]	[redacted]	22

Bangor , ME 04401 03/31/2021 Dealer: ME003 Van Syckle KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

08/05/2021 04:32:40
Email is received on 08/05/21 04:32:31 from [redacted]
Attachments:
KIA Advanced Driving Assistance Systems (**SCC** to CC).pdf
KIA **SCC** Set to Regular CC.pdf

*** Email - External Email Received created on 08/05/2021 04:32:35 (GMT-08:00) Pacific Time (US & Canada) and created by Stephanie Mondragon ***
Good day,

I know I'm risking becoming the customer who complains often (if I'm not there already!), but honestly, what is going on with the 2021 Kia Sorento EX *not * being able to disable its **SMART CRUISE CONTROL** and use only regular cruise? My frustration with KIA is growing for several reasons:

1) I see no reason this cannot be accomplished as it has been done on other vehicles
2) Two manuals provided when I purchased this vehicle state it can (see attachments)
3) It appears KIA only responds to me when I write, but never with an update or answer as to when this issue will be addressed or why KIA cannot do it.

Lastly, please do not tell me to keep working with my dealership. I have been and they don't seem to be getting much better responses. I feel it's not fair to continue to 'hassle' them when they're already working on my behalf. Please tell me why an update to the vehicle's computer system would be so difficult. I get updates all the time on electronic devices (phone, computer, TV, etc.) so am failing to understand how or why KIA cannot do the same.

Respectfully,
[redacted]

*** 08/05/2021 08:05:12 (GMT-08:00) Pacific Time (US & Canada) ***
Dispatched from WIPBin = Default to Queue Callcenter by Stephanie Mondragon
Reason: Email rec'd

*** 08/05/2021 10:46:40 ***
Accepted from Queue Callcenter to WIPBin 1. Monday by Christina Steir

*** 08/05/2021 10:53:32 ***
Dispatched from WIPBin 1. Monday to Queue ZZ Mishelle Harper by Christina Steir

*** 08/07/2021 09:35:07 ***
Accepted from Queue ZZ Mishelle Harper to WIPBin Default by Mishelle Harper

*** Phone - Call - Inbound created on 08/11/2021 08:22:41 and created by Mike Meadows ***
Writer received call from [redacted] (owner) @ ([redacted]

Customer states
1.When write and get response will be hearing shortly but not receiving contact.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRHDLF MG[redacted]	[redacted]	22
Bangor , ME 04401		03/31/2021	Dealer: ME003 Van Syckle KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Wrt states
1 apologized for concerns.
2. How can I help

customer states
1 Yes the **SMART CRUISE CONTROL** can not be disengaged.
2. The OM gives 2 differnt ways to disconnect it.
3. All I am doing is picking on guys at dealer.
4. Very frustrating.

Wrt states
1. Let me check for update.

customer states
1.I know GM at the dealer.
2. He said know that you can but is complicated with the cameras.
3. When driving down highway and someone gets close and car starts braking without me doing it.
4. It is not right that I can not turn it off if not working in certain conditions.
5. The add ons that come with OM clearly state 2 different ways to do this.

Wrt states
1 And when you try the two options in OM what happens.

customer states
1 1st option nothing happens.
2. 2nd option the other governs car that will never go over speed that is set and when do need to accelerate have to cancel and reset.
3. Their should no reason that a software update can not be put out to fix this.
4. I just want normal cruise on car.
5. I now own car 4 months and does not do what it is supposed to do.
6. I am upset due to told could have something that does not exist and now have a big financial investment.
7. 8/26 have appointment at dealer and aware of the SC214

Wrt states
1. Will update for CM to follow up and see if any other options.
2. Would have to refer to dealer for assist.
3. SC214 HIGH-PRESSURE FUEL PIPE.
4. ok thank you

customer states
1 Ok thank you.

*** 08/12/2021 13:37:04 ***
Dispatched from WIPBin Default to Queue Working Agent Queue by Myra Davis

*** 08/16/2021 13:41:24 ***
Dispatched from WIPBin = Default to Queue Callcenter by Myra Davis

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRHDLF MG[redacted]	[redacted]	22
Bangor , ME 04401		03/31/2021	Dealer: ME003 Van Syckle KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Reason:

*** 08/17/2021 11:29:45 ***
Accepted from Queue Callcenter to WIPBin Default by Myra Davis

*** 08/17/2021 11:35:39 ***
Dispatched from WIPBin Default to Queue ZZ Lisa Maynard by Myra Davis

*** 08/17/2021 12:02:28 ***
Accepted from Queue ZZ Lisa Maynard to WIPBin Default by Lisa Maynard

*** Phone - Call - Outbound created on 08/28/2021 06:17:56 and created by Lisa Maynard ***
***OUTBOUND CALL TO ME 003 ***
customer has complained about **SMART CRUISE CONTROL** but it is built into system that is feature of the vehicle
he came in 8/26 for SC and oil change and tire rotation
he talked to GM of company
built into car nothing can be done

*** 08/28/2021 06:27:47 ***
Email is sent on 08/28/2021 06:26:42 by Lisa Maynard
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 08/28/2021 06:26:42 and created by Lisa Maynard ***
Dear [redacted]
Thank you for contacting KIA on your vehicle concerns with the **SMART CRUISE CONTROL** system. The dealer has told us it is built into system and nothing can be done. Our contact number is 800 333 4542
Sincerely,
Kia America

*** 08/28/2021 06:28:19 ***
Closed by Lisa Maynard with Resolution Code : Information Given
[Resolution Summary]

08/30/2021 05:06:14
Email is received on 08/30/21 05:06:02 from [redacted]

*** Email - External Email Received created on 08/30/2021 05:06:10 and created by Lisa Maynard ***
Good day,

At the end of this email is a copy of the response I have received to an ongoing and extremely frustrating dilemma regarding my 2021 KIA Sorento EX. It is placed at the end of my email just in case it did not get included as part of the email thread.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRHDLF MG[redacted]	[redacted]	22

Bangor , ME 04401 03/31/2021 Dealer: ME003 Van Syckle KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

I am failing to understand how the dealer is the entity giving the Kia Consumer Assistance Center the information and then it is passed on to me. (Refer to the aforementioned reply I have received by KIA at the end of this email). By dealer, do you mean the dealership from where I purchased the car? I have several previous emails from KIA saying I should bring this to their attention which I have done repeatedly. I understand they are also at a loss as to why changing the mode from **SMART CRUISE CONTROL** (**SCC**) to standard **CRUISE CONTROL** is not an option. Furthermore, they do not appear to be getting any better answers than I am (and they are the one selling your product!!) Therefore, I am also including the General Manager of the KIA dealership from where this car was purchased in this email and future emails. Since my emails are asking specific, technical questions, I would expect I should be hearing directly from a supervisor from the engineering department addressing the following:

1) Why has KIA NOT made it possible to disengage the **SCC** feature (also referred to as **ADAPTIVE CRUISE CONTROL** by other manufacturers) when it IS possible to disengage other safety features such as **LANE ASSIST**?

2) Why has KIA decided to no longer offer this choice when it was available on earlier KIA models?

3) Why is a 'patch' so difficult for KIA to create to allow this to be offered? I know I am not the only individual who is angered and concerned that operator control of my vehicle is being taken away. Cars are very much computer controlled. I receive updates for many devices such as my computer's operating system, TV, and cell phone. Yet, I have not been told why this isn't an option for KIA to take.

4) Why do I have two manuals that came with the car (Sorento Features & Functions Guide and Kia Advanced Driving Assistance Systems) that state how to switch to standard **CRUISE CONTROL** when the last email I received states, "it is built into the system and nothing can be done."

I am at a complete loss as to why KIA will not give me direct answers to any of the above questions other than stating it is built into the system.

The answer I have received in your email now creates a new issue. Having previously owned a vehicle with an **ADAPTIVE CRUISE CONTROL** feature, my wife and I came to hate it. We did not like how the 'car' decided when we should brake or slow down; cameras are not as intuitive as the human brain. Fortunately, it was very easy in that vehicle to disengage their adaptive feature and use regular **CRUISE CONTROL**. We decided upon which trim line we wanted for the Sorento and began the negotiations for the purchase of this vehicle. During that process and taking into consideration my past experience in using the **ADAPTIVE CRUISE CONTROL**, I was quite adamant and emphatic that KIA's **SCC** feature could be disengaged yet maintain the use of standard **CRUISE CONTROL**. I was assured that could happen. I'm now learning it cannot and therefore, have been sold a car that is not capable of doing what was promised at the time of sale. How does KIA plan on rectifying that?

I am also very curious as to whether the **SCC** feature will have the capabilities to be disengaged while using standard **CRUISE CONTROL** in the 2022 Sorento models or still just be 'built into the system." If the former, this unhappy KIA owner who was assured the **SCC** could be switched to standard **CRUISE CONTROL** will be expecting an even swap.

Respectfully,

[redacted]

Last name	First name	VIN of 2021 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYRHDLF MG[redacted]	[redacted]	22
Bangor , ME 04401		03/31/2021	Dealer: ME003 Van Syckle KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

*** 09/17/2021 05:14:19 ***
Closed by Lisa Maynard with Resolution Code : Information Given
[Resolution Summary]

10/14/2021 04:38:03
Email is received on 10/14/21 04:37:55 from [redacted]

*** Email - External Email Received created on 10/14/2021 04:38:00 and created by Lisa Maynard ***
Alas, I find I must write yet again as I continue to receive conflicting information. I hope it is not the intention of KIA to drag this on in hopes I will eventually give up.

The reply (attached below) was sent Aug. 28. However, since then, I have been in touch with the GM of the dealership from where the vehicle has been purchased and he has informed me KIA is very aware of the situation and to his knowledge, still looking into a fix. I certainly hope that is what occurs as other than this frustrating and ongoing issue, we are quite happy with the vehicle.

I wish to remain optimistic that an update to the car's software that controls the **SCC** can and will be forthcoming to allow me 'regular' use of **CRUISE CONTROL**. I must reiterate that I was assured during the purchase of the vehicle that the **SCC** could be disabled and regular **CRUISE CONTROL** able to be used. If that proves not to be the case, a purchase was made with false beliefs. Since it has been nearly six months that I have been bringing this to KIA's attention, I feel I must begin the process of seeking outside assistance to reconcile this matter.

[redacted]

*** Phone - Call - Outbound created on 10/14/2021 05:20:37 and created by Lisa Maynard ***
***OUTBOUND CALL TO ME 003 ***
Spoke to Scott
we can not disable the **SCC**
8/26/2021 we did open recall oil change and tire rotation last time car was in service

*** Phone - Call - Outbound created on 10/14/2021 05:27:39 and created by Lisa Maynard ***
***OUTBOUND CALL TO CUST AT [redacted] **
Writer states
1 Introduced self
2 advi f/u with concerns on **SMART CRUISE CONTROL**

cust states
1 I am getting different answer from KIA and Ed the general manager at KIA dealer
2 the GM says we are still looking into this
3 my issue is when I bought car I asked if Smart cruise control could be disabled I was told yes
4 I have had 2 situations that were scary
5 I wrote NHTSA on this matter
6 I dont understand how a patch can not be created

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRHDLF MG[redacted]	[redacted]	22
Bangor , ME 04401		03/31/2021	Dealer: ME003 Van Syckle KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

writer states
1 what are you requesting of Kia

cust states
1 I want them to put in a patch to disable the system
2 Kia tells me it is built in to system
3 you sold me a car with pretense
4 I want to swap vehicles out
5 I was told this could happen and it is not happening
6 I cant get rid of feature I was told I could

writer states
1 advi we can escalate case

cust states
1 thank you

*** 10/14/2021 05:41:55 ***
Email is sent on 10/14/2021 05:41:47 by Lisa Maynard
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 10/14/2021 05:41:47 and created by Lisa Maynard ***
Your Case Number: [redacted]
VIN: 5XYRHDLF6MG[redacted] Dear [redacted],Thank you for the opportunity to address your concerns. At this time, your case will be escalated for additional review and you will get a call back in 2 to 3 business days with an updated status.If you have any questions in the meantime, please feel free to contact the Kia Consumer Assistance Center at (800) 333-4542, please 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.In the event that you believe Kia has been unable to satisfactorily address the concern, a special alternative resolution program called BBB AUTO LINE is available to you. This independent program is administered by BBB National Programs and is provided at no cost to you. You may contact them at: BBB AUTO LINE a Division of BBB National Programs, Inc. 1676 International Drive, Suite 550 McLean, VA 22102; Ph: (800) 955-5100.Thank you for working with Kia America regarding the concern with your vehicle. Sincerely,Kia America-

*** Note - Others created on 10/14/2021 05:42:26 and created by Lisa Maynard ***
***CALL TO ACTION ***
1 Customer states wants **SMART CRUISE CONTROL** system disabled
2 ME 003 states it is built into system can not be disabled
3 Dispatching because customer states requesting buy back
4 customer referred to WCIM
5 Please review and follow up accordingly

*** 10/14/2021 05:45:26 ***
Dispatched from WIPBin = 2.Tuesday to Queue Eastern Region ECR by Lisa Maynard
Reason:

*** 10/15/2021 04:56:33 ***
Accepted from Queue Eastern Region ECR to WIPBin !2. East by Collado Ortega

Last name	First name	VIN of 2021 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYRHDLF MG[redacted]	[redacted]	22
Bangor , ME 04401		03/31/2021	Dealer: ME003 Van Syckle KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

*** 10/15/2021 05:14:37 ***
Assigned to WIPBin Inbox of Erica Killen by Collado Ortega
Reason:

10/21/2021 12:45:06
Email is received on 10/21/21 12:44:57 from [redacted]

*** Email - External Email Received created on 10/21/2021 12:45:04 and created by Erica Killen ***
Alas, I find I must write yet again. Please refer to the email sent below from Kia. I have yet to receive the call back within the 2-3 business days as promised - it has now been a week. Unfortunately, this is not the first time a promised call back has not occurred, however since I was also working closely with the GM at the dealership, I didn't press the matter but handled it through him.

What I am asking for is quite simple - a way to disable the **SCC** (yet maintain regular **CRUISE CONTROL**) on my 2021 Sorento EX as
1) stated it can be achieved in two pamphlets that accompanied the owner's manual,
2) has been done on prior year models,
3) other electronic safety measures can be turned off, and
4) when discussing this with the GM of the Bangor Kia dealership, I'm told he has been told they're looking into it.

This has dragged on for just under six months now. I suspect tomorrow, I'll be contacting the BBB Auto Line as well as looking into legal representation.

Thank you,
[redacted]

*** Phone - Call - Inbound created on 10/22/2021 13:12:54 and created by Brittany Curtis ***
Customer states
1. i have been going around with kia for 7 months
2. i received an email for a person that it was getting escalated and that i was going to get a call back with in 2-3 business days
3. its been a 1 1/2
4. i have been stood up by kia and to many times

writer states
1. apologized
2.515.666.4111
3. case manger is busy at the moment

Customer states
1. ok thank you

*** Phone - Call - Inbound created on 10/25/2021 12:16:21 and created by Erica Killen ***
wrt spoke to (owner) [redacted] @([redacted]

wrt states

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRHDLF MG[redacted]	[redacted]	22

Bangor , ME 04401 03/31/2021 Dealer: ME003 Van Syckle KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

1. introduced as ECR
2. what can wrt assist with today?

cust states
1. calling because I just wanna know how to turn off the **SMART CRUISE CONTROL** and just have the regular **CRUISE CONTROL**

wrt states
1. adv of section 5 page 159 on the smart cruise in the OM
2. adv the features guide is on page 26
3. adv just showing how to turn the smart cruise off to manual speed limit assist
4. manual speed limit assist is section 5 page 138

cust states
1. I have tried that but its not true **CRUISE CONTROL** because still have to put my foot on the gas pedal

wrt states
1. adv if the veh is manufactured with the regular **CRUISE CONTROL** and the **SMART CRUISE CONTROL** then it won't fault to the manual speed limit assist\
2. adv the DLR if they have no idea they can reach out to TL and ask them about this feature
4. adv we here at consumer affairs can only go off of the OM and features guide
5. adv we not mechanically or technically trained

cust states
1. can I not talk to the engineers?

wrt states
1. only the DLR techs can they don't talk to the public or even us here at KCAC

cust states
1.okay thank you so much for your time and effort

*** 10/26/2021 05:53:39 ***
Closed by Erica Killen with Resolution Code : Information Given
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP 4HC3LG[redacted]	[redacted]	15,111

Elizabethtown KY 42701 12/18/2019 Dealer: KY001 The KIA

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

Case History

Dealer : The KIA Store - Elizabethtown
Technician : joseph gallagher
Service Manager : Brian King
Dealer Phone :
DPSM : Scott Smith
Vehicle Model : TELLURIDE S V6 FWD AUTO
Model Year : 2020
Mileage : 15111
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
SMART CRUISE CONTROL not working

[Diagnostics Performed]
p162078 code. tried to reset calibration on system would not calibrate. stuck at 0.00 horizontal and vertical.

*** Dispatched to Queue Telluride Auto-Created Cases on 05/18/2021 01:09:06 (PST)

*** 05/18/2021 08:43:35 ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Auto-Assigned by Heather Jessee

*** 05/18/2021 08:44:01 ***
Dispatched from WIPBin Auto-Assigned to Queue Callcenter by Heather Jessee

*** 05/19/2021 13:26:14 (GMT-07:00) Arizona ***
Accepted from Queue Callcenter to WIPBin Default by Justina Sinclair

*** 05/19/2021 14:08:13 (GMT-07:00) Arizona ***
Dispatched from WIPBin Default to Queue ZZ Jason Walters by Justina Sinclair

*** 05/20/2021 13:39:31 ***
Accepted from Queue ZZ Jason Walters to WIPBin Default by Jason Walters

*** Phone - Call - Inbound created on 05/21/2021 11:10:39 and created by Jason Walters ***
Wrt called KY001 sw/Pam
1. adv reason for call.

Pam states:
1. we just ordered a part for that.
2. they are an employee here.
3. we ordered the front radar for it.
4. they are driving the vehicle.
5. no need for follow up.

*** 05/21/2021 11:13:38 ***
Closed by Jason Walters with Resolution Code : Information Given
[Resolution Summary]
DPSM Tom Johnston for all inquiries related to this dealer at tjohnston@kiausa.com or via cell phone: 630-204-0362

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP3DHC9MG[redacted]	[redacted]	7,358

Longmont , CO 80504 10/29/2020 Dealer: CO034 Ehrlich I-25 KIA

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

Case History

Dealer : Ehrlich I-25 KIA
Technician : Anthony Torres
Service Manager : Ron Volk
Dealer Phone :
DPSM : Hazel Joy
Vehicle Model : TELLURIDE EX V6 AWD AUTO
Model Year : 2021
Mileage : 7358
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
Vehicle's previous visit we found that the front radar had failed due to intrusion of water. The **SMART CRUISE CONTROL** worked and it showed on the dash that there was a vehicle in front of it but then after you switch lanes or the vehicle was no longer in front the radar would not detect any vehicle again then show the warning that there was something blocking the radar. We since then replaced the front radar and it was working as designed.

Vehicle returned today but now it does not read the vehicle in front or brake automatically but only does it intermittently. No error codes or any codes in history. please advise

[Diagnostics Performed]
Vehicle's previous visit we found that the front radar had failed due to intrusion of water. The **SMART CRUISE CONTROL** worked and it showed on the dash that there was a vehicle in front of it but then after you switch lanes or the vehicle was no longer in front the radar would not detect any vehicle again then show the warning that there was something blocking the radar. We since then replaced the front radar and it was working as designed.

Vehicle returned today but now it does not read the vehicle in front or brake automatically but only does it intermittently. No error codes or any codes in history. please advise

*** Dispatched to Queue Telluride Auto-Created Cases on 05/18/2021 01:09:06 (PST)

*** 05/18/2021 08:43:34 ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Auto-Assigned by Heather Jessee

*** 05/18/2021 08:44:00 ***
Dispatched from WIPBin Auto-Assigned to Queue Callcenter by Heather Jessee

*** 05/19/2021 13:26:13 (GMT-07:00) Arizona ***
Accepted from Queue Callcenter to WIPBin Default by Justina Sinclair

*** 05/19/2021 14:08:12 (GMT-07:00) Arizona ***
Dispatched from WIPBin Default to Queue ZZ Jason Walters by Justina Sinclair

*** 05/20/2021 13:39:31 ***
Accepted from Queue ZZ Jason Walters to WIPBin Default by Jason Walters

*** Phone - Call - Inbound created on 05/21/2021 11:31:00 and created by Jason Walters ***
WRt called CO034 sw/CArlos
1. adv reason for call.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP3DHC9MG[redacted]	[redacted]	7,358

Longmont , CO 80504 | 10/29/2020 | Dealer: CO034 Ehrlich I-25 KIA

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

Carlos states:
1. vehicle has been completed and radar re-aligned.
2. it was originally replaced but still wouldn't take.
3. we got it wrapped up.
4. will be ready today.

*** Phone - Call - Inbound created on 05/27/2021 13:10:04 and created by Jason Walters ***
WRt called CO034 sw/Dom
1/ Adv reason for call

Dom stateS:
1. this has been completed and picked.

Wrt called [redacted] (owner)
1. adv reason for call.

Customer states
1. Everything is fine.

*** 05/27/2021 13:12:18 ***
Closed by Jason Walters with Resolution Code : Information Given
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP54HC1MG[redacted]	[redacted]	,571
Manteca , CA 9533		10/10/2020	Dealer: CA080 KIA Country	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

Case History

*** 05/20/2021 13:11:39 (GMT-07:00) Arizona ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 05/20/2021 13:05:56 (GMT-07:00) Arizona and created by Noel Vizzo ***

[redacted] wife to the owner stated:
1. Vehicle is n the shop with multiple issues.
2. They can not duplicate the issues.
3. So they are not going to fix it.
4. They extended my rental one more day.
5. They duplicated the issue in from t of me.
6. The vehicle is locking on its onw.
7. can not open without putting the key in the door.
8. Fix it now or I am getting an attorney.
9. Paying 56000.00 dollars for a vehicle that has been in the shop.
10. the vehicle is at Manteca kia. Kia Country.

Writer stated:
1. sorry for the trouble.
2. Kia participates in a third-party arbitration program through BBB AUTO LINE (this service is free of charge to Kia customers).
Please reference your Warranty and Consumer Information Manual (WCIM) for more details about the BBB arbitration program. We are escalating your case to ECR and you should expect a callback in 2-3 business days.

Customer stated:
1. I only said that i am getting an attorney if you do not fix it now.

Writer stated:
1. It is for that reason that the case is being escalated.
2. once the needed info is received from the dealership the case will be escalated.

*** Phone - Call - Outbound created on 05/20/2021 13:14:17 (GMT-07:00) Arizona and created by Noel Vizzo ***
Writer called CA080, selected service and held for 5 minutes
Writer disconnected

*** Research - Call - Inbound created on 05/20/2021 13:19:20 (GMT-07:00) Arizona and created by Noel Vizzo ***
Forwarding to ECR:
1. Customer alleges that the vehicle locks her out and is a safety issue.
2. Threatened attorney action.
3. RO info was attempted to be recovered, no answer at CA080
4. Forwarding for review.

*** 05/20/2021 13:20:27 (GMT-07:00) Arizona ***
Dispatched from WIPBin = default to Queue Western Region ECR by Noel Vizzo
Reason:

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP54HC1MG[redacted]	[redacted]	,571
Manteca , CA ,9533		10/10/2020	Dealer: CA080 KIA Country	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

*** 05/21/2021 05:02:48 ***
Accepted from Queue Western Region ECR to WIPBin 12. Western by Kayla Erwin

*** 05/21/2021 06:13:58 ***
Case moved into WIPBin 12. Western and Sub Status of Working

*** 05/21/2021 06:55:47 ***
Case moved into WIPBin 08. Eastern and Sub Status of Working

*** 05/21/2021 07:01:43 ***
Assigned to WIPBin Default of Jacob Adams by Kayla Erwin
Reason:

*** 05/24/2021 05:06:43 ***
Case moved into WIPBin ECR 1Monday and Sub Status of Assigned

*** Phone - Call - Outbound created on 05/25/2021 08:25:09 and created by Jacob Adams ***
** ECR callback **

Writer called [redacted]
** introduced self **
1 calling about your 2021 TELLURIDE SX V6 FWD AUTO

customer states
1 vehicle went into accessory mode without me doing anything
2 and i could not unlock the vehicle
3 i also have other concerns are you having

writer states
1 what other concerns are you having

customer states
1 it slams on it breaks when coming to a stop
2 transmission feel like it is slipping
3 the radio cuts out and navigation wont connect
4 and the stop n go feature not working properly

writer states
1 let us call the dealer
2 once we have more information, we will follow up

customer states
1 thank you

*** Phone - Call - Outbound created on 05/25/2021 10:47:00 and created by Jacob Adams ***
Writer called CA080 services spoke with Neil

Customer Name: [redacted]
Customer phone #: ([redacted]
Customer address: 2005 XAVIER AVE
VIN: 5XYP54HC1MG[redacted]
Year and Model: 2021 TELLURIDE SX V6 FWD AUTO

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP54HC1MG[redacted]	[redacted]	,571
Manteca , CA 9533		10/10/2020	Dealer: CA080 KIA Country	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

Mileage: 6571
Most recent RO#: [redacted]
Open Date: 5/18/21
Close date (if applicable): 5/22/21
Most recent Repair Issue and Diagnosis:
Concern:
1 vehicle went into accessory mode without me doing anything and i could not unlock the vehicle
2 it slams on it breaks when coming to a stop
3 transmission feel like it is slipping
4 the radio cuts out and navigation wont connect
5 and the stop n go feature not working properly
Cause: OAD
Correction: None
Able to Duplicate (Y or N): Y
Repair History of current concern with DATE OPEN/CLOSE, RO#, MILLAGE, CORRECTION:
ETA for completion of repairs (if applicable): completed
Parts on order (Y/N): N
Techline Case (if applicable): N
Rental / Loaner Provided? : Y
If so, since when? : 5/18/21
Dealer contacted DPSM (if needed): Y need to duplicate the concern
Vehicle repaired? : Y
Customer has possession? : Y
Dealer Code: CA080
Original Owner (Y or N): Y

*** Phone - Call - Outbound created on 05/25/2021 11:02:50 and created by Jacob Adams ***
Writer called Alex Mills(FTS) no answer left voicemail

*** 05/27/2021 13:19:33 ***
Case moved into WIPBin ECR 4Thursday and Sub Status of Assigned

*** 06/02/2021 06:54:16 ***
Case moved into WIPBin ECR 2Tuesday and Sub Status of Assigned

*** Phone - Call - Outbound created on 06/02/2021 12:04:28 and created by Jacob Adams ***
** ECR callback **

Writer called [redacted]
1 calling about your 2021 TELLURIDE SX V6 FWD AUTO
2 spoke with the dealer
3 they are advising OAD

customer states
1 i feel that is not right

writer states
1 if not happy the opinion of one dealer
2 may take it to another to get a second opinion

customer states
1 will do

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP54HC1MG[redacted]	[redacted]	,571
Manteca , CA 9533		10/10/2020	Dealer: CA080 KIA Country	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

2 do not know when due to the funeral

writer states
1 please let us know when

customer states
1 will do
2 thank you

*** 06/02/2021 12:43:55 ***
Closed by Jacob Adams with Resolution Code : Referred to Dlr
[Resolution Summary]

*** 09/02/2021 11:36:04 ***
Reopened by Haley Shaffer with Sub Status of Working

*** Note - Others created on 09/02/2021 11:37:00 and created by Haley Shaffer ***
Duplicate Case Notes from Case # 14350425

*** 09/01/2021 08:43:42 (GMT-07:00) Arizona ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 09/01/2021 08:43:56 (GMT-07:00) Arizona and created by Debra Rustin ***

Caller:[redacted]owner)

writer states
1. introduced self
2. Verified all information
3.how can we help you today?

Customer states
1. how do i lodge a complaint?

writer states
1.Apologised
2. i can help with that

Customer states
1.in shop multiple times
2. filed complaint vbefore
3. they can never duplicate it
4. out of 15 concerns they cant duplicate one of them
5. gave them a horrinble review this morning
6. paying for a car i dont feel safe driving
7. son is a mechanic
8. he says there is a problem wiht thr tranny and cruis control
9. gave dlr my sons number to call
10. they test drove it and called him
11. said what is it doing?
12. hre told them what it was and how to duplictae it

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP54HC1MG[redacted]	[redacted]	,571

Manteca , CA 9533 | 10/10/2020 | Dealer: CA080 KIA Country

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

13. they coyuldnt duplicate it
14. my son can come drive it right now and duplicate it
15. i donrt feel safe
16. do i need to get a lawyer
17. are you going to help me?
18. what do i need to do?

writer states
1. what is transmission issue?

Customer states
1. push gas to get on frwy
2. other day got pon ramp and car shoots up to 5 rpms
3. its doing 30 mph
4. wont go faster till rpms drop down then it shoots up
5. if on cruise, it says 1 car length
6. im 5 car lengths
7. its slowing me dowm from 72 to about 63
8. i told them im telling customers not to buy from them
9. luckily they had not customers

writer states
1. im going to escalate your case today
2. allow 2-3 business days
Kia participates in a third-party arbitration program through BBB AUTO LINE (this service is free of charge to Kia customers).
Please reference your Warranty and Consumer Information Manual (WCIM) for more details about the BBB arbitration program. We are escalating your case to ECR and you should expect a callback in 2-3 business days

customer states
1. so your not going to do anything
2. same as the other case
3. i know cars and dlrs are intimidated by me

writer states
1. ok, why don't you go to a different dlr for a 2nd opinion?

customer states
1. cuz i'm not paying a diagnostic fee
2. that's not right
3. my son does all our vehicles

writer states
1. would recommend going merced kia

*** Phone - Call - Outbound created on 09/01/2021 09:17:45 (GMT-07:00) Arizona and created by Debra Rustin ***
Writer Calls:CA080

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP54HC1MG[redacted]	[redacted]	,571
Manteca , CA 9533		10/10/2020	Dealer: CA080 KIA Country	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

1. Spoke to MIKE
2. Calling to get repair information
3. Asked the following questions:

Customer Name : [redacted]
Customer phone #:([redacted]
Customer address: SAME ON FILE
VIN: 5XYP54HC1MG[redacted]
MY and Mileage: 2021 TELLURIDE 11,470
Most recent RO#[redacted]
Open: 8/30/21
Close: CLOSED
Days Down:
Most recent Repair Issue and Diagnosis:CS SHIFITNG ISSUES WHILE GETTING ON THE FRWY, 2ND CONCERN, CS SMART CRUISE SLAMS ON BREAKS...TEST DROVE 35 MILES, CANNOT VERIFY ANY OF THOSE CONCERNS SHE CAME IN SCREAMING AT THE SM YESTERDAY. WE ADVISED HER TO GO TO A DIFFERENT DLR

Customer says:
transmission issue

Able to Duplicate (Y or N): NO
Repeat Repair: NO
Repair History :
RO# RO#: [redacted] 5/18/21 NO DUPLICATE
customer states:
1.vehicle went into accessory mode without me doing anything
2. it slams on it breaks when coming to a stop
3.transmission feel like it is slipping
4.the radio cuts out and navigation wont connect
5. and the stop n go feature not working properly
ETA for completion of repairs:N/A
Parts on order:
part#, order#:
Techline Case :
Rental/Loaner Provided?
Dealer contacted DPSM:
Vehicle repaired?:NO
Customer has possession?: YES
Dealer Code/Selling Dealer:CA080
Original Owner: YES
What is current Customer Request:"I DONT FEEL SAFE"

*** Phone - Others created on 09/01/2021 09:22:42 (GMT-07:00) Arizona and created by Debra Rustin ***
FORWARD TO ECR
1. CS transmission issue dlr cant duplicate
2. CA080 states cannot duplicate any of concerns
3. CS i don't feel safe
4. please contact customer

End of Duplicate Case Notes

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP54HC1MG[redacted]	[redacted]	,571
Manteca , CA 9533		10/10/2020	Dealer: CA080 KIA Country	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

*** Phone - Call - Outbound created on 09/02/2021 11:49:22 and created by Haley Shaffer ***
Outbound call to [redacted] @ ([redacted] (owner)
Writer states
1. Introduced self, Kia's Escalations Office
2. Received customer's case for review

Cust states
1. Your dealer cannot diagnose anything
2. It is stupid
3. I will never buy another Kia
4. I love my car but I will never buy another one
5. Your techs cannot diagnose without Kia telling them what to test
6. If they cannot duplicate, it cannot be diagnosed is what I am being told
7. It has a shifting issue
8. My son told me to take it into the shop
9. How is that?

Writer states
1. Apologized about concerns
2. When was the last time vehicle was taken in?

Cust states
1. Monday they had it for two days

Writer states
1. Is customer willing to go to another Kia for another Kia dealer?

Cust states
1. I have an appointment at Merced Kia on the 17th, I have to take it in at 8 am
2. I am not going to pay for anything
3. The first thing the guy asked me is if they took me on a test drive
4. He said that is the first thing they will do
5. They said for me to contact the BAR

Writer states
1. Hate to hear having issues with 2021 Kia Telluride
2. Will follow up on the appt on the 17th
3. Does customer have any concerns?

Cust states
1. I have another claim in with Kia
2. The car goes into accessory mode and does not turn off right
3. I think it is a defective key
4. At times, I have to triple push it
5. That is the least of my concerns
6. My worries is my safety
7. It will lock on you and you cannot use the car
8. The manager at Kia of Manteca said he could make it happen but cannot figure it out why

Writer states
1. Understand the frustration

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP54HC1MG[redacted]	[redacted]	,571

Manteca , CA 9533 | 10/10/2020 | Dealer: CA080 KIA Country

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

2. Is the customer requesting anything from Kia?

Cust states
1. If they keep my car, I will need a rental car
2. I was without a car for two days with no phone call

Writer states
1. Will talk to SVCM at CA077 about rental or loaner

Cust states
1. Thank you

*** Phone - Call - Inbound created on 09/16/2021 15:05:43 and created by Francisco Parra-Duarte ***
customer states
1. i need to know if i am goin to have a kia tomorrow when i take in my car.

wtr
1. let me check
2. i read the rental agreement for kia to them .
3. and messaged the CM
4. message: hello

i have a lady on the line upset about knowing if a rental is going to be there for the cust when she take the car in. case number [redacted]

she is requesting a call back from you asap for if she will have a rental for tomorrow. thank you kindly and have a great day.

cust
1. ok thank you

*** Phone - Call - Inbound created on 09/17/2021 10:13:15 and created by Lisa Maynard ***
[redacted] spouse of owner
cust states
1 calling for cm haley

writer states
1 let me contact cm
***CONTACTED H SHAFFER**
ON PHONE

** BACK TO CUSTOMER**
Writer states
1 advi cm not free

cust states
1 I need to get a rental

writer states
1 will note for cm

cust states

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP54HC1MG[redacted]	[redacted]	,571
Manteca , CA 9533		10/10/2020	Dealer: CA080 KIA Country	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

1 thank you

*** Phone - Call - Outbound created on 09/17/2021 10:27:55 and created by Haley Shaffer ***
Outbound call to CA077 @ (209) 384-2000
Writer states
1. Introduced self, Kia's Escalations Office
2. Customer is reaching out to writer about getting a rental or loaner
3. Is dealer able to help with that?

Johnny states
1. When entered freeway vehicle would not accelerate
2. We do not have any rentals or loaners

Writer states
1. Thank you

*** Phone - Call - Outbound created on 09/17/2021 10:37:54 and created by Haley Shaffer ***
Outbound call to [redacted] @ ([redacted] (owner)
Writer states
1. Introduced self, Kia's Escalations Office
2. Advised calling customer back
3. Customer is in need of rental or loaner?

Cust states
1. Tech said he needs a couple of days to test drive and find the problem
2. I told him I had to have a car and SVCA said he cannot approve that
3. I already drove down here

Writer states
1. Apologized
2. All rentals are out at the dealer
3. Cannot authorize a rental while being diagnosed
4. Can give Kia standard rates for customer and can review for reimbursement

Cust states
1. Why did I bother to do this?
2. You asked me to do this

Writer states
1. Apologized
2. Vehicle needed to be taken in to diagnose concern
3. Regrettably, KCAC cannot work with any rental companies, that is through the dealer

Cust states
1. I have a life that does not require me to do this
2. I have to drive to Manteca or Merced
3. This gentleman knows what he is doing
4. I will not leave it and be without a car for 2 or 3 days

Writer states
1. Can review for reimbursement if customer pays OOP
2. Would be put on warranty claim at dealer

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP54HC1MG[redacted]	[redacted]	,571

Manteca , CA ,9533 10/10/2020 Dealer: CA080 KIA Country

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

Cust states
1. This is [redacted]
2. I am being inconvenienced
3. I will work with the dealer
4. I am not happy and will not be until fixed
5. I will go to LL if cannot be fixed
6. You are [redacted] me around
7. We will go from there
8. I paid way too much money for this
9. They knew it was scheduled for today and they know it has been a problem

Writer states
1. Understand the frustration

Cust states
1. I am trying to satisfy you all
2. You asked me to take it to another dealer
3. I am disappointed I bought a Kia

Writer states
1. Will follow up with the dealer on the diagnosis

Cust states
1. Thank you

*** Phone - Call - Inbound created on 09/17/2021 12:58:56 and created by Steve Howard ***
Customer [redacted] (owner) called in and states
1. Went to a second dealer
2. thinking they would care
3. their master tech drove it 4 miles
4 he didn't listen to the problem
5. my son is also a certified master tech
6. my son told him exactly how to duplicate it
7. told the SA that it was just a dirty camera
8. had just washed the car
9. am so angry with these dealers unable to diagnose
10 he ran the car into the red and told me it was normal
11 Is Haley available?
12. took to Merced today
13. Mancika before
14. they sent me home in it

writer states
1. apologize for the vehicle concerns
2. reaching out to Haley
3. she will call the dealer
4. have them open a TL case
5 follow up with you
6. what is your preferred method of contact?

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP54HC1MG[redacted]	[redacted]	,571
Manteca , CA 9533		10/10/2020	Dealer: CA080 KIA Country	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

Customer states
1. PMOC is ([redacted]
2. if I don't have a call by end of day
3. will call the BBB Monday
4. have a $60000 car I don't feel safe in

writer states
1.Kia participates in a third-party arbitration
program through BBB AUTO LINE
(this service is free of charge to Kia customers).

Please reference your Warranty and Consumer Information Manual (WCIM) for more details about the BBB arbitration program.
2. Is there anything else I can help you with?
3. Thank you for calling KIA.

Customer states
1 ok thank you

*** Phone - Call - Outbound created on 09/20/2021 09:39:30 and created by Haley Shaffer ***
Outbound call to CA077 @ (209) 384-2000
Writer states
1. Introduced self, Kia's Escalations Office
2. Advised calling to get information on customer's diagnosis

Johnny states
1. Checked and test drove vehicle with customer, could not duplicate
2. Vehicle downshifts normal and as designed
3. Nothing found at the time

Writer states
1. Thank you

*** Phone - Call - Outbound created on 09/20/2021 09:52:58 and created by Haley Shaffer ***
Outbound call to [redacted] @ ([redacted] (owner)
Writer states
1. Introduced self, Kia's Escalations Office
2. Calling customer back regarding concerns

Cust states
1. He test drove my car for maybe 4 miles
2. He punched it on the highway and got it up to 400 RPMS (red zone) for no reason
3. He did not duplicate the problem because he did listen
4. He said he needed to keep it for a couple of days
5. Their warranty person said I do not have rental needs
6. That is not fair to me
7. He never pulled it into the shop or looked around the car
8. He said debris was affecting **CRUISE CONTROL**
9. I went there out of courtesy
10. He could not be bothered
11. He said because the inflight monitor did not detect any issues, it is fine in 3 miles

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP54HC1MG[redacted]	[redacted]	,571
Manteca , CA 9533		10/10/2020	Dealer: CA080 KIA Country	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

12. That is not fair to me driving 35 minutes for them to do that
13. I do not know what I am going to do
14. I am not happy, I am paying $56000 for this car

Writer states
1. Apologized
2. Cannot help anything unless at the dealer
3. Can try to help with rental or loaner at dealers but needs it taken to the dealer so can assist with repairs if that is what is needed

Cust states
1. You are a sweetheart
2. What are my options?
3. I am not happy with the dealer
4. They kept shoving in my face he is a certified master tech
5. My son diagnosed it

Writer states
1. What is customer requesting from Kia?

Cust states
1. Replace my car

Writer states
1. Can review for a replacement vehicle
2. Can send documents to customer's email for customer to fill out
3. Kia participates in a third-party arbitration program through BBB AUTO LINE (this service is free of charge to Kia customers).
Please reference your Warranty and Consumer Information Manual (WCIM) for more details about the BBB arbitration program.
4. Review can take up to 2 weeks

Cust states
1. Thank you

*** 09/20/2021 09:56:21 ***
Email is sent on 09/20/2021 09:55:30 by Haley Shaffer
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]
Attachments:
Worsham Blank ACK [redacted] pdf

*** Email - External Email Sent created on 09/20/2021 09:55:30 and created by Haley Shaffer ***
Dear [redacted]

Per our conversation, please find our review documents attached. Please print, complete, and return all pages, as well as the list of requested documents to me by email, or you may fax to 866.852.6617, ATTN: Haley- Case ID #. If you fax, please still reply to this email letting me know when, so that I may find it in that day's received faxes. Once received, our review may take up to 2 weeks, and if your repairs are finished during this review, you will need

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP54HC1MG[redacted]	[redacted]	,571
Manteca , CA 9533		10/10/2020	Dealer: CA080 KIA Country	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

to pick up your vehicle pending our review being completed. For more information, see your Warranty Consumer Information Manual.

Sincerely,

Haley

515.666.5875
Kia America

*** Email - Internal Email Sent created on 09/20/2021 09:57:30 and created by Haley Shaffer ***
Writer emailed SVCM at CA077
Writer states
1. Per cust requested review, request copies of cust ROs sent to writer

*** Email - External Email Sent created on 09/20/2021 09:55:30 and created by Haley Shaffer ***
Dear [redacted]

Per our conversation, please find our review documents attached. Please print, complete, and return all pages, as well as the list of requested documents to me by email, or you may fax to 866.852.6617, ATTN: Haley- Case ID #. If you fax, please still reply to this email letting me know when, so that I may find it in that day's received faxes. Once received, our review may take up to 2 weeks, and if your repairs are finished during this review, you will need to pick up your vehicle pending our review being completed. For more information, see your Warranty Consumer Information Manual.

Sincerely,

Haley

515.666.5875
Kia America

*** Email - Internal Email Sent created on 09/20/2021 09:59:13 and created by Haley Shaffer ***
Writer emailed SVCM at CA080
Writer states
1. Per cust requested review, request copies of cust ROs sent to writer

*** Email - Internal Email Received created on 09/20/2021 14:15:50 and created by Haley Shaffer ***
Writer received email from SVCM at CA080
SVCM states
1. ROs attached

*** Email - Internal Email Sent created on 09/21/2021 05:58:34 and created by Haley Shaffer ***
Writer emailed SVCM at CA077 and DPSM
Writer states
1. Per cust requested review, request copies of cust ROs sent to writer

*** Email - Internal Email Received created on 09/22/2021 07:59:43 and created by Haley Shaffer ***
Writer received email from CA077

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP54HC1MG[redacted]	[redacted]	,571
Manteca , CA ,9533		10/10/2020	Dealer: CA080 KIA Country	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

SVCM states
1. RO attached

*** 09/22/2021 08:05:43 ***
Email is sent on 09/22/2021 08:03:57 by Haley Shaffer
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 09/22/2021 08:03:57 and created by Haley Shaffer ***
Dear [redacted]
Your case file has just been completed for the team that handles these types of requests. Please allow 1-2 weeks for them to review your case and follow up. If you require immediate assistance in the period during which your claim is being escalated, please contact your local Kia dealership and/or 800-333-4542.

Sincerely,

Haley

515.666.5875
Kia America

*** Email - External Email Sent created on 09/22/2021 08:03:57 and created by Haley Shaffer ***
Dear [redacted]
Your case file has just been completed for the team that handles these types of requests. Please allow 1-2 weeks for them to review your case and follow up. If you require immediate assistance in the period during which your claim is being escalated, please contact your local Kia dealership and/or 800-333-4542.

Sincerely,

Haley

515.666.5875
Kia America

*** 09/22/2021 08:06:37 ***
Dispatched from WIPBin = 3. Wednesday to Queue Western Region Admin by Haley Shaffer
Reason:

09/22/2021 13:31:32
Email is received on 09/22/21 13:31:16 from [redacted]

*** 09/23/2021 11:03:03 ***
Accepted from Queue = Western Region Admin to WIPBin Default

*** 09/23/2021 16:45:31 ***
Email is sent on 09/23/2021 16:43:34 by Nicolas Mojica
To: [redacted]
Cc:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP54HC1MG[redacted]	[redacted]	,571

Manteca , CA 9533 | 10/10/2020 | Dealer: CA080 KIA Country

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 09/23/2021 16:43:34 and created by Nicolas Mojica ***
Dear [redacted] Your case has been escalated to me for further assistance. At this time, I will be contacting your servicing dealership for more information regarding your repairs. I will also need a copy o your sales contract to continue my review. If you can send a phot/scan of your sales contract attached to a reply of this email, it would be greatly appreciated. Please let me know if you have any other questions
Sincerely,Nick M.Kia America

*** 09/23/2021 16:58:39 ***
Case moved into WIPBin Default and Sub Status of Working

*** Email - External Email Sent created on 09/23/2021 16:43:34 and created by Nicolas Mojica ***
Dear [redacted] Your case has been escalated to me for further assistance. At this time, I will be contacting your servicing dealership for more information regarding your repairs. I will also need a copy o your sales contract to continue my review. If you can send a phot/scan of your sales contract attached to a reply of this email, it would be greatly appreciated. Please let me know if you have any other questions
Sincerely,Nick M.Kia America

*** 09/24/2021 16:46:24 ***
Email is sent on 09/24/2021 16:42:39 by Nicolas Mojica
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 09/24/2021 16:42:39 and created by Nicolas Mojica ***
Dear [redacted] At this time, given that there are no duplicated concerns on your vehicle, I would like to schedule a where we can use additional resources to assist in diagnosing your vehicle. This will allow us to review your request. Please let me know if you have a dealership you prefer to have your vehicle serviced and any dates and times that could work so I can begin scheduling with a service manager. Please let me know if you have any questions or concerns.
Sincerely,Nick M.Kia America

09/24/2021 17:46:45
Email is received on 09/24/21 17:46:30 from [redacted]

*** Email - External Email Received created on 09/24/2021 17:46:39 and created by Nicolas Mojica ***
I did that. I will send you all paperwork that I have along with the paperwork that Haley. I have done everything that y'all have asked me too do.
Please send me your fax number.

Thank you
[redacted]

Sent from my iPhone

*** 09/27/2021 16:55:01 ***
Email is sent on 09/27/2021 16:33:48 by Nicolas Mojica

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP54HC1MG[redacted]	[redacted]	,571
Manteca , CA 9533		10/10/2020	Dealer: CA080 KIA Country	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 09/27/2021 16:33:48 and created by Nicolas Mojica ***
Dear [redacted] At this time, our office fax machine is not working. If you have any further documentation to submit for review, you can send them attached to a reply of this email.In order to review your case, we will need documentation verifying and describing your concern. At this time, I do not have any documentation like this and, by reading your case, there does not appear to be any such records of a service where your concern has been verified. In getting your vehicle seen once more by the service department of a dealership of your choice, we can attempt to create such documents. I will also include additional resources such as an FTS, Field Technical Specialist, who is an expert in their field and will be a large help.I apologize for the inconveniences you have experienced. Please let me know if you are interested and we can begin scheduling.
Sincerely,Nick M. Kia America

09/28/2021 09:19:44
Email is received on 09/28/21 09:19:29 from [redacted]

09/28/2021 09:19:59
Email is received on 09/28/21 09:19:29 from [redacted]
Attachments:
Purchase Contract.pdf

09/28/2021 09:21:06
Email is received on 09/28/21 09:20:05 from [redacted]
Attachments:
Telleride Dispute.zip

*** Email - External Email Received created on 09/28/2021 09:20:15 and created by Nicolas Mojica ***
Good Morning Nick,

Sorry it has taken me so long to get this to you. I have been really busy trying to start a business and I was able to sit down and write out a letter and get all my documents together. I am attaching them now.

I will send out purchase contract in the next couple of minutes.

Thank you,

[redacted]

[redacted]

*** Email - External Email Received created on 09/28/2021 09:19:40 and created by Nicolas Mojica ***
Hi Nick,

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP54HC1MG[redacted]	[redacted]	,571
Manteca , CA 9533		10/10/2020	Dealer: CA080 KIA Country	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

Attached is the purchase agreement and the wise purchase agreement and the pre contract disclosure.

Thank you,

[redacted]

[redacted]

*** Email - External Email Received created on 09/28/2021 09:19:40 and created by Nicolas Mojica ***
What is FTS, Field Technical Specialist and how and why would I want too work with them? Also I did not receive any additional resources.

*** 09/28/2021 10:17:26 ***
Email is sent on 09/28/2021 10:13:16 by Nicolas Mojica
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 09/28/2021 10:13:16 and created by Nicolas Mojica ***
Dear [redacted] Thank you for sending in all of those documents. An FTS is a Field Technical Specialist. This individual will be able to assist in diagnosing your vehicle and are very knowledgeable of all vehicles that Kia America manufactures. In scheduling you an appointment we would request their assistance in order to repair your vehicle. This would be one additional resource we would consider in a repair of your vehicle.Please let me know if you have any additional questions or concerns.
Sincerely,Nick M. Kia America

09/28/2021 12:19:11
Email is received on 09/28/21 12:18:54 from [redacted]

*** Email - External Email Received created on 09/28/2021 12:19:07 and created by Nicolas Mojica ***
Is this done at a shop or is it done at my home? I would like it done when my son can be there.

*** 09/28/2021 16:59:39 ***
Email is sent on 09/28/2021 16:58:42 by Nicolas Mojica
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 09/28/2021 16:58:42 and created by Nicolas Mojica ***
Dear [redacted] An FTS will assist the service department at the dealership of your choice.
Sincerely,Nick M. Kia America

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP54HC1MG[redacted]	[redacted]	,571

Manteca , CA ,9533 10/10/2020 Dealer: CA080 KIA Country

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

09/28/2021 17:06:27
Email is received on 09/28/21 17:06:16 from [redacted]

*** Email - External Email Received created on 09/28/2021 17:06:23 and created by Nicolas Mojica ***
I will have too think about that cause I don't trust that they will listen too the complaints and really truly try too diagnose them. Can I schedule it on a Saturday so my son can be there? Also what about a rental car?

Sent from my iPhone

*** 09/29/2021 11:26:53 ***
Email is sent on 09/29/2021 10:40:23 by Nicolas Mojica
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 09/29/2021 10:40:23 and created by Nicolas Mojica ***
Dear [redacted]We can being scheduling with whatever dealer you prefer and based on their schedules we can choose a day that best works for you. A rental car being given would have to depend on the dealer's availability of vehicles.
Sincerely,Nick M. Kia America

09/29/2021 12:31:13
Email is received on 09/29/21 12:30:55 from [redacted]

*** Email - External Email Received created on 09/29/2021 12:31:08 and created by Nicolas Mojica ***
Well if you can schedule it on a Saturday and at Modesto Kia then I will work with that.

Thank you
[redacted]

Sent from my iPhone

*** 09/29/2021 14:46:32 ***
Email is sent on 09/29/2021 14:45:04 by Nicolas Mojica
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 09/29/2021 14:45:04 and created by Nicolas Mojica ***
Dear [redacted]I will be sure to contact the service manager soon. I just want to confirm that the dealership you are referring to is Valley Kia of Modesto on 4369 McHenry Ave.
Sincerely,Nick M. Kia America

09/29/2021 14:49:46
Email is received on 09/29/21 14:49:30 from [redacted]

*** Email - External Email Received created on 09/29/2021 14:49:41 and created by Nicolas Mojica ***

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP54HC1MG[redacted]	[redacted]	,571
Manteca , CA 9533		10/10/2020	Dealer: CA080 KIA Country	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

Yes because they have not looked at my car and so hopefully they will listen and not just go off the notes.

Sent from my iPhone

*** 09/29/2021 15:22:47 ***
Email is sent on 09/29/2021 15:19:19 by Nicolas Mojica
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 09/29/2021 15:19:19 and created by Nicolas Mojica ***
Dear [redacted] I have just heard from the service manager at Valley Kia of Modesto. Unfortunately, the service department is closed on weekends, so the soonest they could see your vehicle would be Wednesday, October 6th. Please let me know if this date works for you or any other weekday that could also work, along with any other questions or concerns.
Sincerely,Nick M.Kia America

09/29/2021 16:23:42
Email is received on 09/29/21 16:23:25 from [redacted]

09/29/2021 16:24:12
Email is received on 09/29/21 16:23:57 from [redacted]

*** Email - External Email Sent created on 09/29/2021 10:40:23 and created by Nicolas Mojica ***
Dear [redacted] We can being scheduling with whatever dealer you prefer and based on their schedules we can choose a day that best works for you. A rental car being given would have to depend on the dealer's availability of vehicles.
Sincerely,Nick M. Kia America

*** Email - External Email Received created on 09/29/2021 16:23:37 and created by Nicolas Mojica ***
No that will not work. I need a Saturday so my son can be there. What other dealers are in the area that does not include Manteca or Merced ?

Sent from my iPhone

*** Email - External Email Received created on 09/29/2021 16:24:08 and created by Nicolas Mojica ***
Can we talk via phone instead of by email?

Sent from my iPhone

*** 09/29/2021 16:57:27 ***
Email is sent on 09/29/2021 16:46:36 by Nicolas Mojica
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 09/29/2021 16:46:36 and created by Nicolas Mojica ***

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP54HC1MG[redacted]	[redacted]	,571
Manteca , CA 9533		10/10/2020	Dealer: CA080 KIA Country	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

Dear [redacted] Yes I can give you a call tomorrow. I will also do some research to see if any dealership's in your area would be available to work on your vehicle on the weekend. Please let me know if you would like me to look into anything else as well.
Sincerely,Nick M. Kia America

*** Email - External Email Sent created on 09/29/2021 16:46:36 and created by Nicolas Mojica ***
Dear [redacted] Yes I can give you a call tomorrow. I will also do some research to see if any dealership's in your area would be available to work on your vehicle on the weekend. Please let me know if you would like me to look into anything else as well.
Sincerely,Nick M. Kia America

*** Phone - Call - Outbound created on 09/30/2021 10:05:50 and created by Nicolas Mojica ***
Writer calls receptionist at CA322 - Stockton Kia

Writer States:
1. is the service department open on weekends

Dealer States:
1. Kia service is open 8a-4:30p on Saturdays

Writer States:
1. Thank you

*** Phone - Call - Outbound created on 09/30/2021 10:08:38 and created by Nicolas Mojica ***
Writer calls [redacted] at[redacted]

Writer States:
1. Calling you regarding scheduling a repair
2. closest dealers to you are Future Kia of Clovis and Kia of Stockton
3. both have service departments open on Saturday's
4. Also unfortunately the FTS is not available for a couple of weeks, so writer can request Kia Techline to assist

Cust States:
1. Stockton works
2. Merced said they tried the kia engineer thing and it did not work
3. but they also lie so I dont know
4. I have seen them lie on paperwork and have a witness to prove it.
5. This process is just very frustrating
6. whats going to happen if they cannot duplicate my concern?

Writer States:
1. apologies for any inconveniences
2. We must have documents supporting the verification of your concern in order to review your request.
3. will follow up with Kia Stockton service department

Cust States:
1. thanks

*** Phone - Call - Outbound created on 09/30/2021 10:21:10 and created by Nicolas Mojica ***
Writer calls SVM of CA322

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP54HC1MG[redacted]	[redacted]	,571

Manteca , CA 9533 10/10/2020 Dealer: CA080 KIA Country

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

Writer LVM:
1. intro
2. requesting a service appointment to be scheduled for a mutual customer
3. requested callback and provided callback number
4. will also send an email

*** Email - External Email Sent created on 09/30/2021 10:26:39 and created by Nicolas Mojica ***
From: Mojica, Nicolas [KUS]
Sent: Thursday, September 30, 2021 10:26 AM
To: 'LHOANG@STOCKTONKIA.COM' <LHOANG@STOCKTONKIA.COM>
Subject: Kia Consumer Affairs Case [redacted] - [redacted] / 2021 Kia Telluride SX VIN: 5XYP54HC1MG[redacted]

Hello,

This customer has a claim with our office, which requires our review.

The customer has been to two dealers before being escalated to me, and no concern has been duplicated. However, there are no records of Techline assistance, or any other resources being used

I am writing you today to see if we would be able to schedule a service appointment for this customer with assistance from Kia Techline for diagnosis. The customer has requested a Saturday appointment time and I am currently of the understanding that your service department is open on 8am-4:30pm.

Please advise if this is possible and when is the soonest you could get her car in for service

Thank you,

*** Phone - Call - Inbound created on 09/30/2021 10:29:48 and created by Nicolas Mojica ***
SVM of CA322 calls writer

SVM States:
1. just received email, never seen this car before

Writer States:
1. customer requested your service department for another opinion
2. requesting Saturday appointment

SVM States:
1. I'm open Saturdays but will have no techs qualified for that car
2. we only do maintenance on weekends

Writer States:
1. thanks for the information, I will follow up with the customer

*** Phone - Call - Outbound created on 09/30/2021 10:34:51 and created by Nicolas Mojica ***
Writer calls service department of CA175

Writer States:
1. calling for clarification, what repairs do you perform on saturdays

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP54HC1MG[redacted]	[redacted]	,571
Manteca , CA 9533		10/10/2020	Dealer: CA080 KIA Country	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

Dealer States:
1. just maintenance, other repairs are scheduled on weekdays

Writer States:
1. thank you for the information

*** Phone - Call - Outbound created on 09/30/2021 10:45:33 and created by Nicolas Mojica ***
Writer calls [redacted] at ([redacted]

Writer States:
1. unfortunately no dealer will have technicians available to service you car for your concern on saturdays
2. have followed up with CA175 and CA322

Cust States:
1. inconvenience me even more
2. Will have to talk to my husband because I need someone there with me if not my son
3. Dealerships do not treat me with respect
4. they treat women like they're dumb idiots
5. May talk to the BBB
6. Paying for a vehicle that is unsafe
7. I do not like being lied to
8. How many times am I going to have to take my car in before you listen to me
9. You have said if the concern can not be found then there is nothing else that can be done
10. I have very little faith in Kia
11. I have told friends not to purchase your car
12. just schedule it, but it will be on my time and when my husband in is available, and he is booked
13. asking me to do this one more time is enough

Writer States:
1. apologies for any inconveniences
2. I will follow up with Kia of Modesto (CA291) and let you know what date works

Cust States:
1. thank you

*** 09/30/2021 16:20:39 ***
Email is sent on 09/30/2021 16:17:32 by Nicolas Mojica
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 09/30/2021 16:17:32 and created by Nicolas Mojica ***
Dear [redacted] I have heard back from Kia of Modesto that Wednesday, October 6th, would be a good day to assist you with your service. Please let me know if this day works for you. If not, let me know what days you prefer.
Sincerely,Nick M.Kia America

09/30/2021 16:32:47
Email is received on 09/30/21 16:32:26 from [redacted]

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP54HC1MG[redacted]	[redacted]	,571

Manteca , CA ,9533 10/10/2020 Dealer: CA080 KIA Country

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

*** Email - External Email Received created on 09/30/2021 16:32:42 and created by Nicolas Mojica ***
Is that field tech specialist going too be there?

*** 09/30/2021 16:41:41 ***
Email is sent on 09/30/2021 16:40:16 by Nicolas Mojica
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 09/30/2021 16:40:16 and created by Nicolas Mojica ***
Dear [redacted] Unfortunately not, As I said on our phone call earlier, the FTS will not be available for a couple of weeks. So in respect to your time, I have requested the dealership open communication with Kia Techline. Sincerely,Nick M. Kia America

09/30/2021 18:09:35
Email is received on 09/30/21 18:09:12 from [redacted]

*** Email - External Email Received created on 09/30/2021 18:09:28 and created by Nicolas Mojica ***
No I want it scheduled with a field tech

Sent from my iPhone

10/04/2021 15:19:26
Email is received on 10/04/21 15:19:16 from [redacted]

*** Email - External Email Received created on 10/04/2021 15:19:23 and created by Nicolas Mojica ***
Hi Nick,
So we're you able too get me an appointment when the field tech specialist can be there?

Sent from my iPhone

*** 10/04/2021 17:01:30 ***
Email is sent on 10/04/2021 16:56:04 by Nicolas Mojica
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 10/04/2021 16:56:04 and created by Nicolas Mojica ***
Dear [redacted] I have contacted the Field tech in your area and am currently awaiting a response on their availability. As soon as I hear back, I can begin scheduling and will notify you of when it is.Please let me know if you have any additional questions or concerns.Sincerely,Nick M.Kia America

*** Email - External Email Sent created on 10/04/2021 16:56:04 and created by Nicolas Mojica ***
Dear [redacted] I have contacted the Field tech in your area and am currently awaiting a response on their availability. As soon as I hear back, I can begin scheduling and will notify you of when it is.Please let me know if you have any additional questions or concerns.Sincerely,Nick M.Kia America

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP54HC1MG[redacted]	[redacted]	,571

Manteca , CA 9533 | 10/10/2020 | Dealer: CA080 KIA Country

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

10/04/2021 18:03:31
Email is received on 10/04/21 18:03:18 from [redacted]

*** Email - External Email Received created on 10/04/2021 18:03:27 and created by Nicolas Mojica ***
Ok I will wait for a week then I will look at other avenues

Sent from my iPhone

10/07/2021 14:46:29
Email is received on 10/07/21 14:46:19 from [redacted]

*** Email - External Email Received created on 10/07/2021 14:46:26 and created by Nicolas Mojica ***
Hi Nick,
Have you been able too get in touch with the field tech specialist too get this scheduled?
I really would like too get this on the calendar soon as I have been dealing with this for too long and the fact remains I don't feel safe in my vehicle at all times.

Let me know

Thank you,
[redacted]

Sent from my iPhone

*** 10/07/2021 16:52:21 ***
Email is sent on 10/07/2021 16:46:31 by Nicolas Mojica
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 10/07/2021 16:46:31 and created by Nicolas Mojica ***
Dear [redacted] I have contacted the FTS and am currently waiting for a response. I will be sure to notify you when I do get a response and what the next steps are from there. Apologies for any inconveniences. Please let me know if you have any additional questions or concerns.
Sincerely,Nick M.Kia America

10/07/2021 21:29:52
Email is received on 10/07/21 21:29:45 from [redacted]

*** Email - External Email Received created on 10/07/2021 21:29:49 and created by Nicolas Mojica ***
Nick,
Can you please call me.

Thank you
[redacted]

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP54HC1MG[redacted]	[redacted]	,571

Manteca , CA 9533 | 10/10/2020 | Dealer: CA080 KIA Country

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

Sent from my iPhone

*** Phone - Call - Outbound created on 10/08/2021 08:54:23 and created by Nicolas Mojica ***
Writer calls [redacted] at ([redacted]

LVM:
1. hello
2. calling regarding service
3. FTS is soonest available on 11-2-2021
4. Writer understands this date is far away
5. Writer will be happy to schedule a service sooner with Kia Techline assistance
6. Let writer know what you are interested in pursuing

*** Phone - Call - Inbound created on 10/08/2021 13:15:12 and created by Nicolas Mojica ***
[redacted] calls from ([redacted]

LVM:
1. hello
2. returning call
3. phone was being weird and thats why I missed your call
4. Give me a call when you can

*** Phone - Call - Outbound created on 10/08/2021 13:29:49 and created by Nicolas Mojica ***
Writer calls [redacted] at ([redacted]

Writer States:
1. returning call

Cust States:
1. received your message
2. understand the FTS time, it is what it is
3. I will be contacting the BBB about this because of the safety concerns and frustration I am experiencing
4. go ahead and schedule a service at Kia of Modesto
5. No Mondays or Fridays
6. Can we also schedule one with the FTS at his available time

Writer States:
1. Will begin contacting service manager at Modesto
2. The result of this upcoming service will determine the FTS's involvement
3. Writer will keep him informed about service

Cust States:
1. thank you
2. let me know what happens

10/12/2021 11:25:29
Email is received on 10/12/21 11:25:19 from [redacted]

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP54HC1MG[redacted]	[redacted]	,571

Manteca , CA ,9533 10/10/2020 Dealer: CA080 KIA Country

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

*** Email - External Email Received created on 10/12/2021 11:25:25 and created by Nicolas Mojica ***
Hi Nick,
Any luck on scheduling my vehicle?

Sent from my iPhone

*** 10/12/2021 14:18:44 ***
Email is sent on 10/12/2021 14:17:11 by Nicolas Mojica
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 10/12/2021 14:17:11 and created by Nicolas Mojica ***
Dear [redacted] I have just heard back from the service manager at Valley Kia of Modesto and they are willing to accommodate any week day that you are available to get your vehicle serviced as soon as possible. Please let me know what day works for you and I will notify the service manager.
Sincerely,Nick M. Kia America

10/12/2021 14:34:43
Email is received on 10/12/21 14:34:36 from [redacted]

*** Email - External Email Received created on 10/12/2021 14:34:41 and created by Nicolas Mojica ***
Well we need too verify if I will be staying there or if they will be keeping my vehicle. Cause that will make a difference with the date.

Sent from my iPhone

*** 10/12/2021 15:31:25 ***
Email is sent on 10/12/2021 15:29:44 by Nicolas Mojica
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 10/12/2021 15:29:44 and created by Nicolas Mojica ***
Dear [redacted] I would choose where they could keep your vehicle. If they are successful in diagnosing the vehicle and if Kia Techline is to be involved, this generally includes some time for the diagnosing/repairs to be completed. Please let me know if you have any additional questions or concerns.
Sincerely,Nick M.Kia America

*** Email - External Email Sent created on 10/12/2021 15:29:44 and created by Nicolas Mojica ***
Dear [redacted] I would choose where they could keep your vehicle. If they are successful in diagnosing the vehicle and if Kia Techline is to be involved, this generally includes some time for the diagnosing/repairs to be completed. Please let me know if you have any additional questions or concerns.
Sincerely,Nick M.Kia America

10/12/2021 15:56:57
Email is received on 10/12/21 15:56:46 from [redacted]

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP54HC1MG[redacted]	[redacted]	,571
Manteca , CA 9533		10/10/2020	Dealer: CA080 KIA Country	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

*** Email - External Email Received created on 10/12/2021 15:56:53 and created by Nicolas Mojica ***
Ok well then I assume they will be getting me a rental and I can do it any day at that point. The rental does have too be big enough for an infant car seat and a large stroller. I keep my grand baby two too three days a week.

Sent from my iPhone

*** 10/12/2021 16:56:29 ***
Email is sent on 10/12/2021 16:52:02 by Nicolas Mojica
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 10/12/2021 16:52:02 and created by Nicolas Mojica ***
Dear [redacted] They have mentioned previously that these loaner or rental vehicles are made available depending on the length of the service so this is still subject to verification per your vehicle's diagnosis. Would this Thursday (10/14/2021) be a good time to have your vehicle serviced?Sincerely,Nick M.Kia America

*** Email - External Email Sent created on 10/12/2021 16:52:02 and created by Nicolas Mojica ***
Dear [redacted] They have mentioned previously that these loaner or rental vehicles are made available depending on the length of the service so this is still subject to verification per your vehicle's diagnosis. Would this Thursday (10/14/2021) be a good time to have your vehicle serviced?Sincerely,Nick M.Kia America

10/12/2021 17:44:16
Email is received on 10/12/21 17:44:04 from [redacted]

*** Email - External Email Received created on 10/12/2021 17:44:10 and created by Nicolas Mojica ***
Your going too have too call me cause I'm confused with this emailing back and forth

Sent from my iPhone

*** Phone - Call - Outbound created on 10/13/2021 09:33:10 and created by Nicolas Mojica ***
Writer calls [redacted] at ([redacted]

LVM:
1. calling regarding the service appointment we are trying to schedule
2. writer wanted to go over so as to clear any confusion
3. requested callback and provided callback number

*** Phone - Call - Inbound created on 10/13/2021 10:22:22 and created by Nicolas Mojica ***
[redacted] calls from ([redacted]

Cust States:
1. this is my only vehicle
2. I need another car to drive

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP54HC1MG[redacted]	[redacted]	,571

Manteca , CA 9533 10/10/2020 Dealer: CA080 KIA Country

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

3. now you dont want to give me a rental
4. I need another vehicle
5. Why do I need this vehicle to be diagnosed
6. previous rep asked me to do the same thing
7. my son and husband can diagnose it
8. but dealer cannot diagnose it??
9. your technicians lie on documentation
10. we witnessed it
11. techs did not drive it the way we described it to him
12. you can interview my son
13. he can tell you what is happening
14. what happens if they cannot

Writer States:
1. In order to review your request for repurchase, writer needs documentation verifying concern
2. Per you previous complaints with the other dealerships, we are beginning to schedule at Modesto Kia.
3. They are willing to accommodate any day that you would like service

Cust States:
1. how you are going to schedule
2. why cant my son be involved
3. I can take it in tomorrow morning
4. at 3 tomorrow afternoon if they have to keep my car, i must have a rental
5. I need a rental in order to leave it there multiple days
6. my whole family has seen the issues, why cant your techs see this issue.
7. what is the next step

Writer States:
1. The dealer can take notes from your son about what causes the concern
2. the next step after this is no concern would be verified, would be to include an FTS for assistance
3. they are available on November 2nd
4. I will contact the Service manager about requesting a rental again
5. per previous emails, they did say this was up for approval from their DSM

Cust States:
1. we are going to do it tomorrow
2. They better find it
3. 11-2 is too far away for me to consider a service with FTS
4. The fact that techs lie and that Kia doesn't care
5. please give me a number to contact above you about this lying issue
6. this all just tells me that Kia doesn't want to deal with this concern.
7. that is wrong
8. I will go to the top of Kia to attack this lying concern.
9. I do not care for their customer service

Writer States:
1. Writer will contact Service Manager of Modesto Kia about scheduling service and obtaining a rental

Cust States:
1. thank you

*** 10/13/2021 16:51:19 ***

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP54HC1MG[redacted]	[redacted]	,571
Manteca , CA 9533		10/10/2020	Dealer: CA080 KIA Country	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

Email is sent on 10/13/2021 16:17:17 by Nicolas Mojica
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 10/13/2021 16:17:17 and created by Nicolas Mojica ***
Dear [redacted]
I have just heard back from the service manager that you can take your vehicle to Kia of Modesto anytime at or after 9 A.M. tomorrow morning. I did ask again regarding their rental availability and they again mentioned that it depends on their diagnosis. I would recommend going in as early as you can to give the service department more time to diagnose your vehicle. Please let me know if you have any questions or concerns.Sincerely,Nick M. Kia America

*** Phone - Call - Inbound created on 10/13/2021 16:52:37 and created by Nicolas Mojica ***
[redacted] calls from ([redacted]

LVM:
1. hello
2. calling to confirm service appointment
3. ill be up at 5 PST
4. please give me a call when you can

*** Phone - Call - Inbound created on 10/13/2021 16:53:56 and created by Nicolas Mojica ***
Writer calls [redacted]

Writer States:
1. calling to confirm appointment
2. also sent email

Cust States:
1. okay
2. I am giving them til 4 pm tomorrow to diagnose or get me car
3. i am not fighting you guys anymore

Writer States:
1. Writer has made the service manager aware of your request.
2. You can also speak to the service advisor working on your vehicle about this so that they know your request personally as well

Cust States:
1. okay

*** Phone - Call - Outbound created on 10/15/2021 11:29:28 and created by Nicolas Mojica ***
Writer calls service department of CA291

Writer States:
1. checking on vehicle status

Dealer States:
1. Got the customer in this morning
2. Downloaded the flight recorder
3. Talking with FTS Alex Mills regarding this

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP54HC1MG[redacted]	[redacted]	,571

Manteca , CA ,9533 10/10/2020 Dealer: CA080 KIA Country

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

4. They could not get the vehicle to duplicate the concern while they were here.
5. Customer wants me to call her son on instructions for how to duplicate
6. We went along with it and talked to him so we'll see how this goes.

Writer States:
1. thank you for the update.

*** 10/19/2021 17:07:52 ***
Email is sent on 10/19/2021 17:06:32 by Nicolas Mojica
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 10/19/2021 17:06:32 and created by Nicolas Mojica ***
Dear [redacted] I just wanted to follow up on the recent service you have had with your vehicle. Information like how the vehicle is running and what the appointment entailed. Please let me know if you have any questions or concerns.
Sincerely,Nick M.Kia America

10/19/2021 18:36:16
Email is received on 10/19/21 18:36:11 from [redacted]

*** Email - External Email Sent created on 10/19/2021 17:06:32 and created by Nicolas Mojica ***
Dear [redacted] I just wanted to follow up on the recent service you have had with your vehicle. Information like how the vehicle is running and what the appointment entailed. Please let me know if you have any questions or concerns.
Sincerely,Nick M.Kia America

*** Email - External Email Received created on 10/19/2021 18:36:14 and created by Nicolas Mojica ***
I would like too talk too you on the phone. I will be available anytime after 10 tomorrow.
Also, I want too send you a couple videos on my car is that possible?

*** Phone - Call - Outbound created on 10/20/2021 16:38:28 and created by Nicolas Mojica ***
Writer calls [redacted] at

Writer States:
1.

Cust States:
1. They could not duplicate it
2. gentleman that wrote up everything did not address all of the issues
3. only dealt with the transmission
4. looked at **CRUISE CONTROL** after my son had asked him
5. he said OAD
6. He said that within an hours time
7. I don't know what to trust
8. I know differently when I drive the car

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP54HC1MG[redacted]	[redacted]	,571

Manteca , CA 9533 10/10/2020 Dealer: CA080 KIA Country

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

9. I have two videos as well
10. My driver door would not open
11. That's a major electrical issue
12. Took a video of that
13. also took a video of my car making noises when starting
14. I showed this one to the tech that was writing everything up
15. Nobody would address that
16. He said that it was not there.

Writer States:
1. The FTS was involved remotely and did contact SVM and SA working on your vehicle.

Cust states:
1. was not told that
2. does that mean that when my car breaks down its not going to be your problem
3. What does it take for you to listen to me
4. Service does not want to diagnose it
5. I personally feel like they are not wanting to replace the car.
6. You cannot say that nobody out of 3 dealerships cannot diagnose this car
7. When its doing it with multiple people especially
8. Gentleman mentioned that he wont update my UVO and now it doesn't work because dealer said it was too much money
9. Who can I talk to that will explain this
10. One at Manteca said he could duplicate my problem manually
11. I want to meet this FTS
12. I want someone to describe this to me and even my son

Writer States:
1.can contact FTS regarding your concerns to see if he will be able to assist again

Cust States:
1. I want someone to answer my questions
2. I will take this to the head honcho of Kia
3. I want to know why your shops cannot and don't want to listen to my complaints
4. Your FTS must not have listened to my complaints
5. FTS does not have the balls to contact me
6. He was taking it third hand from the tech that was relaying it incorrectly
7. sounds like gossip to me
8. I am paying the $56,000 for this car
9. I do not feel safe driving it
10. they would not even update the UVO because it would cost them $350
11. How is that right?
12. this is past concerns now
13. I want to speak with someone that will answer my questions
14. cant trust anyone in Kia
15. Not you or your dealers
16. I am not a woman who does not know about her car
17. I know there is somethin wrong with this vehicle
18. If I don't get a phone call from somebody, I will go another avenue
19. You did not do your job
20. I have given you ample time to hand me to someone that will be able to assist me

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP54HC1MG[redacted]	[redacted]	,571
Manteca , CA 9533		10/10/2020	Dealer: CA080 KIA Country	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

*** Email - External Email Sent created on 10/21/2021 09:55:58 and created by Nicolas Mojica ***
Writer requests invoice copies of RO's from CA077

*** Email - External Email Sent created on 10/21/2021 10:04:26 and created by Nicolas Mojica ***
Writer requests invoice copies of RO's from CA291

*** 10/21/2021 11:59:34 ***
Email is sent on 10/21/2021 11:55:49 by Nicolas Mojica
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 10/21/2021 11:55:49 and created by Nicolas Mojica ***
Dear [redacted] I have informed my supervisors of your request to speak with them today. They will be reaching out to you as soon as they are able to address your concerns.
Sincerely,Nick M. Kia America

*** Email - External Email Sent created on 10/21/2021 11:55:49 and created by Nicolas Mojica ***
Dear [redacted] I have informed my supervisors of your request to speak with them today. They will be reaching out to you as soon as they are able to address your concerns.
Sincerely,Nick M. Kia America

*** Phone - Call - Outbound created on 10/22/2021 16:43:03 (GMT-08:00) Pacific Time (US & Canada) and created by Mandyjay Lewis ***
Writer contacted customer, [redacted] at [redacted]

Writer
1. Introduced and advised calling from KUS at Nick's request
2. Is this a good time to discuss your case?

Customer
1. Yes
2. Can you tell me who can diagnose a car?
3. I have 2 videos that I've shown to the service manager
4. Service manager said it sounds like a sewing machine but tech couldn't find the issue
5. the other issue that just happened is that the driver door wouldn't open
6. I would unlock it and it wouldn't let me out
7. Girlfriend in the car had to come let me out
8. I am pi**ed off with Kia
9. Need to get me someone to answer questions
10. I paid $56,000 for a car, $61,000 when I'm done paying interest on it and I expect customer service
11. Son is a certified master tech, ASE
12. He drove my car and said that it needs to go to the shop
13. Camera isn't adjusted properly
14. Driving in the middle lane at 70 MPH
15. Have it set to one car length in front
16. When you get over to the fast lane the sensor will pick up the car in front of you and slows car down to 55 MPH in fast lane
17. Safety issue because the cars behind you now honking
18. Keep saying car was made on a Monday when everyone was hung over

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP54HC1MG[redacted]	[redacted]	,571

Manteca , CA 9533 10/10/2020 Dealer: CA080 KIA Country

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

Writer
1. I have had the opportunity to review the notes, your service history and I've also reviewed the features and functions guide where it talks about the different drive modes
2. I also spoke to FTS that was involved remotely
3. Read customer the REMINDERS portion of the FFG on page 6

Customer
1. Have read that too and basically Kia is aware of the defects when driving in this mode but it saying its a feature
2. How stupid is Kia

Writer
1. There is a difference of opinion and advised customer that eco mode is to improve fuel economy
2. Just because customer doesn't agree with design of vehicle, doesn't mean its defective
3. I did not design the vehicle not write the FFG, trying to inform customer that driving in this mode, these are the characteristics of the vehicle

Customer
1. Just going to go to the BBB next week
2. Have a good weekend

Writer
1. Not a problem, have a good weekend

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP3DHC1MG[redacted]	[redacted]	3,900

Glendale , WI 53209 03/12/2021 Dealer: WI033 Lupient KIA Milwaukee

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

Case History

*** 05/21/2021 11:17:09 ***
Contact = [redacted] Priority = Standard, Sub Status = Dispatched

*** 05/21/2021 11:17:10 ***
Web - Note created on 05/21/2021 11:17:10 and created by [redacted]
when using driver/**LANE ASSIST**ance i have noticed a large difference in right hand vs left hand swings in the road. i use **CRUISE CONTROL** and therefore **LANE ASSIST** from 30- 75 mph. the vehicle is almost flawless in left curves but pretty bad on right curves very often. 60% of time tires will hit or almost hit center line and of that will actually cross center line almost half that amount. don't understand why left vs right is so different.
Paul at dealership took it for a ride on the highway and said it acted just fine. problem is that i am very familiar with where he tested and there is only one right hand curve and it is gradual
enough not to reveal the issue. i tried explaining all that to him but finally gave up. all he said was everything seemed normal to him and vehicle is not a self driver as is the tesla we also own. i kept saying i was aware of that and was not expecting it to be the same as the tesla but the issue is why it was so different and quite poor on right curves.
i took it to dealership about a month ago but now am finally inquiring about this issue.
other than that i couldn't be more pleased with our choice of this vehicle. a smoother less bumpy ride than any vehicle i have ever driven. great auto!
i put down my wife's name on this but with my contact info because i am the full time driver. she has the tesla y. i wouldn't switch with her.
i put her name on this emai lbecause her name is on bill of sale. i'm steve friebert. thanks

*** 05/24/2021 09:05:17 ***
Accepted from Queue eWebSupport to WIPBin Auto-Assigned by Heather Jessee

*** 05/24/2021 11:39:54 ***
Dispatched from WIPBin = Pending Dispatch to Queue Callcenter by Heather Jessee
Reason:

*** 05/25/2021 10:54:24 ***
Accepted from Queue Callcenter to WIPBin Default by Myra Davis

*** 05/25/2021 10:55:30 ***
Dispatched from WIPBin Default to Queue ZZ Debra Rustin by Myra Davis

*** 05/26/2021 04:03:18 (GMT-07:00) Arizona ***
Accepted from Queue = ZZ Debra Rustin to WIPBin Default

*** Phone - Call - Outbound created on 05/26/2021 15:24:22 (GMT-07:00) Arizona and created by Debra Rustin ***
Writer calls customer, gets vm
1.calling to follow up on your correspondence
2.we would like to discuss this with you
3.please contact us
4.800# case#

*** 05/26/2021 15:25:15 (GMT-07:00) Arizona ***
Closed by Debra Rustin with Resolution Code : No Cust Contact
[Resolution Summary]
pending call to customer to obtain essential info

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP24HC7LG[redacted]	[redacted]	1 ,194
Watertown , NY ,13 01		02/2 /2020	Dealer: NY138 F.X. Caprara KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: System/General
Kia Case Type Lvl4: Service Survey

Case History

Kia Dealer Service Satisfaction Survey

Survey Date:
Name of the Dealer: NY138 - F.X. Caprara Kia
Name of dealer Service Consultant: DAVID MALINOWSKI

*** 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?
Other (Specify): Yes

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

*** 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 .

*** Dispatched to Queue Telluride Auto-Created Cases on 05/25/2021 07:12:48 (PST)

*** 05/25/2021 07:12:49 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 05/25/2021 07:12:49 (GMT-08:00) Pacific Time (US & Canada) by Siebel System - Auto Message
To: [redacted]
Cc:
Title: FOLLOW-UP: Your Recently Completed Kia Survey

Dear [redacted]

Thank you for completing a recent survey on your experience at your Kia dealership. We appreciate your feedback and it has been provided to your Kia dealership for review and possible action, as well.

Your satisfaction is important to us and we would like to provide assistance for any outstanding concerns or issues you may have. Please respond to this email with your desired hours of contact and your preferred method (phone or email); it will be our pleasure to provide assistance.

Sincerely,
Kia Motors America

*** Case has been auto closed by the system on 05/25/2021 07:12:49 (PST)

05/25/2021 07:49:42
Email is received on 05/25/21 07:49:34 from [redacted]

*** 05/25/2021 10:32:29 (GMT-05:00) Eastern Time (US & Canada) ***

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP24HC7LG[redacted]	[redacted]	1 ,194
Watertown , NY ,13 01		02/2 /2020	Dealer: NY138 F.X. Caprara KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: System/General
Kia Case Type Lvl4: Service Survey

Accepted from Queue Telluride Auto-Created Cases to WIPBin Inbox by Jada Jones

*** 05/25/2021 10:33:15 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue Callcenter by Jada Jones

*** 05/25/2021 10:54:32 ***
Accepted from Queue Callcenter to WIPBin Default by Myra Davis

*** 05/25/2021 10:57:45 ***
Dispatched from WIPBin Default to Queue ZZ Victoria Orr by Myra Davis

*** 05/25/2021 11:10:29 ***
Accepted from Queue ZZ Victoria Orr to WIPBin Default by Victoria Orr

*** Case note has been appended from duplicated auto-case on 05/28/2021 01:05:36 (PST)

Comments from Service Alert - TL

Dealer : F.X. Caprara KIA
Technician : Matthew Strader
Service Manager :
Dealer Phone :
DPSM : Malcolm Hoff
Vehicle Model : TELLURIDE LX V6 FWD AUTO
Model Year : 2020
Mileage : 16194
Initial comments by Technician found in TL Case #14180725 :

[Problem Description]
customer states smart cruise inop.

[Diagnostics Performed]
the first time the vehicle was here, I successfully calibrated the smart cruise radar. The smart cruise started working intermittently. I verified wiring to radar had no issues. I ordered and installed a new smart cruise radar. Now that the new radar is installed, calibration will not carry out. It fails saying the horizontal angle is out, but i have made adjustments and angle does not change.

*** Email - External Email Received created on 05/25/2021 07:49:40 and created by Victoria Orr ***
Cust email reply

[redacted] after 4pm Monday through Thursday. Anytime Fridays.

*** Phone - Call - Inbound created on 06/11/2021 15:06:36 and created by Victoria Orr ***
Wrt called NY138 for RO
1 rang many times no answer or VM
2 TL case opened
3 TL case says RO 699
4 TL notes say adjusted height of reflector from 15 inches it 10.5

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP24HC7LG[redacted]	[redacted]	1 ,194
Watertown , NY ,13 01		02/2 /2020	Dealer: NY138 F.X. Caprara KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: System/General
Kia Case Type Lvl4: Service Survey

5 Per warranty history shows NY138 RO 06099 at 16194 miles dated 5-14-21 to 5-29-21 did Unit Assy Front Rada

*** Phone - Call - Inbound created on 06/11/2021 15:11:52 and created by Victoria Orr ***
Wrt called Cust at ([redacted]
1 introduces self
2 follow up call to recent repairs

Cust states
1 had to cancel appt for today 6-11-21
2 DLR replaced sensors
3 took to DLR 3 or 4 times to figure out
4 DLR ordered new machine to calibrate it-
5 on way home - felt something not right
6 wife had 2 issues also exiting highway 2 lanes over-fwd collision- has **SMART CRUISE CONTROL**- for **LANE KEEP** and vehicle distance- kicks **CRUISE CONTROL** out and lights flash-clear out
-keeps disabling **CRUISE CONTROL** **********
7 DLR did put new radars in and calibrated it
8 I spent about 8 hours of my time taking to DLR
9 also braked from 70 to 50 and pulled over to the right-could get rear ended
10 supposed to go to Boston end of the month
11 will see what happens
12 need a light to come on and stay on

Wrt states
1 appreciate your feedback
2 please take back to DLR if happens again
3 reminded have RSA if needed while traveling this summer

Cust states
1 we had a Sorrento and motor was replaced under recall
2 thats why we stayed with KIA

Wrt states
1 thanked

Cust states
1 thank you for calling

*** 06/11/2021 15:24:59 ***
Closed by Victoria Orr with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC3MG[redacted]	[redacted]	9,395
Rochester , MN 55901		08/04/2020	Dealer: MN017 Tom Kadlec KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Navigation
Kia Case Type Lvl4: Navigation Operation

Case History

Dealer : Tom Kadlec KIA
Technician : Andrew schnable
Service Manager : Mason Case
Dealer Phone :
DPSM : Steve Broom
Vehicle Model : TELLURIDE SX V6 AWD AUTO
Model Year : 2021
Mileage : 9395
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
Customer states **SMART CRUISE CONTROL** and forward collision warning messages say they are blocked. Turning key on and off will clear lights until you get close to another vehicle while driving. Then messages come back.

[Diagnostics Performed]
Attempted to align sensor and recalibrate. No change in condition. Replaced sensor and attempted to Align. Alignment procedure fails every time. No matter how sensor is positioned/adjusted vertical angle results 0.0 degrees. Unable to effect any change to vertical angle.

*** Dispatched to Queue Telluride Auto-Created Cases on 05/26/2021 01:06:52 (PST)

*** 05/26/2021 09:10:35 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Inbox by Jada Jones

*** 05/26/2021 09:41:25 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue Callcenter by Jada Jones

*** 05/28/2021 10:37:56 ***
Accepted from Queue Callcenter to WIPBin Default by Myra Davis

*** 05/28/2021 10:42:27 ***
Dispatched from WIPBin Default to Queue ZZ Victoria Orr by Myra Davis

*** 05/28/2021 17:05:03 ***
Accepted from Queue ZZ Victoria Orr to WIPBin Default by Victoria Orr

*** Phone - Call - Inbound created on 06/01/2021 17:18:51 and created by Victoria Orr ***
Wrt called MN017 for RO
1 Service dept Closed - Hours are 730am-500pm
2 left VM requesting call back with RO
3 provided cust info and both 800/case nbrs
4 see TL opened
5 Thanked

*** 07/16/2021 17:45:47 ***
Closed by Victoria Orr with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP5DHC1MG[redacted]	[redacted]	8,143

Riverside , CA 92504 09/23/2020 Dealer: CA211 Riverside KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: System/General
Kia Case Type Lvl4: Service Survey

Case History

Kia Dealer Service Satisfaction Survey

Survey Date:
Name of the Dealer: CA211 - Riverside Kia
Name of dealer Service Consultant: [redacted] HAMWI

*** 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 was too busy to complete all the work required: Yes

8-2. If NOT completed right the first time, what was the nature of the problem?
Other (Specify): Yes

*** 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 .

*** Dispatched to Queue Telluride Auto-Created Cases on 06/01/2021 07:14:46 (PST)

*** 06/01/2021 07:14:47 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 06/01/2021 07:14:47 (GMT-08:00) Pacific Time (US & Canada) by Siebel System - Auto Message
To: [redacted]
Cc:
Title: FOLLOW-UP: Your Recently Completed Kia Survey

Dear [redacted]

Thank you for completing a recent survey on your experience at your Kia dealership. We appreciate your feedback and it has been provided to your Kia dealership for review and possible action, as well.

Your satisfaction is important to us and we would like to provide assistance for any outstanding concerns or issues you may have. Please respond to this email with your desired hours of contact and your preferred method (phone or email); it will be our pleasure to provide assistance.

Sincerely,
Kia Motors America

*** Case has been auto closed by the system on 06/01/2021 07:14:47 (PST)

06/01/2021 08:40:47
Email is received on 06/01/21 08:40:32 from [redacted]

*** 06/02/2021 04:58:25 (GMT-05:00) Eastern Time (US & Canada) ***

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC1MG[redacted]	[redacted]	8,143

Riverside , CA 92504 09/23/2020 Dealer: CA211 Riverside KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: System/General
Kia Case Type Lvl4: Service Survey

Accepted from Queue Telluride Auto-Created Cases to WIPBin Inbox by Jada Jones

*** 06/02/2021 05:01:03 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue Callcenter by Jada Jones

*** 06/02/2021 13:22:35 (GMT-07:00) Arizona ***
Accepted from Queue Callcenter to WIPBin Default by Justina Sinclair

*** 06/02/2021 13:53:45 (GMT-07:00) Arizona ***
Dispatched from WIPBin Default to Queue ZZ Bethany Grombly by Justina Sinclair

*** 06/04/2021 13:57:38 (GMT-07:00) Mountain Time (US & Canada) ***
Accepted from Queue ZZ Bethany Grombly to WIPBin Default by Bethany Grombly

*** Email - External Email Received created on 06/01/2021 09:40:45 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
Thank you for reaching out, after calling twice I went in person to address the issue. It seems unless you are standing in front of the service manager there is really no customer service to be found at Kia Riverside. We will be taking our vehicle in again on June 10th to address the same issue and are hoping for a better outcome. In the meantime, I would love a recommendation for alternate places to service a Telluride.

Thanks,
[redacted]

*** 06/05/2021 11:46:17 (GMT-07:00) Mountain Time (US & Canada) ***
Email is sent on 06/05/2021 11:44:53 by Bethany Grombly
To: [redacted]
Cc:
Title: RE: FOLLOW-UP: Your Recently Completed Kia Survey

*** Email - External Email Sent created on 06/05/2021 11:44:53 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
Dear [redacted]

We are sorry to hear about your experience at the Kia dealer. We can call the manager pout a complaint and request a call back to you . You can go to any Kia dealer of your choice.

Sincerely,
Kia America

*** Email - External Email Sent created on 06/05/2021 11:44:53 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
Dear [redacted]

We are sorry to hear about your experience at the Kia dealer. We can call the manager pout a complaint and request a call back to you . You can go to any Kia dealer of your choice.

Sincerely,
Kia America

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP5DHC1MG[redacted]	[redacted]	8,143

Riverside , CA 92504 09/23/2020 Dealer: CA211 Riverside KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: System/General
Kia Case Type Lvl4: Service Survey

*** Phone - Call - Outbound created on 06/11/2021 12:08:44 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
Writer contact customer left vm
1 Offer complaint to dealer
2 Please call if asst needed

*** 06/11/2021 12:23:20 (GMT-07:00) Mountain Time (US & Canada) ***
Email is sent on 06/11/2021 12:22:41 by Bethany Grombly
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 06/11/2021 12:22:41 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
Dear [redacted]
We put a complaint in for you on dealer customer service. Is your vehicle currently at the Kia dealer?
Sincerely,
Kia America

*** Email - External Email Sent created on 06/11/2021 12:22:41 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
Dear [redacted]
We put a complaint in for you on dealer customer service. Is your vehicle currently at the Kia dealer?
Sincerely,
Kia America

*** Phone - Call - Outbound created on 06/11/2021 12:10:25 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
Writer contact CA211 Spoke to MArk
1 Reaching out to put in complaint
1. Customer putting in formal complaint.
2. Provided formal complaint.
3. Requesting call back to Customer.
4. Provided customer contact info.

Dealer states
1.Ok we are taking care of the windshield and then they ran over something and it may be damage so we have to see what was knocked loose
2 Waiting on part windshield
3 Let me see if the car is here
4 Vehicle is here she4 is able to leave it through until Monday and if it goes beyond Monday she will need a rental

Writer states
1.Thank you for your time.

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted]

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP5DHC1MG[redacted]	[redacted]	8,143

Riverside , CA 92504 09/23/2020 Dealer: CA211 Riverside KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: System/General
Kia Case Type Lvl4: Service Survey

VIN: 5XYP5DHC1MG[redacted]
MY and Mileage: 8143
Most recent RO#[redacted] Open Date 6/10/21 and Close date (if applicable):
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis: Customer says, ran over something and noticed warning light turned on
Customer states windshield has a a crack
Cause pend diag on light
Correction replace windshield part ordered
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:
ETA for completion of repairs (if applicable): n
Parts on order (Y/N), if so obtain part#, order#:
Windshield
Techline Case (if applicable): N
Rental / Loaner Provided? If so, since when?: N
Dealer contacted DPSM (if needed):
Vehicle repaired?:n
Customer has possession?: n
Dealer Code/Selling Dealer (Y or N): y
Original Owner (Y or N): y

06/11/2021 23:06:32
Email is received on 06/11/21 23:06:24 from [redacted]
Attachments:
image0.jpeg
texthtml1.0.htm

*** Email - External Email Received created on 06/12/2021 00:06:28 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
The name is actually [redacted] (and [redacted]

Yes, our vehicle is at the dealer currently. We dropped it off yesterday (6/10) at 8:30 am, our scheduled appointment time I called today (6/11) at 4:45pm to check on it and they informed me that no one has looked at the vehicle yet. Over 24 hours later and no one has even looked at it. Can't say we're surprised. I was SO EXCITED to get this beautiful Telluride (this is from the day we bought it). But alas, I don't think I would go back and purchase a Kia in retrospect after experiencing the service department. We take our Audi to the Audi dealer 1 minute away from the Kia dealer and receive excellent customer service and top quality work on the car. The difference is vast.

*** 06/16/2021 09:21:53 (GMT-07:00) Mountain Time (US & Canada) ***
Email is sent on 06/16/2021 09:20:47 by Bethany Grombly
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 06/16/2021 09:20:47 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
Dear [redacted]

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP5DHC1MG[redacted]	[redacted]	8,143

Riverside , CA 92504 09/23/2020 Dealer: CA211 Riverside KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: System/General
Kia Case Type Lvl4: Service Survey

We can only keep one name in the system . If you would like us to change the first name please let us know . We are still trying to reach the Kia dealer to get an update. Generally this can take 2-3 business days.
Sincerely,
Kia America

*** Phone - Call - Outbound created on 06/16/2021 09:20:10 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
Writer contact CA211
1 Reaching out for service

Dealer placed on extended hold

*** Phone - Call - Outbound created on 06/21/2021 10:14:47 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
Writer contact CA211
1 Reaching out for service

Phone rang and rang writer disconnected no answer

*** Case [redacted] is sent on 6/21/2021 9:25:33 by Bethany Grombly
To: jhegmann@kiausa.com
Cc: bgrombly@kiaconsumeraffairs.com
Title: ACTION REQUIRED - No Dealer Contact:CA211, [redacted]

*** 07/01/2021 09:59:13 (GMT-07:00) Mountain Time (US & Canada) ***
Email is sent on 07/01/2021 09:59:03 by Bethany Grombly
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 07/01/2021 09:59:03 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
Dear [redacted]
How is the vehicle since repair
Sincerely,
Kia America

*** Phone - Call - Outbound created on 07/01/2021 09:52:48 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
Writer contact CA211
1 Is the windshield in?

Dealer states
1 Looks like its done
2 One moment

Dealer placed on hold *****

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP5DHC1MG[redacted]	[redacted]	8,143

Riverside , CA 92504 09/23/2020 Dealer: CA211 Riverside KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: System/General
Kia Case Type Lvl4: Service Survey

2 It was done talked to dispatcher and our system isn't working

07/01/2021 15:54:12
Email is received on 07/01/21 15:54:06 from [redacted]

*** Email - External Email Received created on 07/01/2021 16:54:11 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
It continued to say “radar blocked” when driving on the highway.

*** 07/02/2021 06:35:31 (GMT-07:00) Mountain Time (US & Canada) ***
Email is sent on 07/02/2021 06:35:11 by Bethany Grombly
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 07/02/2021 06:35:11 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
Dear [redacted]

Refer back to location it was fixed at for them to look at it

Sincerely,
Kia America

*** Phone - Call - Outbound created on 07/15/2021 10:50:52 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
Writer contact [redacted]
1 Refer back to location it was fixed at for them to look at it if you are still having issues
2 Please call with any other questions

*** 07/15/2021 10:51:47 (GMT-07:00) Mountain Time (US & Canada) ***
Email is sent on 07/15/2021 10:51:43 by Bethany Grombly
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 07/15/2021 10:51:43 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
Your Case Number: [redacted]
VIN: 5XYP5DHC1MG[redacted]

Dear [redacted]

Thank you for contacting Kia America. We appreciate your feedback and the opportunity to address your concerns. Kia 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.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP5DHC1MG[redacted]	[redacted]	8,143
Riverside , CA 92504		09/23/2020	Dealer: CA211 Riverside KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: System/General
Kia Case Type Lvl4: Service Survey

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) 333-4542 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 contacting Kia.

Sincerely,
Kia America

*** 07/15/2021 10:52:07 (GMT-07:00) Mountain Time (US & Canada) ***
Closed by Bethany Grombly with Resolution Code : Referred to Dlr
[Resolution Summary]

08/12/2021 11:12:10
Email is received on 08/12/21 11:12:02 from [redacted]

*** Email - External Email Received created on 08/12/2021 12:12:08 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
Hello there, were you ever able to reach the dealership? We received our Telluride back after two and continue to experience a non-functioning **CRUISE CONTROL**, the telluride continues to say "front radar blocked." Is there a recall on this system or is our telluride malfunctioning? The Kia in Riverside seems unable to resolve this.

*** Phone - Call - Outbound created on 08/18/2021 14:18:47 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
Writer contact [redacted] left vm
1Refer back to location it was fixed at for them to look at it if you are still having issues
2 No SC/PI
3 Please call with any other questions

*** 08/18/2021 14:22:09 (GMT-07:00) Mountain Time (US & Canada) ***
Closed by Bethany Grombly with Resolution Code : Referred to Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRK4LF4MG[redacted]	[redacted]	1，19

Norman , OK ,73072 02/10/2021 Dealer: OK024 Big Red KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

Case History

Techline case ([redacted] created on 02-JUN-21 by OK024.
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--
TL Case created by (Dealer Technician) : Justin Swint
TL Case creator phone : 5803996111
TL Case creator email : justinswint89@gmail.com
Below are the notes from the TL case describing the concern:

[Problem Description]
customer states multiple warning lights are on.

[Diagnostics Performed]
Pulled codes and found active codes, c184787, communication error-PCA. c184087, communication error rr_c_rdr. c183787, can signal error bca. c16b887, fca communication error. c168887, vsm2-mdps-signal error. c163887, **SCC** communication error. b100252, epb missing error. b100552, airbag missing error. Lights on, check blind spot safety system, check forward safety system, check rear cross traffic safety system, check **LANE DEPARTURE** warning system, and check speed limit system.

*** Dispatched to Queue Service Alert / Techline on 06/03/2021 01:21:27 (PST)

*** Case note has been appended from duplicated auto-case on 07/01/2021 01:06:30 (PST)

Comments from Service Alert - TL

Dealer : Big Red KIA
Technician : Justin Swint
Service Manager : Richard Howard
Dealer Phone :
DPSM : Christopher Besser
Vehicle Model : SORENTO SX PRESTIGE 2.5T FWD AUTO
Model Year : 2021
Mileage : 1619
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
customer states multiple warning lights are on.

[Diagnostics Performed]
Pulled codes and found active codes, c184787, communication error-PCA. c184087, communication error rr_c_rdr. c183787, can signal error bca. c16b887, fca communication error. c168887, vsm2-mdps-signal error. c163887, **SCC** communication error. b100252, epb missing error. b100552, airbag missing error. Lights on, check blind spot safety system, check forward safety system, check rear cross traffic safety system, check **LANE DEPARTURE** warning system, and check speed limit system.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRK4LF4MG[redacted]	[redacted]	1，19

Norman , OK ,73072 02/10/2021 Dealer: OK024 Big Red KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

*** 07/07/2021 09:44:04 ***
TL case# [redacted] was escalated to an FTS. Update will be provided after this request is reviewed.

*** 07/07/2021 14:13:13 ***
An FTS is scheduled to inspect this VIN on 07/15/2021 at OK024.

*** Note - Others created on 07/07/2021 14:07:50 and created by Michael Crandall ***
**** CALL TO ACTION ****
1 Dispatching to ECR
2 Customer contact
3 Dispatching because dealer requesting FTS involvement
4 please review and follow up accordingly

*** Phone - Call - Inbound created on 07/07/2021 14:01:12 and created by Michael Crandall ***
Caller states [redacted]
1 I am calling because the brand new sorento had and electronics issue
2 I took it back to big red kia where I bought it
3 they have had it 6 weeks now
4 they told me that they cant do anything else until the specialist comes out
5 they have tested pretty much everything and they think that the CPU needs replaced
6 now we are just stuck until that fellow comes
7 i feel like they have done everything they can there at Big red and we need to just do something
8 they can't even get cars on their lot right now so they can't even trade me out

Writer states
1 I do apologize that you are going through this
2 I do see that just this morning that request was submitted
3 I will go ahead and escalate on this end as well
4 I really am sorry that you are going through this
5 I will get this escalated right away
6 thanked for time

*** 07/07/2021 16:30:46 ***
Dispatched from WIPBin = 5.Friday to Queue Southwest Region ECR by Michael Crandall
Reason: FTS request

*** 07/08/2021 04:29:37 ***
Accepted from Queue Southwest Region ECR to WIPBin 11. Southwest by Kayla Erwin

*** 07/08/2021 05:54:08 ***
Assigned to WIPBin 0. Default of Melissa Lepe by Kayla Erwin
Reason:

*** Phone - Call - Outbound created on 07/19/2021 12:03:17 (GMT-07:00) Arizona and created by Melissa Lepe ***
Writer called OK004
1. Calling from KUS Regional office
2. May I please get an update on vehicle?

SVCA Tim states

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRK4LF4MG[redacted]	[redacted]	1、19

Norman , OK ,73072 02/10/2021 Dealer: OK024 Big Red KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

1. ABS, CEL, TCS and may other lights were on
2. Tech found codes that were related to about 14 different modules
3. Spent about a month working on it, and there was no progress
4. that's where the FTS came out here and worked on it for 2 days
5. Ended up finding moisture on a connection on a kick panel on the passenger side
6. He cleaned the connections, test drove and tried to duplicate it again with water to see it'd happen again, and CND
7. Test drove veh again and operating as designed now
8. Veh is repaired and in detail
9. Pending pick up

Writer states
1. thank you

*** Note - Others created on 07/19/2021 12:07:37 (GMT-07:00) Arizona and created by Melissa Lepe ***

Writer called cust
1. Introduced self
2. Calling from KUS to follow up after repairs

<For Internal Use Only
Field tech found moisture in a connector behind the passenger side kick panel.>

*** 07/19/2021 12:09:09 (GMT-07:00) Arizona ***
Closed by Melissa Lepe with Resolution Code : Repaired by FTS
[Resolution Summary]
FTS Cleaned Connectors and NVO

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYRH4LFXMG[redacted]	[redacted]	1，44
Newport , VA 23 0		02/22/2021	Dealer: VA043 Casey KIA	

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

Case History

Techline case ([redacted] created on 02-JUN-21 by VA043.
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--
TL Case created by (Dealer Technician) : Taylor Grubbs
TL Case creator phone :
TL Case creator email : taylor.grubbs09@gmail.com
Below are the notes from the TL case describing the concern:

[Problem Description]
CUSTOMER STATES WHEN DRIVING FORWARD COLLISION AND MANY OTHER MESSAGES POP UP ON CLUSTER. ALL RELATED TO **CRUISE CONTROL**, FORWARD COLLISION, ETC.

[Diagnostics Performed]
WAS ABLE TO VERIFY THAT WHEN DRIVING MANY WARNINGS POP UP DISABLING THINGS LIKE FORWARD COLLISION SMART CRUISE ETC. FOUND THAT VEHICLE HAS 2 CODES
FR_RADAR C180581 **LKA** CAN SIGNAL ERROR AND
FR_CMR C160449 ECU HARDWARE ERROR

WAS WONDERING HOW YOU WOULD LIKE ME TO PROCEED SEEING THAT THIS VEHICLE HAS SUCH LOW MILEAGE AND CUSTOMER JUST PURCHASED VEHICLE. THINKING IT COULD BE A FRONT CAMERA ISSUE.

*** Dispatched to Queue Service Alert / Techline on 06/03/2021 01:21:27 (PST)

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYRKDLF0MG[redacted]	[redacted]	1
Fallston , MD 21047		12/22/2020	Dealer: MD051 Jones KIA	

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 on 06/07/2021 00:00:00

Dealer Name : JONES BEL AIR MOTORS, LLC Jones Kia
Dealer Contact name : MIKE
Dealer Phone : 410 877 1700
Part No# : 99211 R5000
Part Name : UNIT-FRONT VIEW CAME
Order No# : 6002448
Order Qty# : 1

*** Dispatched to Queue UPER on 06/08/2021 01:03:05 (PST)

*** 06/08/2021 01:03:10 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 06/08/2021 01:03:10 (GMT-08:00) Pacific Time (US & Canada) by Siebel System - Auto Message
To: [redacted]
Cc:
Title: FOLLOW-UP: Your Recent Part Order

Your Auto-Created Case number : [redacted]

VIN :5XYRKDLF0MG[redacted]

Dear [redacted]

We have received notification of a part on order for your Kia vehicle. Your satisfaction is important to us and we would like to provide assistance. Please respond to this email with your preferred method of contact (phone or email) so that we may follow up with you regarding the matter.

We apologize for any inconveniences you may have experienced, value you as a customer and look forward to assisting you.

Sincerely,
Kia Consumer Assistance

*** 06/21/2021 09:52:25 ***
TL case# [redacted] was escalated to an FTS. Update will be provided after this request is reviewed.

*** Case note has been appended from duplicated auto-case on 06/22/2021 01:06:06 (PST)

Comments from Service Alert - TL

Dealer : Jones KIA
Technician : Devonte Thornton
Service Manager : Joe Williams
Dealer Phone :
DPSM : David Holtz

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYRKDLF0MG[redacted]	[redacted]	1
Fallston , MD 21047		12/22/2020	Dealer: MD051 Jones KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Parts
Kia Case Type Lvl3: Supply
Kia Case Type Lvl4: Stock Status

Vehicle Model : SORENTO X-LINE SX PRESTIGE 2.5T AWD AUTO
Model Year : 2021
Mileage : 6707
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
Customer states a **HDA** light is coming on after turning off **CRUISE CONTROL**.

[Diagnostics Performed]
Checked for codes have a DTC C183186 CAN Signal Error-Navigation. DTC chart is recommending replacing AVN unit.

*** 07/07/2021 05:06:21 ***
An FTS has reviewed this case and will provide assistance over the phone and/or via the case notes.

*** 07/07/2021 07:32:25 ***
TL case# [redacted] was escalated to an FTS. Update will be provided after this request is reviewed.

*** 08/09/2021 10:55:32 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue UPER to WIPBin Case Distribution by Ashley Lewis

*** 08/09/2021 11:14:51 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Case Distribution to Queue ZZ Candace Jones by Ashley Lewis

*** 08/12/2021 11:08:12 ***
Accepted from Queue ZZ Candace Jones to WIPBin CJONES Inbox by Candace Jones

*** Note - Others created on 08/16/2021 11:04:35 and created by Candace Jones ***
shipped Jun 10, 2021

*** 08/16/2021 11:05:04 ***
Closed by Candace Jones with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNC5H31N [redacted]	[redacted]	375
Nutley , NJ 07110		03/29/2021	Dealer: NJ052 Nutley Auto KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Fuel Tank

Case History

Techline case ([redacted] created on 07-JUN-21 by NJ052.
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--
TL Case created by (Dealer Technician) : STUART HORNER
TL Case creator phone :
TL Case creator email : P9077@AOL.COM
Below are the notes from the TL case describing the concern:

[Problem Description]
cust. complaint veh. was hard to start check engine light came on off now

[Diagnostics Performed]
scanned for codes p008700 set in history no freeze frame data system is operating normal in shop

*** Dispatched to Queue Carnival Auto-Created Cases on 06/08/2021 01:17:54 (PST)

*** 06/08/2021 16:36:33 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Carnival Auto-Created Cases to WIPBin INBOX by Robyn Hall

*** 06/08/2021 16:36:55 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin INBOX to Queue ZZ Haley Shaffer by Robyn Hall

*** 06/09/2021 05:03:48 ***
Accepted from Queue ZZ Haley Shaffer to WIPBin Default by Haley Shaffer

*** Phone - Call - Outbound created on 06/09/2021 12:39:45 and created by Haley Shaffer ***
Outbound call to NJ052 @ (973) 667-0500
Customer Name: [redacted]
Customer phone #: ([redacted]
Customer address: [redacted] STATEN ISLAND, NY
Mileage: 375
Most recent RO #:77754
Open Date - 06/07/2021
Close Date - 06/08/2021
Most recent Repair Issue and Diagnosis:
Concern - cust states cel is on
Cause - Wire connection issue
Correction - performed wire repair
Repeat Repair (Y/N), if so, how many times?: No
Repair History of current concern with dates (Open and Closed) and mileage: N/A
Dates
RO #
Customer states
Dealer states
ETA for completion of repairs (if applicable): N
Parts on order (Y/N), if so obtain part#, order#: N
Part #

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNC5H31N [redacted]	[redacted]	375

Nutley , NJ 07110 | 03/29/2021 | Dealer: NJ052 Nutley Auto KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Fuel Tank

Order #
Rental / Loaner Provided? If so, since when?: N
Vehicle repaired?: Y
Customer has possession?: Y picked up yesterday

*** Phone - Call - Outbound created on 06/09/2021 12:47:48 and created by Haley Shaffer ***
Outbound call to [redacted] @ ([redacted] (owner)
Writer states
1. Introduced self
2. Calling regarding customer's concern

Cust states
1. Soo far so good
2. We have only had it back for a day
3. It was strange
4. We had it for a week and it crapped out on us
5. We had a quarter of a tank and would not start when putting in reverse would go forward
6. Once I got it started, it said no gas

Writer states
1. Apologized
2. Was advised a wire was repaired
3. If need any additional assistance is needed, please reach out to KCAC

Cust states
1. I am hoping nothing goes wrong
2. We were lucky it happened at our in-laws without her and our kids in the heat

Writer states
1. Understand
2. Thank you

*** 06/09/2021 12:48:19 ***
Closed by Haley Shaffer with Resolution Code : Repaired at Dlr
[Resolution Summary]

*** 07/07/2021 12:39:45 ***
Reopened by Jayden Sluss with Sub Status of Working

*** Phone - Call - Inbound created on 07/07/2021 12:46:18 and created by Jayden Sluss ***
[redacted] (Owner) states
1. I have gotten a call from you guys after having car for a week
2. The car said it had gas, but when wife went to start it wouldn't start
3. The dlr said they got it working again
4. Then 2 weeks ago I went to pick up plates and the car said I had no gas and when I went to gas it only took 12 gallons of gas
5. I just got an appt for Wed, but now I also have issue w/ **HIGHWAY DRIVE ASSIST**
6. Then they have no loaners and I live about a hr from dlr

Wrt

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNC5H31N [redacted]	[redacted]	375

Nutley , NJ 07110 03/29/2021 Dealer: NJ052 Nutley Auto KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Fuel Tank

1. Apologized, one moment to review
2. Thanks for your patience
3. We would need to f/u after the diag is completed
4. We can check if dlr has rental after diag, but Kia itself doesn't provide them under wty
5. You can pay out of pocket and submit for reimb after there repairs
6. We don't reimb fuel/insurance

Cust
1. I just don't understand why I'm having issues w/ a month old car

Wrt
1. What are you requesting of Kia?

Cust
1. I'm just asking for a little help
2. I want to make sure my wife won't be stranded w/ kids in the heat

Wrt
1. We'll f/u after diag, just CB on case [redacted]

Cust
1. Thank you

*** 07/07/2021 12:47:23 ***
Closed by Jayden Sluss with Resolution Code : Information Given
[Resolution Summary]

*** 07/14/2021 07:07:57 ***
Reopened by Lisa Taylor with Sub Status of Working

*** Phone - Call - Inbound created on 07/14/2021 07:08:14 and created by Lisa Taylor ***
[redacted] - owner
1. dlr said opening TL
2. is that done
3. I live an hour away; can't get a ride
4. finally got appointment
5. losing $1000 from work today
6. and wife is home with kids with no vehicle

Writer States
1. apologized
2. have you spoke to SVSM

Cust States
1. is there someone they have
2. can I speak to TL

Writer States
1. so sorry you feel this way
2. no TL is not available to customers; not even me

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNC5H31N [redacted]	[redacted]	375
Nutley , NJ 07110		03/29/2021	Dealer: NJ052 Nutley Auto KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Fuel Tank

3. vehicle has to be diagnosed
4. TL is open
5. can dlr give you loaner/rental
6. as they are independently owned and operated

Customer States
1. you are no help
(hung up)

*** Phone - Call - Inbound created on 07/15/2021 14:50:47 and created by Anais Carrillo ***
Cust states:
1. I don't know what to do anymore.
2. TL told dlr they don't have a fix for car.

Writer states:
1. Apologies.
2. I don't see that in notes (TL notes).
3. I see they are gonna work on getting an update. and hopefully will be done tomorrow.

Cust states:
1. I need this resolved.
2. I'm getting ready to call lawyer.
3. I need this fixed.
4. Dlr cant guarantee the safety of it.

Writer states:
1. Apologies.
2. our engineers will fix it I'm sure.
3. Will leave cm notes in case to f/u.

Cust states;
1. Vented further of car having the issues.
2. I need a car.

Writer states:
1. Apologies.
2. Advised we can reimburse for rental.
3. Advised of rental rates.

Cust states:
1. I cannot find any rentals at those rates.
2. I'm in NY

Writer states:
1. We can review for more in reimbursement but no guarantees.

Cust states:
1. I want a sup

Writer states:
1. They wont tell you different

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNC5H31N [redacted]	[redacted]	375

Nutley , NJ 07110 | 03/29/2021 | Dealer: NJ052 Nutley Auto KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Fuel Tank

Custstates:
1. I still want one

Writer states:
1. One moment

transferred to sup line vm but cust hung up

*** Phone - Call - Inbound created on 07/19/2021 09:43:39 and created by Lisa Maynard ***
[redacted] OWNER
Cust states
1 the vehicle has been at dealer for over 5 days
2 I need a loaner

writer states
1 apologized
2 can you hold while I call dealer

cust states
1 yes

***OUTBOUND CALL TO NJ 052 **

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] Staten island NY [redacted]
VIN: (KNDNC5H31N6[redacted]
MY and Mileage: 2309 2022 carnival
Most recent RO# [redacted]
Open Date 7/14/2021
Close date (if applicable):
CUST STATES warning lights for **HIGHWAY DRIVING ASSIST** radio was flickering and fuel issue
DEALER STATES waiting on TL
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis: Customer says,
Able to Duplicate (Y or N):
Repeat Repair (Y/N), if so, how many times?:
Repair History of current concern with RO#, Open and Closed dates with mileage:
ETA for completion of repairs (if applicable):
Parts on order (Y/N), if so obtain part#, order#:
Techline Case (if applicable): Y
Rental / Loaner Provided? If so, since when?: N
Dealer contacted DPSM (if needed):
Vehicle repaired?: N
Customer has possession?: N
Dealer Code/Selling Dealer (Y or N): NJ 052
Original Owner (Y or N): Y
What is current Customer Request (if needed): N/A

***BACK TO CUSTOMER **
Writer states
1 advi waiting on TL

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNC5H31N [redacted]	[redacted]	375

Nutley , NJ 07110 03/29/2021 Dealer: NJ052 Nutley Auto KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Fuel Tank

cust states
1 I can not use a corolla I had to rent it myself
2 cant fit diaper bag and stroller
3 I bought this car for this purpose and I have no car

writer states
1 apologized
2 will note for cm

cust states
1 this vehicle is under 2 months old
2 I had an issue with vehicle only after one week of having it
3 I spent $43000 on a car that is not useable
4 I need to know what kia will do to fix this issue

writer states
1 advi will note for cm

cust states
1can I speak to someone above you

writer states
1 one moment

TRANSFERRED TO J CARIFEE

*** Phone - Call - Inbound created on 07/19/2021 09:57:49 (GMT-07:00) Arizona and created by Jeremy Carrifee ***
Took Sup Call

Customer states:
1. Introduced myself
2. How may I help you

Customer states:
1. How would you feel if you had a new car and you did not have a car to drive and it was down for 5 days

Writer states:
1. i understand how you feel completely
2. advised customer was without a car for 7 months and could no afford a rental advise i had to take the bus unfortunately
3. So again yes i do understand
4. advised customer as of Friday the dlr is working with TL

Customer states:
1. well you are lying I am just going to get a lawyer
2. they have had my car for 5 days and there is no fix

Writer states:
“Kia participates in a third-party arbitration program through BBB AUTO LINE (this service is free of charge to Kia customers). Please reference your Warranty and Consumer Information Manual (WCIM) for more details about the

Last name	First name	VIN of 2022 CARNIVAL	Case Number	Mileage
[redacted]	[redacted]	KNDNC5H31N [redacted]	[redacted]	375

Nutley , NJ ,07110 03/29/2021 Dealer: NJ052 Nutley Auto KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Fuel Tank

BBB arbitration program. We are escalating your case to ECR and you should expect a callback in 2-3 business days."

customer states;
1. okay thank you

*** Case note has been appended from duplicated auto-case on 07/21/2021 01:08:50 (PST)

Comments from Service Alert - TL

Dealer : Nutley Auto KIA
Technician : STUART HORNER
Service Manager : Tyler Benson
Dealer Phone :
DPSM : Jared Illg
Vehicle Model : CARNIVAL EX AUTO
Model Year : 2022
Mileage : 2309
Initial comments by Technician found in TL Case # [redacted] :

[Problem Description]
check **HIGHWAY DRIVING ASSIST** system warning came on also cust said backup camera flickering and distanced to empty the amount of fuel does not match up

[Diagnostics Performed]
scanned veh found c183186 in history ic ant verify the last issue

*** 08/07/2021 16:00:23 ***
Closed by Lisa Taylor with Resolution Code : Repaired at Dlr
[Resolution Summary]
7/14- 7/23

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 STINGER KNAE45LC4N [redacted]	[redacted]	1,075

West Nyack, NY ,10994 02/04/2021 Dealer: NY128 KIA of West Nyack

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

Case History

Techline case ([redacted] created on 12-JUN-21 by NY128.
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--
TL Case created by (Dealer Technician) : Harvinder Singh
TL Case creator phone :
TL Case creator email : hsnijjar92@gmail.com
Below are the notes from the TL case describing the concern:

[Problem Description]
customer states warning comes on when turning on **SMART CRUISE CONTROL**, check **HDA** system

[Diagnostics Performed]
scan vehicle for fault codes C183186 can signal error navigation

*** Dispatched to Queue Service Alert / Techline on 06/13/2021 01:09:14 (PST)

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H37N [redacted]	[redacted]	413

Bakersfield, CA 93313 02/2 /2021 Dealer: CA081 Haddad KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

Case History

*** 06/15/2021 16:52:18 (GMT-07:00) Mountain Time (US & Canada) ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 06/15/2021 16:44:08 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
cust called in:

1. Im at the dealership
2. Dealership is saying my engine has a hole in the front
3. And in the back
4. Due to defect

wrt states:
1. Wrt does apologize
2. We will follow up with the dealership in regards to the diagnosis and repairs
3. And follow up with you
4. Are you requesting anything at this time

cust states:
1. Yeah i asked for a loaner
2. But they said its full
3. I dont have a problem with car being repaired
4. My stuff i need in the car

wrt states:
1. Was the dealership not able to put you in a rental

cust states:
1. No
2. But if i have to rent a car
3. Can i be reimbursed for that

wrt states:
1. You can submit your rental receipt with the dealership
2. Once the vehicle is repaired
3. And they can submit it with the warranty claim
4. For that to be reimbursed

cust states:
1. Ok
2. And what about the hotel room we had to stay in last night

wrt states:
1. That would have to go thru us
2. And we can tell you how to submit for that

cust states:
1. Ok thank you

wrt states:
1 We will still follow up in regards to the repairs
2. Since we know your vehicle is down

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H37N [redacted]	[redacted]	413

Bakersfield, CA 93313 02/2 /2021 Dealer: CA081 Haddad KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

3. And follow up with you

cust states:
1. Ok thank you

*** 06/15/2021 16:52:38 (GMT-07:00) Mountain Time (US & Canada) ***
Dispatched from WIPBin = Charles Default to Queue Callcenter by Charles Chastain
Reason:

*** Phone - Call - Outbound created on 06/16/2021 13:57:24 and created by Haley Shaffer ***
Outbound call to CA081 @ (661) 398-0264, spoke to Vanessa
Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] SACRAMENTO, CA
Mileage: 412
Most recent RO #: [redacted]
Open Date - 06/15/2021
Close Date - open
Most recent Repair Issue and Diagnosis:
Concern - cust states oil lamp came on, heard knocking noise and snap, smoke coming from enigne area and sparkling fire
Cause - engine needs to be replaced
Correction - engine
Repeat Repair (Y/N), if so, how many times?: No
Repair History of current concern with dates (Open and Closed) and mileage: N/A
Dates
RO #
Customer states
Dealer states
ETA for completion of repairs (if applicable): N
Parts on order (Y/N), if so obtain part#, order#:
Part #
Order #
Rental / Loaner Provided? If so, since when?: N customer lives out of state and not allowed outside of CA, tried to get through outside rental and everywhere was sold out, rented a Uhaul so she could get back home
Vehicle repaired?: N
Customer has possession?: N

Transferred to parts
Placed on hold
Disconnected

*** Phone - Call - Outbound created on 06/17/2021 12:21:05 and created by Haley Shaffer ***
Outbound call to CA081 @ (661) 398-0264
Writer states
1. Introduced self
2. Calling for part information

Parts states
1. Part # 181G13NA00
2. Order #[redacted]

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H37N [redacted]	[redacted]	413

Bakersfield, CA 93313 02/2 /2021 Dealer: CA081 Haddad KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

Writer states
1. Thank you

*** 06/17/2021 12:22:09 ***
Email is sent on 06/17/2021 12:21:58 by Haley Shaffer
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case# [redacted]

*** Email - External Email Sent created on 06/17/2021 12:21:58 and created by Haley Shaffer ***
Dear [redacted]

Thank you for the opportunity to address your concerns. At this time, your case will be escalated for additional review and you will get a call back in 2 to 3 business days with an updated status.

If you have any questions in the meantime, please feel free to contact the Kia Consumer Assistance Center at (800) 333-4542, please 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.

In the event that you believe Kia has been unable to satisfactorily address the concern, a special alternative resolution program called BBB AUTO LINE is available to you. This independent program is administered by BBB National Programs and is provided at no cost to you. You may contact them at: BBB AUTO LINE a Division of BBB National Programs, Inc. 1676 International Drive, Suite 550, McLean, VA 22102; Ph: (800) 955-5100.

Thank you for working with Kia America regarding the concern with your vehicle.

Sincerely,

Haley

Kia America

*** Note - Others created on 06/17/2021 12:22:14 and created by Haley Shaffer ***
CALL TO ACTION
1. Customer states hole in the engine
2. CA081 states engine needs to be replaced
3. Please review and follow up accordingly

*** Email - External Email Sent created on 06/17/2021 12:21:58 and created by Haley Shaffer ***
Dear [redacted]

Thank you for the opportunity to address your concerns. At this time, your case will be escalated for additional review and you will get a call back in 2 to 3 business days with an updated status.

If you have any questions in the meantime, please feel free to contact the Kia Consumer Assistance Center at (800) 333-4542, please 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.

In the event that you believe Kia has been unable to satisfactorily address the concern, a special alternative resolution program called BBB AUTO LINE is available to you. This independent program is administered by BBB National Programs and is provided at no cost to you. You may contact them at: BBB AUTO LINE a Division of BBB

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H37N [redacted]	[redacted]	413

Bakersfield, CA 93313 02/2 /2021 Dealer: CA081 Haddad KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

National Programs, Inc. 1676 International Drive, Suite 550, McLean, VA 22102; Ph: (800) 955-5100.

Thank you for working with Kia America regarding the concern with your vehicle.

Sincerely,

Haley

Kia America

*** 06/17/2021 12:22:44 ***
Dispatched from WIPBin = 2. Tuesday to Queue Western Region ECR by Haley Shaffer
Reason:

*** 06/18/2021 04:30:50 ***
Accepted from Queue Western Region ECR to WIPBin 12. Western by Kayla Erwin

*** 06/18/2021 05:39:08 ***
Assigned to WIPBin 1. ECR of Jessica Weaver by Kayla Erwin
Reason:

*** Phone - Call - Outbound created on 06/18/2021 09:10:47 (GMT-07:00) Arizona and created by Jessica Weaver ***
Writer called [redacted] @ ([redacted] ([redacted] Fiancé phone number)

Writer states:
1. Introduced writer
2. Calling for [redacted]

****phone handed to [redacted]

Writer states:
1. Introduced writer
2. Apologized for engine concerns
3. Calling to follow up

Customer states:
1. What happened hours before that
2. As soon as going on I-5 put in **CRUISE CONTROL** in 50-75 then when speed increased set to 75-80 mph
3. Then it slowed when got into Bakersfield
4. Customer heard a snapping but kept driving
5. Then the lights came on -the teapot came up with something coming out of it- and customer heard knocking in **CRUISE CONTROL** the rpms where going up and down and loud knocking
6. got off on exit 1-19 and knocking got really hard like someone was angrily knocking on door
7. then right below the left side view mirror customer saw spark and snap and the engine died
8. Tried to restart the engine and thats when like there were firework like sparks in the
9. Then this big dark smoke came out of hood
10. Called DLR and they said there is a possibility there is no oil in the vehicle and they said that the car is not in good in customer had to contact insurance for tow
11. Call fiancé and then insurance
12. Tow driver came and opened hood to start vehicle and you could really see the sparks there

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H37N [redacted]	[redacted]	413

Bakersfield, CA 93313 02/2 /2021 Dealer: CA081 Haddad KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

13. when teapot light came on but blinkers on
14. The brakes responded very well customer is thankful for that
15. Then maybe half a mile later some guy was trying to open the back of car
16. That is why customer had to continue to drive - that is the only reason customer left was because customer was in unsafe location
17. Had gotten into that car twice and the gas door will pop open itself
18. At first the noise that happened, customer thought it was the gas door opening on its own
19. Went to look to see if the gas door was open and realized that this was not normal - that is when customer called DLR in Sacramento
20. 1 hr before teapot came in there was the vibration and snapping sound
21. 6/14/21 641pm - that is when teapot came up and customer took picture when driving - when teapot wouldn't go off and vibration got louder
22. 119 Easy Trip - 1st gas station still along the I-5 is when vibration sound started
23. Chevron - 0306191 Bakersfield CA - that is where customer stopped for vibration and knocking - that is where customer stopped to call car dealer
24. Half a mile from there - there is an exit - that is where car gave up and where vehicle was picked up by tow driver the lady at Kia in Sacramento insisted that customer hit something but customer said no - have not hit anything - would have felt it
25. that hole is all the way inside up - there is no damage to the bottom of the vehicle.

Writer states:
1. Am very sorry to hear
2. Ran script
3. Will be sending case to another department for handling

Customer states:
1. Customer was told would be contacted about new engine
2. Was told the dealer maybe they could send the cost of the tow hitch
3. Also have a complaint about the dealer where customer got the car
4. That is not customer first brand new car
5. Went to See the car the day before purchased - june 10
when looking at the car the sales man said vehicle just got off the delivery truck
6. It still had the cocoon thing on it and it was filthy
7. customer can visualize what it can look like
8. After vehicle paid off - the dealer was really rude and wouldn't answer questions
9, They kept asking how is the car doing how is the car doing
10. Customer said its brand new not expecting any problems
11. Made customer suspicious
12. Opened the hood and the car is filthy under the hood and just the car itself
13. Was charged for CJET - how can they charge for that where there is not evidence of it being cleaned
14. When customer complained about it the DLR said to bring the vehicle back
15. Its hard to communicate with the DLR
16. customer feels as soon as vehicle sold they didnt car
the dealer made decisions for customer trying to get it financed but customer wanted to buy cash
17. Kind of feel like DLR knew there was a problem with the vehicle and sold to customer anyways

Writer states:
1. Have noted complaint
2. Complaint can be filed and forwarded to appropriate parties
3. Because DLR is privately owned and operated, complaint would be responsibility of DLR to address
4. Please allow 2-3 business days for follow up

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H37N [redacted]	[redacted]	413

Bakersfield, CA 93313 02/2 /2021 Dealer: CA081 Haddad KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

5. Please call if questions
6. Provided writer phone number

Customer thanked

<For Internal Use Only
[redacted] - alt cellphone number>

*** Note - Others created on 06/21/2021 09:47:53 (GMT-07:00) Arizona and created by Jessica Weaver ***
Call To Action
1. Customer alleges fire
2. Please review

*** 06/21/2021 09:48:40 (GMT-07:00) Arizona ***
Dispatched from WIPBin = 1. ECR to Queue National CA by Jessica Weaver
Reason:

*** 06/22/2021 07:10:27 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 06/22/2021 15:42:11 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 24/24 of Samuel Kim by Jeff Stroup
Reason:

*** 06/24/2021 16:43:47 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 24/24 and Sub Status of Assigned

*** Case note has been appended from duplicated auto-case on 06/26/2021 01:01:36 (PST)

Comments from UPER

Part ordered for customer vehicle has been placed into the UPER status on 06/25/2021 00:00:00

Dealer Name : BAKERSFIELD DODGE, INC. Haddad Kia
Dealer Contact name : JOSE
Dealer Phone : 661 398 0264
Part No# : 35304 3NGCXQQK Haddad Kia
Part Name : SERVICE KIT
Order No# : [redacted]
Order Qty# : 1

*** 07/16/2021 12:31:44 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 6/23 (Wednesday) and Sub Status of Assigned

*** Note - Others created on 07/19/2021 10:14:07 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Reviewed case w/ Kia NASO Engineer (143A)

*** 07/19/2021 10:18:30 (GMT-08:00) Pacific Time (US & Canada) ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2022 CARNIVAL	Case Number	Mileage
[redacted]	[redacted]	KNDNE5H37N [redacted]	[redacted]	413

Bakersfield, CA 93313 02/2 /2021 Dealer: CA081 Haddad KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Breakage/Damage

Case moved into WIPBin Under Review and Sub Status of Assigned

*** Note - Others created on 07/19/2021 10:34:05 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Per PQ, engine has been delivered to NAQC

*** 07/19/2021 10:35:23 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Samuel Kim with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J22MG[redacted]	[redacted]	9,147
Surprise , AZ 85388		10/07/2020	Dealer: AZ039 Sands KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Start Operation

Case History

*** 06/16/2021 13:08:21 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 06/16/2021 13:12:04 and created by Joseph Yon ***
[redacted] owner states:
1. We have had continuing problems with the car.
2. In January it wouldn't start.
3. I called the dlr, and I brought it in.
4. They could not duplicate the issue.
5. It happened again in February.
6. Again they could not duplicate the issue.
7. In March the rear sensor came on.
8. I called the dlr, and they said to make sure it had not been bumped.
9. I took it to a kia dlr, and they found the rear sensor needed to be replaced.
10. The part took some time to come in.
11. In May they replaced the sensor.
12. The veh would not start again and it happened several times.
13. I called the dlr, and they said they could not get me in until June 21st.
14. The **CRUISE CONTROL** and the lane sensor was giving us trouble.
15. The dlr diagnosed the veh but they could not replicate the problem.
16. This is a new car.

Wrt states:
1. I am going to call the dlr and gather some more information.

Cust states:
1. I do not feel comfortable driving the veh.
2. We are going to drive a different veh that uses a lot of gas.

Wrt states:
1. Because the veh has been down multiple times for the same issue I am sending your case to our escalations department.
2. Yu should expect to hear from someone in 2-3 business days.

Cust states:
1. Ok, thank you.

*** Phone - Call - Outbound created on 06/16/2021 13:19:01 and created by Joseph Yon ***
Wrt called AZ039 and states:
1. Calling for RO

Operator states:
1. I can connect you with a service advisor

The line dropped or was disconnected by the dlr

*** Email - External Email Received created on 06/16/2021 13:23:01 and created by Joseph Yon ***
***** email sent to rmalvestuto@sandsautomotivegroup.com 06/16/2021**********

VIN number: 5XXG34J22MG[redacted]
Case number: [redacted]
Customer name: [redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J22MG[redacted]	[redacted]	9,147
Surprise , AZ 85388		10/07/2020	Dealer: AZ039 Sands KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Start Operation

Customer phone number: ([redacted]

Hello, this is Joseph with Kia Consumer Affairs I am emailing to obtain some RO information for a cust that has had multiple visits for the same concern. If you could provide the below information it would be greatly appreciated. Thank you

Customer name:

Customer phone #:

Customer address:

Most recent RO #:

RO open date:

Mileage:

Most recent Repair Issue and Diagnosis:

Concern: Cust states,

Cause:

Correction:

Repeat Repair (Y/N), if so, how many times?:

Repair History of current concern with dates (Open and Closed) and mileage:

ETA for completion of repairs (if applicable):

Parts on order (Y/N)

Part#

Order#:

Rental / Loaner Provided? If so, since when?:

Vehicle repaired?:

Customer has possession?:

*** Phone - Call - Inbound created on 06/17/2021 09:49:51 and created by Joseph Yon ***
********** email received from dlr 06/17/2021 **********

Customer name: [redacted]

Customer phone #: [redacted]

Customer address: [redacted] , SURPRISE , AZ [redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J22MG[redacted]	[redacted]	9,147
Surprise , AZ 85388		10/07/2020	Dealer: AZ039 Sands KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Start Operation

Most recent RO #[redacted]

RO open date: 6/14/2021

Mileage: 9147

Most recent Repair Issue and Diagnosis: CAN NOT DUPLICATE NO START AFTER ATTEMPTING SEVERAL TIMES …. HOT, COLD , OVERNIGHT , THROUGHOUT DAY. STARTS EVERYTIME . BATTERY , ALTERNATOR, STARTER ALL TEST NORMAL.

Concern: Cust states, VEHCILE WILL NOT START AT TIMES , MOSTLY AFTER SITTING OVERNIGHT

Cause:

Correction:

Repeat Repair (Y/N), if so, how many times?: YES …… 1 OTHER VISIT FOR SAME CONCERN

Repair History of current concern with dates (Open and Closed) and mileage: 4/26/2021 OPEN AND CLOS DEATE ……..NO PROBLEM DUPLICATED

ETA for completion of repairs (if applicable):

Parts on order (Y/N) N

Part#

Order#:

Rental / Loaner Provided? If so, since when?: N

Vehicle repaired?: N

Customer has possession?: N

*** Phone - Call - Inbound created on 06/17/2021 14:05:20 and created by Mishelle Harper ***
Owner states:
1.I just wanted my case number never got one.
2.Whats going on with my case?

Writer states:
1. The case looks like its still under review

Owner states:
1. I've had so many problems with my car.
2. I don't feel safe driving it.

Writer states:
1. Thank you.

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J22MG[redacted]	[redacted]	9,147
Surprise , AZ 85388		10/07/2020	Dealer: AZ039 Sands KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Start Operation

*** Note - Others created on 07/13/2021 15:07:46 and created by Michael Crandall ***
**** CALL TO ACTION ****
1 Dispatching to ECR
2 Customer contact
3 AZ039 no contact
4 Dispatching for length of time down
5 Please review and follow up accordingly

****PLEASE NOTE *****
Customer was told this was being escalated in early June and it never was

*** Phone - Call - Inbound created on 07/13/2021 15:00:18 and created by Michael Crandall ***
Caller states
1 I am calling because they told me a month or so ago that my case would be escalated
2 I have not heard back from the CM since then
3 can you tell me the status of my case
4 i have not been able to drive the car cause i can't trust it to start since the 18th

Writer states
1 I do apologize that you are having trouble
2 let me reach out to the CM and see what he is doing with this
3 placed caller on hold
4 draft CTA & Dispatch
5 advise caller that I have completed escalation and dispatched
6 apologize for delay and advise 2-4 business days for contact
7 thanked for time

*** 07/13/2021 15:15:36 ***
Dispatched from WIPBin = Default to Queue Western Region ECR by Michael Crandall
Reason:

*** 07/13/2021 18:28:15 ***
Accepted from Queue Western Region ECR to WIPBin 12. Western by Kayla Erwin

*** 07/14/2021 06:06:21 ***
Assigned to WIPBin 01 - Default of Elizabeth White by Kayla Erwin
Reason:

*** Phone - Call - Outbound created on 07/20/2021 14:39:05 and created by Elizabeth White ***
Wrt called cust @([redacted]
LVM:
1. Intro.
2. Calling to advise that I will be taking over your case.
3. Apologized for no start concerns.
4. I will call the dealership for a status update and follow up again once I have more information.
5. Provided CB# and case #.

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J22MG[redacted]	[redacted]	9,147

Surprise , AZ 85388 10/07/2020 Dealer: AZ039 Sands KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Start Operation

*** 07/20/2021 14:53:31 ***
Email is sent on 07/20/2021 14:53:14 by Elizabeth White
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 07/20/2021 14:53:14 and created by Elizabeth White ***
Dear [redacted]

My name is Elizabeth and I am from the Kia Consumer Affairs Escalations Department. I am trying to get in touch with you to discuss your case that you have open with us for your 2021 K5. I will call the dealership for a status update and follow up again once I have more information. If you need to contact me, please email me or give me a call at (520) 274-1662, referencing case # [redacted]

Sincerely,
Kia America

*** Email - External Email Sent created on 07/20/2021 14:54:50 and created by Elizabeth White ***
Wrt emailed AZ039 svc mgr Ron stating:
Is this vehicle still down at your dealership? If so, can I please have a status update?

*** Phone - Call - Inbound created on 07/22/2021 10:43:39 and created by Elizabeth White ***
Cust called wrt stating:
1. We drove the car back to our house but we did not trust it to drive it any further.
2. The dlr just looked it over and said they CND the no start, they pretty much dismissed everything we said.

Wrt states:
1. Apologized for no start concerns.
2. The dlr does need to be able to duplicate the concern.
3. Can work with another dlr if you prefer.

Cust states:
1. We are planning on being out of town until September, we are in Washington state right now.
2. We want Kia to make this right and take the car back.

Wrt states:
1. I can have your case reviewed to see if repurchase or replacement is an option that Kia is willing to offer at this time.
2. We review under your state's lemon law guidelines so if you're not familiar, I recommend that you look in your WCIM.
3. I can send you the acknowledgement letter today by email -verified cust email address-

Cust states:
1. We are out of town, the WCIM is in the car.

Wrt states:
1. You can download a digital copy from Kia.com
2. I can include download instructions in the email I will send you.
-thanked and ended call-

*** 07/22/2021 11:04:03 ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J22MG[redacted]	[redacted]	9,147

Surprise , AZ 85388 10/07/2020 Dealer: AZ039 Sands KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Start Operation

Email is sent on 07/22/2021 11:02:34 by Elizabeth White
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]
Attachments:
[redacted] - Halpain - Acknowledgement Letter.pdf

*** Email - External Email Sent created on 07/22/2021 11:02:34 and created by Elizabeth White ***
Dear [redacted]

Attached please find the discussed acknowledgement letter. If you would to have your case reviewed for possible repurchase or replacement, the letter will need to be printed and filled out and can be returned to me via email or fax at 866.852.6617 along with the requested documentation. If you do not have a scanner available, you may take legible photographs of each page. We review under your state's guidelines for the lemon law so I recommend that you look in your warranty and consumer information manual for state specific resources.

Kia participates in a third-party arbitration program through BBB AUTO LINE (this service is free of charge to Kia customers). Please reference your Warranty and Consumer Information Manual (WCIM) for more details about the BBB arbitration program.

You can download a digital copy of your Warranty and Consumer Information Manual by going to Kia.com > Owners > Resources > Manuals & Docs.

Sincerely,
Elizabeth W.
520.274.1662
Kia America

*** 07/23/2021 10:29:47 ***
Case moved into WIPBin 11 ----- Thursday II and Sub Status of Assigned

*** 07/30/2021 12:08:40 ***
Case moved into WIPBin 10 --- Thursday and Sub Status of Assigned

08/31/2021 12:34:15
Email is received on 08/31/21 12:34:08 from [redacted]

*** Phone - Call - Inbound created on 08/31/2021 13:27:49 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
[redacted] (owner)
1 Calling on the case

Writer state
1 Email was sent 7/22 did you get it?

Customer states
1 I don't think so

Writer states
1 It was july 22nd verify email

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J22MG[redacted]	[redacted]	9,147
Surprise , AZ 85388		10/07/2020	Dealer: AZ039 Sands KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Start Operation

Customer states
1 I see the email
2 We haven't driven the car becasue we were afraid of being stranded
3 I think i remember she said would have to take to Kia dealer
4 Now we are not near our residence in AZ we arn't driving it
5 Wont be able to take to the dealer for three weeks

Writer states
1 Ok please review email and follow instructions from your ECR
2 Sent message to ecr no response

Customer states
1ok the thing is we contacted the insurance and said not driving it and downgraded it to storage
2 We stopped payment on the car and now about to go to collections
3 i still want the car taken back
4 The dealer said give the car back but wouldn't reimburse me the cost for the cadillac or the 7000

Writer states
1 Ok have that documented as well

Customer states
1 Ok

*** Phone - Call - Inbound created on 09/20/2021 16:15:22 and created by Rosalina Tapia ***
owner states
1.have counties problems with veh
2.planning on doing travel
3.coutoius on driving
4.so drove my other veh instead
5.had my son and check car was good
6.car wouldn't start
7.he told me that it didn't start
8.had times were car wouldn't start
9.this car need to be brought to kia
10.tried so many times never started
11.and we have documentation
12.we need to get this resolved
13.what can kia do
14.september 18th 7:30 video documentation of veh
15.not working properly

writer states
1.apolagize
2.let me look into this
3.ok apologize this case has been escalated already
4.onlly thing I can do at this time would be to notate
5.and get in touch with your cm
6.letting her know to get in contact you regarding case here

owner states
1.ok yes please

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J22MG[redacted]	[redacted]	9,147
Surprise , AZ 85388		10/07/2020	Dealer: AZ039 Sands KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Start Operation

2.want something to be done
3.kia finance is wanting payments
4.dont want to be paying for car we don't use

writer states
1.ok yea ill will note ate that and let your cm know

owner states
1.ok thankyou

*** Phone - Call - Inbound created on 09/20/2021 16:21:22 and created by Rosalina Tapia ***
owner states
1.tow agents had hung up on me

writer states
1.apolagize for that will put that in notes

owner staets
1.ok

09/20/2021 17:01:43
Email is received on 09/20/21 17:01:36 from [redacted]

09/27/2021 12:33:12
Email is received on 09/27/21 12:32:58 from [redacted]

*** Phone - Call - Inbound created on 09/27/2021 13:17:05 and created by Michele Jansepar ***
Owner [redacted] called.
1. I have not been getting any calls back.
2. I have more and more documentation that the car is not starting and is stalling.
3. I have video.
4. do you know when they will be doing somethng about this car.
5. we want our money back for this car.
6. we have been stranded in it when travelling.

wrt states
1. apologize.
2 see cm Elizabeth.is out until 10/4.
3. messaged Ronee who is covering for cm.
4. will transfer you to Ronee. .

Cust states
1.Thank you.

*** Phone - Call - Inbound created on 09/27/2021 13:25:56 and created by Ronee Short ***
Customer is warm transferred by TCS to writer at x44639 and states:
1. Hi

Writer states:
1. Gave writer's name

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J22MG[redacted]	[redacted]	9,147
Surprise , AZ 85388		10/07/2020	Dealer: AZ039 Sands KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Start Operation

2. Greeted
3. Writer is covering for CM while OOO
4. How may writer be of assistance at this time?

Customer states:
1. I haven't gotten any conclusion
2. We can't drive our car, because it has an intermittent start issue
3. Luckily now I have taken pictures on it
4. One time I was in TX and it left us stranded
5. We were out of state until Thursday
6. Do you have any updates?
7. We don't want this car anymore
8. Kia needs to take it back
9. We went on our trip with our 1999, because we don't trust that car

Writer states:
1. Apologized, as writer does see the Acknowledgement Letter was sent and no documentation was sent back
2. Writer will be more than happy to have case reviewed for consideration of possible repurchase/replacement according to customer's state's guidelines
3. Has vehicle been back to the dealership?

Customer states:
1. The last time we took it in was in June, because we were out of state
2. We ended up driving out 1999 truck

Writer states:
1. Understands
2. At this time, writer will begin to review customer's case
3. Kia participates in a third-party arbitration program through BBB AUTO LINE (this service is free of charge to Kia customers).
4. Please reference your Warranty and Consumer Information Manual (WCIM) for more details about the BBB arbitration program
5. Writer will send customer an e-mail and will be reaching out again no later than Thursday
6. Writer will send information in an e-mail as well
7. All of writer's direct contact information will be in the "Signature" line for us
8. It is always recommended that if you are experiencing a concern in your Kia, that you do take it to a Kia dealership for a diagnostic
9. Unfortunately, if they are unable to duplicate the concern there would be no recommended repair

Customer states:
1. Okay, Thank You
2. We have had 3x episodes that it happened with it
3. So, we just don't want it anymore

Writer states:
1. Reviews do take time
2. Writer will send customer the e-mail and will work on reviewing
3. Writer will reach out again no later than Thursday
4. Thanked

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J22MG[redacted]	[redacted]	9,147

Surprise , AZ 85388 10/07/2020 Dealer: AZ039 Sands KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Start Operation

*** 09/27/2021 14:30:03 ***
Email is sent on 09/27/2021 14:28:30 by Ronee Short
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]
Attachments:
SiebelLongEmailBody.htm

*** Email - External Email Sent created on 09/27/2021 14:28:30 and created by Ronee Short ***
Writer send customer an e-mail stating:
Dear [redacted] Thank You for reaching out and speaking with me today. My apologies for the intermittent starting concern in your 2021 K5 EX. As per our discussion, your case is under review at this time. Please feel free to reach me directly. I will be reaching out again no later than Thursday. Thank You. Sincerely, Ronee Short Consumer Affairs Escalated Case Representative E T F rshort@kiaconsumeraffairs.com 520-274-1158 866-852-6617 111 Peters Canyon Road Irvine, CA 92606 USA www.kia.com

*** Email - External Email Received created on 09/20/2021 17:01:41 and created by Ronee Short ***
Customer sends writer an e-mail stating:
No one has contacted me yet. Case number [redacted]
[redacted] We can't change the wind - But we can adjust our sails.

*** Email - External Email Received created on 09/27/2021 12:33:08 and created by Ronee Short ***
Customer sends writer an e-mail stating:
Still no call back, please call me [redacted]
[redacted] We can't change the wind - But we can adjust our sails.

*** Email - External Email Received created on 08/31/2021 12:34:13 and created by Ronee Short ***
Customer sends writer an e-mail stating:
We are still wanting this taken back.
[redacted] We can't change the wind - But we can adjust our sails.

*** Phone - Call - Outbound created on 09/30/2021 11:07:25 and created by Ronee Short ***
Writer called customer at ([redacted] and states:
1. Gave writer's name
2. Spoke to [redacted]
3. Greeted

Customer - [redacted] states:
1. How can I help you?

Writer states:
1. Writer did have customer's case reviewed
2. Unfortunately, a Repurchase/Replacement is not something that Kia is willing to do at this time

Customer - [redacted] states:
1. Is there a reason why?
2. It's my understanding that they were having a bunch of problems with the 2020s

Writer states:
1. Unfortunately, dealership has not been successful with duplication
2. If customer would like, writer will be more than happy to incorporate FTS and/or flight recording if customer is

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J22MG[redacted]	[redacted]	9,147
Surprise , AZ 85388		10/07/2020	Dealer: AZ039 Sands KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Start Operation

willing to take Kia back to Kia dealership at this time
3. It was reviewed according to customer's state's guidelines and unfortunately, repurchase/replacement is not something Kia is willing to do at this time

Customer - [redacted] states:
1. Just put that in writing to me and I will show my husband

Writer states:
1. Writer will send customer an e-mail shortly
2. Thanked

*** Phone - Call - Inbound created on 10/04/2021 10:46:02 and created by Ronee Short ***
Customer called writer at x44639 on 10/2 (Saturday) at 1:04 PM PST and LVM stating:
1. This is [redacted]
2. You called and told me that Kia was going to repurchase/replace my vehicle
3. I request an e-mail
4. E-mail address is [redacted]
5. My phone number is ([redacted]
6. Thank You

*** 10/04/2021 10:59:59 ***
Email is sent on 10/04/2021 10:48:04 by Ronee Short
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 10/04/2021 10:48:04 and created by Ronee Short ***
Writer sends customer an e-mail stating:
Dear [redacted] From my understanding of Arizona's Lemon Law a vehicle must be down for 30+ days or be presented to a dealership 4 times for the same nonconformity. From the service history we have on file your vehicle has been to the dealership 8 days total and has been presented 2 times at most for any given nonconformity therefore, it does not qualify. If you have any further questions related to your state's lemon law don't hesitate to give me a call at (949) 468-4607 for any other questions related to your case please contact Ronee. Best,Danielle G.Escalated Cases Administrator

*** 10/04/2021 11:01:46 ***
Closed by Ronee Short with Resolution Code : Referred to Dlr
[Resolution Summary]
CND LAST VISIT 6/18/21 - Reviewed - Repurchase/Replacement is NOT something Kia is willing to offer - E-mail sent post review with ECA - D Gaynair

10/04/2021 11:22:52
Email is received on 10/04/21 11:22:44 from [redacted]

*** Email - External Email Received created on 10/04/2021 11:22:50 and created by Ronee Short ***
Customer sends writer an e-mail stating:
Thank you for your response. The vehicle has not been dependable for travel since May. The car continues to NOT start reliably. We do not risk driving it out of town. Who do we talk to now to get a buy back on this lemon?
[redacted] We can't change the wind - But we can adjust our sails.

*** 10/04/2021 12:26:47 ***

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J22MG[redacted]	[redacted]	9,147

Surprise , AZ 85388 10/07/2020 Dealer: AZ039 Sands KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Start Operation

Email is sent on 10/04/2021 12:24:59 by Ronee Short
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 10/04/2021 12:24:59 and created by Ronee Short ***
Writer sends customer an e-mail stating:
Dear [redacted] Thank You for the e-mail. The guidelines to Arizona Lemon Law can be found online for reference. As per the previous e-mail, for further questions related to your state's lemon law don't hesitate to give me a call at (949) 468-4607 for any other questions. Best,Danielle G.Escalated Cases Administrator

*** 10/04/2021 12:29:29 ***
Dispatched from WIPBin = 01 - Monday to Queue Western Region Admin by Ronee Short
Reason: Customer push back 2x post ECA review for repurchase/replacement

*** 10/06/2021 15:33:46 ***
Accepted from Queue = Western Region Admin to WIPBin Default

*** 10/06/2021 17:13:01 ***
An FTS has reviewed this case and will provide assistance over the phone and/or via the case notes.

*** 10/06/2021 17:13:20 ***
An FTS is scheduled to inspect this VIN on 10/07/2021 at AZ039.

*** 10/07/2021 15:22:14 ***
Case moved into WIPBin Default and Sub Status of Working

*** 10/12/2021 09:16:40 ***
Email is sent on 10/12/2021 09:14:18 by Nicolas Mojica
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 10/12/2021 09:14:18 and created by Nicolas Mojica ***
Dear [redacted] Your case has been escalated to me for further assistance. In order to review your case, I will need the service records of the main concern you have with your vehicle and the sales contract associated with your vehicle. If you can please send copies of these documents, it would be greatly appreciated. I will also follow up with the dealership regarding your service records if you cannot provide them all. Please let me know if you have any questions or concerns. Sincerely,Nick M. Kia America

*** Email - External Email Sent created on 10/12/2021 09:16:49 and created by Nicolas Mojica ***
Writer requests invoice copies of RO's from AZ039

10/13/2021 10:01:18
Email is received on 10/13/21 10:00:41 from [redacted]
Attachments:
Kia info 2.pdf

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J22MG[redacted]	[redacted]	9,147
Surprise , AZ 85388		10/07/2020	Dealer: AZ039 Sands KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Start Operation

10/13/2021 10:05:27
Email is received on 10/13/21 10:05:15 from [redacted]

*** Email - External Email Received created on 10/13/2021 10:05:24 and created by Nicolas Mojica ***
We are very disappointed. We have worked long and hard on trying to get this issue resolved. We again had our car at the dealership for a week. Ron at Sand's Kia indicated that he had forwarded that information to you. We have spent thousands of dollars on this car. For it to not be dependable is not what we purchased purchased. We need to have this issue resolved. Our initial investment was over $13,000 for this car. We have made monthly payments and insurance premiums on a car that does not provide us with reliable transportation. Please work on getting this resolved quickly.
[redacted] We can't change the wind - But we can adjust our sails.

*** Email - External Email Received created on 10/13/2021 10:00:54 and created by Nicolas Mojica ***
attached is the contract and the service information I have.
[redacted] We can't change the wind - But we can adjust our sails.

*** 10/15/2021 16:56:40 ***
Email is sent on 10/15/2021 16:53:09 by Nicolas Mojica
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 10/15/2021 16:53:09 and created by Nicolas Mojica ***
Dear [redacted] Thank you for contacting Kia America. We appreciate your feedback and the opportunity to address your concerns. We have reviewed your request for assistance and, based on the information available to us at this time, are not extending an offer to repurchase or replace your Kia vehicle.Should you have any additional information or documentation related to your Kia vehicle which has not previously been provided and, which is relevant to your request for assistance, please be so kind as to reply here with those documents. Similarly, if you believe an authorized Kia dealership may have additional information or documentation which is relevant to your case, please reply here with the name(s) of the dealerships and the information you believe they may possess. We would be happy to contact these businesses and request that information be provided to Kia America. We are committed to reviewing any additional information, as it becomes available to us.In the event that you believe Kia has been unable to satisfactorily address your concerns, a special alternative resolution program called BBB AUTO LINE is available to you. This independent program is administered by BBB National Programs and is provided at no cost to you. You may contact them at: BBB AUTO LINE, a Division of BBB National Programs, Inc. 1676 International Drive, Ste. 550, McLean, VA 22102.Sincerely,Nick M.Kia America

*** Phone - Call - Inbound created on 10/15/2021 17:31:48 and created by Jayden Sluss ***
[redacted] (Owner) states
1. She just got an email today stating you won't pursue this claim
2. I'm wondering if you can give me more info, or what else is needed

Wrt
1. Apologized
2. At this time Kia has denied the repurchase the veh
3. If you have any further docs you would need to provide those.
4. For add'l info we can req f/u from CM

Cust
1. Yes please

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J22MG[redacted]	[redacted]	9,147
Surprise , AZ 85388		10/07/2020	Dealer: AZ039 Sands KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Start Operation

2. We have all the stuff we've sent in and the dlr says they can't fix it
3. We gave videos to dlr last week and the veh won't start.

Wrt
1. We will req a f/u from CM

Cust
1. Thank you

10/15/2021 20:16:37
Email is received on 10/15/21 20:16:30 from [redacted]

*** Email - External Email Received created on 10/15/2021 20:16:34 and created by Nicolas Mojica ***
We have 7 videos. They document that the car did not start. We have other times that we did not video tape it but we have written down those times. We still are consistently not having the ability to start the car and use it for the purpose intended. We are looking for somebody to help us through the next issue. The videos that we have are so large that they will not download from my phone to an email. Please call me at 5098690366 to continue this process. We have paid over $13000 in fees when we purchase this car. We also have paid over $6000 in payments and insurance for this car and still have an unreliable vehicle.
[redacted] We can't change the wind - But we can adjust our sails.

*** 10/19/2021 17:05:35 ***
Email is sent on 10/19/2021 16:46:07 by Nicolas Mojica
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 10/19/2021 16:46:07 and created by Nicolas Mojica ***
Dear [redacted] At this time, we have no documentation of a verification of your concerns. If you are still experiencing problems with your vehicle, we always recommend that you take your vehicle back to the dealership's service department. We understand that you have been doing this based on your service history and apologize for any frustration or inconveniences. You can always go to different service departments in order to obtain a second opinion or further assistance. If you have any further documentation regarding the concerns of your vehicle that are relevant to your case, feel free to send them in a reply to this email.
Sincerely,Nick M.Kia America

*** 10/29/2021 16:19:38 ***
Closed by Nicolas Mojica with Resolution Code : Information Given
[Resolution Summary]
No documents verifying the customer's concern

11/10/2021 11:01:55
Email is received on 11/10/21 11:01:45 from [redacted]

*** Email - External Email Received created on 11/10/2021 11:01:51 and created by Nicolas Mojica ***
We have taken our K5 to Camelback Kia here in Arizona. It's not not working properly. It still is having complications. They have had it for 10 days. We would like to I'd like to still have this car on a buyback program. I have videotape of it not working properly for us. Please respond to this email. I am without a working vehicle.
[redacted] We can't change the wind - But we can adjust our sails.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J22MG[redacted]	[redacted]	9,147
Surprise , AZ 85388		10/07/2020	Dealer: AZ039 Sands KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Start Operation

*** 11/10/2021 17:41:51 ***
Email is sent on 11/10/2021 17:40:33 by Nicolas Mojica
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 11/10/2021 17:40:33 and created by Nicolas Mojica ***
Dear [redacted] I will reach out to your servicing dealership for details regarding this visit. Any videos you have can be sent attached to a reply of this email for our review. Please let me know if you have any additional questions or concerns.
Sincerely,Nick M. Kia America

*** Email - External Email Sent created on 11/11/2021 09:24:34 and created by Nicolas Mojica ***
Writer requests invoice copy of RO from AZ047

11/14/2021 12:09:14
Email is received on 11/14/21 12:09:03 from [redacted]

*** Email - External Email Received created on 11/14/2021 12:09:10 and created by Nicolas Mojica ***
I have attempted to send you the video that is most current and longest. But it is too long to send. One of the technicians did download it on the report from San's Kia. We have 4 other videos of it not starting as intended. But again they are too long to send. Would love to be able to meet with one of your technicians and show them all of it or with you in person. [redacted] We can't change the wind - But we can adjust our sails.

*** Phone - Call - Outbound created on 11/15/2021 13:20:41 and created by Nicolas Mojica ***
Writer calls service department of AZ047

Writer States:
1. checking on vehicle status

Dealer States:
1. can take message for service advisor to contact you back

Writer States:
1. provided callback number

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRKDLF7MG[redacted]	[redacted]	10, 49

Port Charlotte FL 33953 | 12/01/2020 | Dealer: FL157 KIA of Port Charlotte

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

Case History

Dealer : KIA of Port Charlotte
Technician : Shaun Muskevitsch
Service Manager :
Dealer Phone :
DPSM : Sally Hall
Vehicle Model : SORENTO X-LINE SX PRESTIGE 2.5T AWD AUTO
Model Year : 2021
Mileage : 10649
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
c/s foward collision shutting off at any time and it shuts down **CRUISE CONTROL**.

[Diagnostics Performed]
spoke with customer... he has a picture of cluster msg.... it states front radar blocked, this is turning his cruise off at any time.. I have tried for 2hrs now to perform alignment
straight from KGIS and every time the system fails... I have zeroed out the vertical and horizontal planes and still fails... NO damage to bumper or radar mounting.. and bumper is
clean and free of debris Performed full system DTC scan NO DTC's after trying to align I have the alignment code 1620.

*** Dispatched to Queue Service Alert / Techline on 06/18/2021 01:08:39 (PST)

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 NIRO PHEV KNDCC3LD4L5[redacted]	[redacted]	2,000
Victorville , CA 92392		07/08/2020	Dealer: CA250 Valley-HI KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

Case History

*** 06/23/2021 15:12:12 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 06/23/2021 15:24:33 and created by Joseph Yon ***
[redacted] owner states:
1. I called kia and they told me to call you.
2. I bought it last month.
3. I am only getting 25mpg.
4. I drive the car super slow, but still get terrible gas mileage.
5. I got this car so I would have better gas mileage.

Wrt states:
1. There is a break point in the mileage for the best fuel economy.
2. Let me check the owner's manual.

Cust states:
1. For the first 1000 miles the mpg was fine.
2. When using **SMART CRUISE CONTROL**, the mpg drops.
3. If I am going up a slight terrain, it goes down to 70 until I take it off.

Wrt states:
1. Take vehicle to your local gas station and fill it up slowly until the pump clicks off.
2. Reset their trip meter to "0" AND write down the current mileage on your odometer.
3. Drive your car under reasonably normal conditions while you use up the tank of gas.
4. Then take your car back to your same local gas station and (if possible) using the same pump, refill your tank slowly until the pump clicks off.
5. Write down on your gas receipt the amount (in gallons) of how much gas you pumped and your mileage.
6. Now you need to read both your trip meter and odometer and see how many miles you have driven since the last fill-up.
Divide the miles driven by the amount of gas used and you have your mpg

Cust states:
1. I use the same gas and gas station every time.
2. I have driven the same distance, and I am using less and less gas.
3. I think they are correct.

Wrt states:
1. If you have conducted a mpg test, and you still have concerns, you may schedule service with the dlr to determine if there may be mechanical issues affecting your MPG.

Wrt called CA233 and states:
1. I have a cust that wants to schedule service for concerns with their mpg.

operator states:
1. The next diagnosis appointment is Aug 19th.

Wrt goes back to cust and reiterates

Cust states:
1. That is too far out. Can you call Valley Hi kia instead?

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 NIRO PHEV KNDCC3LD4L5[redacted]	[redacted]	2,000

Victorville , CA 92392 07/08/2020 Dealer: CA250 Valley-HI KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

Wrt states:
1. Yes

Wrt called CA250 left VM:
1. Cust wants to schedule service for concerns with their MPG.
2. Gave cust name and phone number

Wrt goes back to cust and states:
1. I left the dlr a VM with your information asking for a callback.

Cust states:
1. Ok, thank you.

*** 06/23/2021 15:25:19 ***
Closed by Joseph Yon with Resolution Code : Referred to Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP 4HC8MG[redacted]	[redacted]	100
,	,	09/03/2020	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

Case History

*** 06/24/2021 15:01:54 (GMT-07:00) Arizona ***
Contact = [redacted], Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 06/24/2021 15:01:05 (GMT-07:00) Arizona and created by Debra Rustin ***

Caller: [redacted] (owner)
writer states
1.introduced self
2. how may we help?

customer states
1. been at a repair shop for a couple months
2. i was rear ended
3. they were at fault
4. paint & body did repairs
5. after that i noticed when i put my **CRUISE CONTROL** on would only work intermittently
6.drivers assist is on & off
7. its even when the lines are not faint
8.dlr said $130 an hour to diagnose it
9. repair place is saying its not because of the rear ended

writer states
1.Apologised
2.dlrs always say

Customer states
1. what if they cant find an issue ?

writer states
1. the customer would have to pay the diagnostic fee

customer states
1.ok, thank you

*** 06/24/2021 15:05:42 (GMT-07:00) Arizona ***
Closed by Debra Rustin with Resolution Code : Information Given
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP2DHC8MG[redacted]	[redacted]	1,035
Albany , NY ,1220		04/28/2021	Dealer: NY120	Destination KIA

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

Case History

- For Reference -
Warranty Start Date : 05/20/2021
Dispatch Date : 06/25/2021 16:02:32
Services Received : Tow / Vehicle Inoperable
No. of Times : 1
Caller Name : [redacted]
Caller Phone : [redacted]
Tow Provider : INTERSTATE NORTHEAST INC.
Disabled Address : [redacted], Schenectady, NY

Vehicle has experienced multiple tows/jumps within a 90 day period.

If the vehicle has been towed, it has been towed to INTERSTATE NORTHEAST INC.. 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.

*** Dispatched to Queue Telluride Auto-Created Cases on 06/26/2021 07:13:05 (PST)

*** 06/26/2021 07:13:06 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 06/26/2021 07:13:06 (GMT-08:00) Pacific Time (US & Canada) by Siebel System - Auto Message
To: [redacted]
Cc:
Title: FOLLOW-UP: Your Recent Roadside Service

Your Auto-Created Case number [redacted]

VIN :5XYP2DHC8MG[redacted]

Dear [redacted]

We have received notification of your recent roadside services with your Kia vehicle. Your satisfaction is important to us and we would like to provide assistance. please respond to this email with your preferred method of contact(phone or email) so that we may follow up with you regarding the matter.

We apologize for any inconveniences you may have experienced, value you as a customer and look forward to assisting you.

Sincerely,
Kia Consumer Assistance

*** 06/28/2021 05:37:05 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Inbox by Jada Jones

*** 06/28/2021 05:38:14 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue Callcenter by Jada Jones

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP2DHC8MG[redacted]	[redacted]	1,035
Albany , NY ,1220		04/28/2021	Dealer: NY120	Destination KIA

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

*** 06/28/2021 11:21:33 (GMT-07:00) Arizona ***
Accepted from Queue Callcenter to WIPBin Friday-1 by Randy Chacon

*** 06/28/2021 13:11:59 (GMT-07:00) Arizona ***
Dispatched from WIPBin Friday-1 to Queue ZZ Lindsey Herron by Randy Chacon

*** 06/28/2021 14:38:35 ***
Accepted from Queue ZZ Lindsey Herron to WIPBin Default by Lindsey Herron

*** Case note has been appended from duplicated auto-case on 07/01/2021 01:08:53 (PST)

Comments from Techline Escalation

Techline case ([redacted] created on 30-JUN-21 by NY120.
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--
TL Case created by (Dealer Technician) : Alton Diamond
TL Case creator phone : 5185285281
TL Case creator email : adiamondjr@aol.com
Below are the notes from the TL case describing the concern:

[Problem Description]
Customer states all warning lights came on, and speedometer was going up and down.

[Diagnostics Performed]
Checked DTCs.
Every system on P CAN had no response.
C161187 and C161287 in EPS, **SCC**, and MFC all active
C160E00 in IBU-BCM, IBU-SMK, and IBU-TPMS active and history
B102052 and B100952 in CLU active
C160E00 in ICU active
I disconnected the HECU, and there was no change.
I connected the oscilloscope to P CAN high and low at HECU pins 22 and 23. The scope pattern looked abnormal to me. I thought it looked like a EKG of an A-Fib event or a not so good cardiac event. (probably mine if I can't figure this out) I'll attach the recording. It started with everything except the HECU connected and I proceeded to disconnect modules. At one point the bus came back on, because I noticed that the outside temp on the cluster was working. At that point, I reversed and started plugging modules back in. The bus remained operative, I removed the test equipment, checked and erased faults. It's working now, but I'm sure not for long...

*** 07/19/2021 08:00:56 ***
TL case# [redacted] was escalated to an FTS. Update will be provided after this request is reviewed.

*** 07/28/2021 10:29:18 (GMT-07:00) Arizona ***
Dispatched from WIPBin Default to Queue ZZ Jada Jones by Justina Sinclair

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP2DHC8MG[redacted]	[redacted]	1,035
Albany , NY ,1220		04/28/2021	Dealer: NY120	Destination KIA

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

*** 07/28/2021 11:31:37 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue ZZ Jada Jones to WIPBin Inbox by Jada Jones

*** 07/29/2021 08:54:49 (GMT-05:00) Eastern Time (US & Canada) ***
Case moved into WIPBin Inbox and Sub Status of Working

*** Note - Others created on 07/30/2021 09:59:32 and created by McKenna Bediamol ***
ADL rec'd. See case 14292640.

*** 08/03/2021 09:37:06 ***
An FTS is scheduled to inspect this VIN on 08/04/2021 at NY120.

*** 08/04/2021 13:54:38 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Taylor Bergerot with Resolution Code : Legal Handling
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP5DHC5MG[redacted]	[redacted]	11,000

Boise , ID 83704 09/29/2020 Dealer: ID010 Dennis Dillon KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

Case History

*** 07/05/2021 17:00:31 ***
Contact = [redacted] Priority = Standard, Sub Status = Dispatched

*** 07/05/2021 17:00:31 ***
Web - Note created on 07/05/2021 17:00:31 and created by [redacted]
We've had an ongoing issue for months on our vehicle. The car has a bunch of codes that does up while driving then I lose power to the gas pedal. Normally I reset the car by turning it off then back on again after a minute or so and it goes away for a little while. This last time I tried to cycle through it wouldn't restart and we are 6 hours from home. I need a rental car to get home ASAP butt you guys are closed the day after a holiday and we're stuck here in Boise.

*** 07/06/2021 06:10:20 ***
Accepted from Queue eWebSupport to WIPBin 0. Default by Kayla Harlow

*** Phone - Call - Inbound created on 07/06/2021 07:50:02 and created by Dean Butler ***
[redacted] STATES
1 I'm trying to get a rental
2 My car wont start up
3 Veh is at the dlr again

Writer states
1 We can call the dlr and see what there situation with rentals or loaners is like
2 Once vehicle is diag the dlr then they can get you in a rental if available

Cust states
1 Thank you

*** Phone - Call - Inbound created on 07/06/2021 09:57:01 (GMT-07:00) Arizona and created by Roxana Montano ***
Cust
1. Dealership is not working on my veh
2. all systems will shut off
3. all lights come up
4. I loose power
5. I shut it off turn it back on
6. sometimes it happens several times
7. Sunday it shut off and we had to tow

wrt
1. We need diagnosis

Cust
1. I contacted them this morning
2. I have the impression
3. that they did not want to look into my veh

Wrt
1. I will try to contact serv dept
2. please hold

Wrt contacted ID010 (208) 388-4444 *LVM* requesting RO info*

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP5DHC5MG[redacted]	[redacted]	11,000

Boise , ID 83704 09/29/2020 Dealer: ID010 Dennis Dillon KIA

Kia Case Type Lvl1: Complaint
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Kia Case Type Lvl4: Engine Performance

Wrt
1. I was not able to contact serv adv
2. I have LVM for serv mgr
3. once we obtain info from serv
4. we will contact you back

Cust
1. I have a questions
2. We will need reunite

Wrt
1. We need to request this with higher dept
2. once we obtain diagnosis
3. we can involve the ECR

Cust
1. we would like to tow veh back
2. to dealership that had diagnosed already

Wrt
1. your veh is under wty
2. I will transfer you to RSA

Cust
1. Thank you

*** Phone - Call - Inbound created on 07/06/2021 11:35:08 and created by Tracy Stinson ***
call to ID010 - SM Dave
writer states:
1. request to speak to SVCA/SVCM
2. request vehicle/VIN info
3. requested any history of customer's concerns

SVCA states:
1. vehicle dropped off, unable to reproduce to this point. Customer reset the battery so not able to pull historical codes

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] Yakima, WA [redacted]
VIN: 5XYP5DHC5MG[redacted]
Year/Model: 2021 Telluride
Mileage: 10,827
Most recent RO# [redacted]
Open Date: 7/6/21
Close date (if applicable): N/A
Days Down(if applicable): 1
>>>>Customer states, safety features turn themselves off and then goes into limp mode
>>>>Cause: Unknown
>>>>Correction: unable to reproduce to this point

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP5DHC5MG[redacted]	[redacted]	11,000

Boise , ID 83704 09/29/2020 Dealer: ID010 Dennis Dillon KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
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Kia Case Type Lvl4: Engine Performance

Able to Duplicate (Y or N): N
Repeat Repair (Y/N): Y
Techline Case: [redacted] / [redacted]
Rental or Loaner Provided:N
Date put in rental/loaner: N/A
Dealer contacted DPSM: N
Vehicle repaired: N
Customer has possession: N
Original Owner (Y or N): Y
Does customer maintain vehicle at this location: N

writer states:
1. thank you
-call ended with dlr

*** Phone - Call - Inbound created on 07/06/2021 15:35:22 and created by Vincent Norris ***
Customer (owner) [redacted] called in and states
1. Currently in a rental vehicle, dlr did not have any loaners
2. Currently in ID
3. Is there a maxium amount
4. Got the smallest possible vehicle and it's $140.00 per day

Writer states
1. Apologize for the vehicle concerns
2. Verified customer information and mileage
3. $41.00 per day plus taxes, no add-ons
4. Advised rental/loaners not a provision of warranty, they are dlr specific programs that may or may not be offered, and are subject to availability

Customer states
1. Not my fault the vehicle
2. Your website states if we break down while on a trip, rental is covered along with other items

Writer states
1. That is RSA coverage
2. Advised customer will need to contact RSA to determine if there are limits on the rental reimbursement rates

Customer states
1. Ok

*** Case note has been appended from duplicated auto-case on 07/07/2021 01:06:37 (PST)

Comments from Service Alert - TL

Dealer : Dennis Dillon KIA
Technician : Alex Liedberg
Service Manager : Dave Hibbard
Dealer Phone :
DPSM : Joe Oppedisano
Vehicle Model : TELLURIDE SX V6 AWD AUTO
Model Year : 2021

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP5DHC5MG[redacted]	[redacted]	11,000

Boise , ID 83704 09/29/2020 Dealer: ID010 Dennis Dillon KIA

Kia Case Type Lvl1: Complaint
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Mileage : 10827
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
Customer states while driving vehicle will display multiple lights and lose power

[Diagnostics Performed]
Scanned and found multiple dtc's in history at this time. ENG U010900 Lost communication with fuel pump control unit
ABSESC C162708 CAN timeout 4wd
SCC C136081 ESP irreversible error
SCC C174181 ESC not available VSM (check esc)
MFC C186286 Invalid signal of **SCC**
BCW C160A88 BSD Local CAN bus off
BCW C16931 ESC signal error
ICU C162700 CAN time out 4wd
PTG B24B500 PTG UNLATCH ERROR
P0301, P0302, P0303, AND P0304
Upon further inspection found that there was a previous case opened for the same concern case #[redacted] but the case is closed and I did not see any resolution. The customer is traveling through at this time. Performed wiggle test on various connections and was not able to duplicate. Test drove the vehicle for 25 miles with no current concerns. What do you recommend thanks.

*** 07/07/2021 14:40:57 ***
Screenshot_20210707-133507.png added by [redacted] on 07/07/2021 14:40:57

*** 07/07/2021 14:40:57 ***
Screenshot_20210707-142636.png added by [redacted] on 07/07/2021 14:40:57

*** 07/07/2021 14:40:58 ***
Screenshot_20210707-142651.png added by [redacted] on 07/07/2021 14:40:58

*** 07/07/2021 14:40:59 ***
PXL_20210707_192859814.jpg added by [redacted] on 07/07/2021 14:40:58

*** 07/07/2021 14:41:00 ***
PXL_20210707_212414233.jpg added by [redacted] on 07/07/2021 14:40:59

*** 07/07/2021 14:41:01 ***
PXL_20210707_212731702.jpg added by [redacted] on 07/07/2021 14:41:00

*** 07/07/2021 14:41:02 ***
PXL_20210707_212758859.jpg added by [redacted] on 07/07/2021 14:41:01

*** 07/07/2021 14:41:02 ***
PXL_20210707_212812458.jpg added by [redacted] on 07/07/2021 14:41:02

*** 07/07/2021 14:41:03 ***
PXL_20210707_212819511.jpg added by [redacted] on 07/07/2021 14:41:03

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP5DHC5MG[redacted]	[redacted]	11,000

Boise , ID 83704 09/29/2020 Dealer: ID010 Dennis Dillon KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

*** Phone - Call - Inbound created on 07/07/2021 15:29:39 and created by Sasha Lambert ***
Cust-[redacted] states
1. We have a 2021 Telluride that is having mutli camera fixed
2. we broke down in Boise, ID and we live in central washington--would a place ticket be reimbursed
3.My case was supposed to be escalated would my CM be able to approve it
4. That'd be great
5. [redacted]
6. Thank you and ended call

wrt states
1. apologized--happy to help
2. reviewed notes
3. Advised can submit rcpt but unable to guart approval
4. I can notate the request and they can fu
5. What's the best # to contact you?

*** Phone - Others created on 07/07/2021 15:43:12 and created by Sasha Lambert ***
Send case update to CM via chat

*** 07/07/2021 18:29:51 ***
IMG_20210707_182802.jpg added by [redacted] on 07/07/2021 18:29:51

*** Phone - Call - Inbound created on 07/08/2021 10:25:30 and created by Linda English ***
Caller: [redacted] owner
Wrt states:
1 what is the primary concern with the vehicle?

Cust states
1 My case was sent to escalations
2 We had some questions about what we would be reimbursed for
3 Wanted to speak to someone over there

Wrt states
1 What dealership is the vehicle at?

Cust states
1 ID010

writer states
1 who did you talk to at the dealer?

Cust states
1 Matt

Wrt states:
1 What is the PMOC?

Cust states:
1 Phone

Wrt states
1 what are you requesting from kia?

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP5DHC5MG[redacted]	[redacted]	11,000

Boise , ID 83704 09/29/2020 Dealer: ID010 Dennis Dillon KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
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Kia Case Type Lvl4: Engine Performance

Cust states
1 Flight home and Reunite

Wrt states:
1 Has the dealership given you any sort of idea of how long it will take to repair the vehicle

Cust states:
1 They said they may have found the problem, they are going to try and replace the camera
2 They have to order the part, they have it on emergency order but it will still take a few days to come in plus installation
3 I have tried to find a one way rental to get home but the rental agencies are not doing one ways.
4 I asked them what the penalty was if I got a round trip but left it at another location and they told me $1000
5 Both Boise and and Yakima have an airport if I can take a flight to get back home and they can reimburse me for that

Wrt states:
1 Apologized
2 No Open SCs
3 Will be sending the case for escalation review
4 You will receive a call in 2-3 business days
5 Verified contact #
6 Provided case #
7 Referred to WCIM

Cust states:
1 Thank you

Kia participates in a third-party arbitration program through BBB AUTO LINE (this service is free of charge to Kia customers). Please reference your Warranty and Consumer Information Manual (WCIM) for more details about the BBB arbitration program. We are escalating your case to an Escalated Case Representative and you should expect a callback in 2-3 business days.

<For Internal Use Only
****If at all possible, please reach out to the customer ASAP, he is wanting to know if you all can assist with a reimbursement for him to get home while is vehicle is being worked on 6 hours from home****>

*** Note - Others created on 07/08/2021 10:54:16 and created by Linda English ***
Call to Action:
1 Cust states loss of power
2 ID010 working with TL for diagnosis
3 Dispatching because customer requesting reimbursement for flight home and reunite with vehicle over 6 hours from home
4 Please review and follow up accordingly

*** 07/08/2021 11:02:04 ***
Dispatched from WIPBin = Default to Queue Western Region ECR by Linda English
Reason:

*** 07/09/2021 03:55:46 ***
Accepted from Queue Western Region ECR to WIPBin 12. Western by Kayla Erwin

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP5DHC5MG[redacted]	[redacted]	11,000

Boise , ID 83704 09/29/2020 Dealer: ID010 Dennis Dillon KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

*** 07/09/2021 04:29:14 ***
Assigned to WIPBin Inbox of Jessica Weaver by Kayla Erwin
Reason:

*** 07/12/2021 17:21:34 (GMT-07:00) Arizona ***
Email is sent on 07/12/2021 17:17:04 by Jessica Weaver
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Phone - Call - Outbound created on 07/12/2021 16:51:16 (GMT-07:00) Arizona and created by Jessica Weaver ***
Writer called [redacted] @ ([redacted]

Writer states:
1. Introduced writer
2. Apologized for loss of power
3. Understand customer is requesting reunite

Customer states:
1. There are several issues
2. ID010 said they are hoping to get part by tomorrow or no later than Wed
3. That is in Boise, ID

Writer states:
1. Is there anyway for customer to pick up vehicle
2. Kia can reimburse for food fuel lodging

Customer states:
1. That is part of the problem
2. Customer was supposed to head back Monday but had to stay the whole week in Boise
3. Do have 1 night of hotel
4. In addition to that customer did get rental car - the cheapest and only one customer could find - $140
5. Rental agency only gave customer 1 way rental
6. Had to return the rental
7. Had initially contacted KCAC for airfare reimbursement
8. Had to make a 2nd trip to Boise, ID
9. Customer is refusing to pick up vehicle in Boise, because vehicle is having so many problems
10. Customer doesn't want to have to pay for anything
11. dealer was unwilling to provide a rental or loaner -
12. What's really bothering me is that no one had heard of the codes on the vehicle
13. It doesn't seem like anyone know what to do
14. The reason customer isn't comfortable picking up vehicle is because of the repeat concerns happening

Writer states:
1. Reunites are evaluated on case by case basis and are not guaranteed
2. Reunites can take 1-2 weeks to complete
3. Reunites run the risk of damage
4. If approved, vehicle will be towed into closest Kia dealer to customer - verified address
5. Will need to get POC from both DLRs and then can submit request.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP5DHC5MG[redacted]	[redacted]	11,000

Boise , ID 83704 09/29/2020 Dealer: ID010 Dennis Dillon KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

Customer states:
1. Really counting on reunite
2 Also had submitted in receipts

Writer states:
1. Would have to be submitted into trip interruption through mail
2. If any expenses not reimbursed KCAC would be happy to look into further

Customer states:
1. Please send email

Writer states:
1. Okay
2. Will follow up in 2-3 business days
3. Please call if questions
4. Provided writer phone number

Customer states:
1. Okay thanked

*** Email - External Email Sent created on 07/12/2021 17:17:04 (GMT-07:00) Arizona and created by Jessica Weaver ***

Dear [redacted]

As discussed, for any expenses incurred due to mechanical breakdown, please send those receipts along with a copy of the repair order, into the address below.

Kia Motors America
PO Box 9145
Attention: Claims
Medford, MA 02155

If for any reason the full amount does not get reimbursed, please send in a copy of the Trip Interruption check, along with the receipts for the expenses that had not been reimbursement, into Kia Consumer Affairs. We would be happy to review the reimbursement request further.

Once I am able to verify vehicle repairs, I can start the reunite process. I will follow up with you in the next 2-3 business days if not sooner.

Please let me know if you have questions.

Sincerely,

Jessica Weaver - Escalated Case Representative

Kia America, Inc.

Consumer Affairs

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC5MG[redacted]	[redacted]	11,000

Boise , ID 83704 09/29/2020 Dealer: ID010 Dennis Dillon KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

Phone: (520) 274-1188

Fax: (866) 852-6617

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]

*** Email - External Email Received created on 07/15/2021 16:20:17 (GMT-07:00) Arizona and created by Jessica Weaver ***
Email received from Service Manager Dave ID010 - replaced multi function camera as advised by techline but did not resolve concern, techline suggested additional diag, in process.

*** Phone - Call - Outbound created on 07/15/2021 16:24:08 (GMT-07:00) Arizona and created by Jessica Weaver ***
Writer called [redacted] @ ([redacted] LVM

Writer states:
1. Calling to follow up
2. Have update will send follow up email
3. Please call or email if questions
4. Provided writer phone number and case number

*** 07/15/2021 16:28:11 (GMT-07:00) Arizona ***
Email is sent on 07/15/2021 16:26:44 by Jessica Weaver
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 07/15/2021 16:26:44 (GMT-07:00) Arizona and created by Jessica Weaver ***
Dear [redacted]

The dealership replaced the multifunction camera but it did not resolve the vehicle concern. They are currently working with the Kia techline for further diagnosis. I will follow up with you next week. Please feel free to call or email me with questions.

Sincerely,

Jessica Weaver - Escalated Case Representative

Kia America, Inc.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP5DHC5MG[redacted]	[redacted]	11,000

Boise , ID 83704 09/29/2020 Dealer: ID010 Dennis Dillon KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

Consumer Affairs

Phone: (520) 274-1188

Fax: (866) 852-6617

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]

*** Phone - Call - Inbound created on 07/22/2021 12:28:12 (GMT-07:00) Arizona and created by Jessica Weaver ***
[redacted] states:
1. Returning call
1. ID010 finished the vehicle last week but didnt tell us
2. They said they called once and LVM but never
3. Looking into reunite

Writer states:
1. Can customer pick up vehicle
2. Kia can reimburse up to $500 for expenses to pick up vehicle

Customer states:
1. Will talk with wife and callback
2. Thanked

Writer thanked

*** Phone - Call - Inbound created on 07/22/2021 14:37:20 (GMT-07:00) Arizona and created by Jessica Weaver ***
*****Callback requested, spoke to [redacted]

Writer states:
1. Returning call

Customer states:
1. Will try and fly out on Saturday or Sunday
2.Will send receipts once we return
3. Thanked

Writer thanked

*** Phone - Call - Inbound created on 08/02/2021 12:25:25 (GMT-07:00) Arizona and created by Jessica Weaver

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP5DHC5MG[redacted]	[redacted]	11,000

Boise , ID 83704 09/29/2020 Dealer: ID010 Dennis Dillon KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

***
*****Callback requested, spoke to [redacted]

Writer states:
1. Returning call

Customer states:
1. Was able to pick up vehicle
2. As far as the proof of ownership, can't locate
3. Mother in law let customer use her person vehicle for the month, and am hoping to see if monthly vehicle payment could be reimbursement
4. Do the receipts to pick up the vehicle go into writer?

Writer states:
1. Yes, please send registration and monthly vehicle statement showing vehicle payment
2. Can request for reimbursement of mother in law statement but can not guarantee, please send in statement
3. Please call once submitted

Customer states:
1. Okay thanked

08/08/2021 16:55:21
Email is received on 08/08/21 16:54:35 from [redacted]
Attachments:
IMG_20210808_161351254.jpg
IMG_20210808_161419165.jpg
IMG_20210808_161450629.jpg
IMG_20210808_161504159.jpg
IMG_20210808_161510733.jpg
IMG_20210808_161516878.jpg
IMG_20210808_161523922.jpg
IMG_20210808_161530583.jpg
IMG_20210808_161540824.jpg
IMG_20210808_161545836.jpg
IMG_20210808_161553741.jpg

08/08/2021 18:22:28
Email is received on 08/08/21 18:21:53 from [redacted]
Attachments:
IMG_20210808_161559359.jpg
IMG_20210808_161606763.jpg
IMG_20210808_161614268.jpg
IMG_20210808_161621487.jpg
IMG_20210808_161628361.jpg
IMG_20210808_161644649.jpg
IMG_20210808_161701399.jpg
IMG_20210808_161717928_HDR.jpg
IMG_20210808_161723941_HDR.jpg
IMG_20210808_161743295_HDR.jpg
IMG_20210808_181900.jpg

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC5MG[redacted]	[redacted]	11,000

Boise , ID 83704 09/29/2020 Dealer: ID010 Dennis Dillon KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

Screenshot_20210808-162302.png

*** Email - External Email Received created on 08/08/2021 16:54:47 (GMT-07:00) Arizona and created by Jessica Weaver ***
I apologize for the delay in getting you this info sorry Jessica. Thank you for everything that you've done for us I hope this includes everything. If you need anything else you can either call me at [redacted] or email me back thank you.

The issue we had was on and off during the first few months of owning the vehicle however as time progressed the issue got worse and worse. The car would have several check engine lights and other things turn on on the dash while driving. To reset them we would just turn the car off and turn it back on and it went away however as the months went by the issue got worse and we ended up losing power to our accelerator as well. While driving we would lose all power and would have to pull over and restart the vehicle to reset the system. On our way out of town at the end of June the issue happened several times during a roughly 2-hour trip I put some fuel system cleaner in it thinking it was fuel related however the issue still occurred on the way home from that trip. We dropped it off at Steve Hans in Yakima Washington they had it for 3 days and we're unable to replicate the issue however they spoke with a tech line who suggested to unplug several systems and then plug them back in hoping that would fix the issue the following weekend when we picked it up we were on our way to Boise Idaho at the beginning of July. On the way to Boise the issue occurred once however when we got there the issue happened several times including the car not wanting to restart at all. That occurred on Sunday July 4th and we had the vehicle towed to Dillons Kia they had the vehicle for several weeks while trying to duplicate the issue as well as talking with the tech line to try and figure out what was going on. The tech line initially suggested the camera system to be replaced which they did however it did not fix the issue. Eventually the tech line came up with another idea to check the grounding wire in the rear of the vehicle. This fixed the issue however we were not told by the dealership that the vehicle was done and we waited an additional week before I called to get a progress check on the vehicle and I was told it has been done for a week. That weekend I flew to Boise picked up the vehicle and drove it back myself.

*** Email - External Email Received created on 08/08/2021 18:21:57 (GMT-07:00) Arizona and created by Jessica Weaver ***
The email would not allow me to attach all the photos, I do have a few more for you.

As far as Goodwill payment, we are requesting our car payment be made for the end of June for being at Steve Hans and the month of July for being at Dillons Kia. We are also requesting my mother-in-law's payment be made for the time the vehicle was at Dillons Kia, she allowed us to use her vehicle for several weeks. This has been a very stressing and difficult time for us and we feel that these payments are the least that kia could do in this situation.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP5DHC5MG[redacted]	[redacted]	11,000

Boise , ID 83704 09/29/2020 Dealer: ID010 Dennis Dillon KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

08/10/2021 23:15:42
Email is received on 08/10/21 23:15:33 from [redacted]
Attachments:
IMG_20210810_231240767_HDR~2.jpg

*** Phone - Call - Inbound created on 08/10/2021 10:53:18 (GMT-07:00) Arizona and created by Jessica Weaver *** [redacted] states:
1. Calling to make sure docs received

Writer states:
1. Yes, thanked
2.Screen shot will not suffice - will need bank statement showing account holder name

Customer states:
1. Will work on now
2. Thanked

*** Phone - Call - Inbound created on 08/10/2021 12:46:41 (GMT-07:00) Arizona and created by Jessica Weaver *** [redacted] states:
1. Still working on getting statement
2. Will send in when received

Writer states:
1. Thanked

*** Email - External Email Received created on 08/10/2021 23:15:37 (GMT-07:00) Arizona and created by Jessica Weaver ***
Here is the photo of the car payment as promised, of you need anything else
just let me know.

*** 09/10/2021 17:37:42 (GMT-07:00) Arizona ***
Case moved into WIPBin 2. Tuesday and Sub Status of Assigned

09/28/2021 17:13:17
Email is received on 09/28/21 17:12:55 from [redacted]
Attachments:
PXL_20210928_235639969.jpg

09/28/2021 17:14:19
Email is received on 09/28/21 17:13:58 from [redacted]
Attachments:
PXL_20210929_001219733.jpg

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC5MG[redacted]	[redacted]	11,000
Boise , ID 83704		09/29/2020	Dealer: ID010 Dennis Dillon KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

09/28/2021 17:15:51
Email is received on 09/28/21 17:15:31 from [redacted]
Attachments:
PXL_20210929_001406280.jpg

09/28/2021 17:18:25
Email is received on 09/28/21 17:18:05 from [redacted]
Attachments:
PXL_20210929_001624931.jpg

*** Phone - Call - Inbound created on 09/28/2021 14:36:22 (GMT-07:00) Arizona and created by Jessica Weaver *** [redacted] states:
1. Received a check in the mail from Cross County Motor Club
2. The total amount was $266.00
2. Trip Interruption request was 1,372.89?

Writer states:
1. Trip Interruption only covers up to $100.00/ day for 3 days
2. Can review additional expenses through RSA
3. Needing statement with monthly vehicle payment and VIN on statement, Needing finalized bill for rental ,needing POP on hotel & registration, and copy of check or check stub.

Customer states:
1. Am requesting for trip interruption 1,372.89 - 266.58 =
1,106.31
2. 364.08 - trip to pick up vehicle
3. Goodwill - car payments for time down - $857.24 = 1 car payment
4. Mother in law - $200 for using car instead of rental

Writer states:
1. Not showing airfare POP, please also send that

Customer states:
1. Will work on getting docs sent now
2. Thanked

Writer thanked

*** Email - External Email Received created on 09/28/2021 17:13:07 (GMT-07:00) Arizona and created by Jessica Weaver ***
Here is the payment for the hotel, it was through PayPal

*** Email - External Email Received created on 09/28/2021 17:14:07 (GMT-07:00) Arizona and created by Jessica Weaver ***
Here is the Gap paperwork that shows all our info and the car payment on it

*** Email - External Email Received created on 09/28/2021 17:15:40 (GMT-07:00) Arizona and created by Jessica Weaver ***

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP5DHC5MG[redacted]	[redacted]	11,000

Boise , ID 83704 09/29/2020 Dealer: ID010 Dennis Dillon KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

Here is the check we received.

*** Email - External Email Received created on 09/28/2021 17:18:13 (GMT-07:00) Arizona and created by Jessica Weaver ***
Here is the registration

10/13/2021 11:49:46
Email is received on 10/13/21 11:49:29 from [redacted]
Attachments:
PXL_20211013_184624152.jpg
PXL_20211013_184629939.jpg

*** Email - External Email Received created on 10/13/2021 11:49:34 (GMT-07:00) Arizona and created by Jessica Weaver ***
Here is the receipt for the flight I took to pick up the vehicle after it
was finished repairs.

*** 11/08/2021 15:36:06 (GMT-07:00) Arizona ***
Case moved into WIPBin 5. Friday and Sub Status of Assigned

*** 11/10/2021 15:19:23 (GMT-07:00) Arizona ***
Case moved into WIPBin Inbox and Sub Status of Assigned

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRH4LF1MG[redacted]	[redacted]	939

Deland , FL 32720 02/23/2021 Dealer: FL109 Deland KIA

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

Case History

Techline case ([redacted] created on 09-JUL-21 by FL109.
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--
TL Case created by (Dealer Technician) : Christopher Carothers
TL Case creator phone : 3863372470
TL Case creator email : ccarothers1210@gmail.com
Below are the notes from the TL case describing the concern:

[Problem Description]
customer states forward collision light on and leave and **ADAPTIVE CRUISE CONTROL**l ligh all on for ten min then goes out

[Diagnostics Performed]
checked dtc found dtc for Mfc and dtc for **LANE KEEP** assist going to order and replace mfc checked all connections and preformed pin tension test and wiggle I am able to duplicate customer concern at this time the code I have for **LKA** is a history code the one for Mac is active also have brake light on no dtcs for abs or esc

*** Dispatched to Queue Service Alert / Techline on 07/10/2021 01:09:30 (PST)

*** Case note has been appended from duplicated auto-case on 07/18/2021 01:00:58 (PST)

Comments from Service Alert - TL

Dealer : Deland KIA
Technician : Christopher Carothers
Service Manager : Derek Wright
Dealer Phone :
DPSM : Jessica Brownlee
Vehicle Model : SORENTO EX 2.5T FWD AUTO
Model Year : 2021
Mileage : 939
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
customer states forward collision light on and leave and **ADAPTIVE CRUISE CONTROL**l ligh all on for ten min then goes out

[Diagnostics Performed]
checked dtc found dtc for Mfc and dtc for **LANE KEEP** assist going to order and replace mfc checked all connections and preformed pin tension test and wiggle I am able to duplicate customer concern at this time the code I have for **LKA**

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA21M7[redacted]	[redacted]	5,307

Naperville , IL , 0540 | 08/21/2020 | Dealer: IL054 Gerald KIA of Naperville

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

Case History

*** 07/12/2021 13:38:20 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 07/12/2021 13:38:07 and created by Mike Meadows ***
Writer received call from [redacted] (owner) @ ([redacted]
5000

Customer states
1 Having a lot of trouble with car.
2. CEL keeps coming on.
3. Think I have a lemon.

Wrt states
1 apologized for concerns.
2 Where is the car now?

customer states:
1 It is at the dealer
2. I also have safety issues.
3. Was doing 50 trying to get up to 70 mph in merging late and car would not accelerate.
4. Sometimes when step on gas it hessitates for a long time and will not go.
5. Sometimes when start out it will sputter and then kick in and go.
6. Been to dealer 4-5 times and one time did not even document it was in Debuc Iowa and they turned off cel light and said go to dealer in Naperville said something wrong with turbo valve to take it back to your dealer.
7. Never had a car have to go in all them time to dealer just to fix the car.
8. Also had banging noises in back of car.
9. Right now just want it to run so dont have a problem driving.
10. I dont know if I want the car back.
11. Something wrong with car and they are not finding it.
12. The rentals drive nice.

Wrt states
1 Would be glad to call dealer and file complaint on your behalf.
2. "Kia participates in a third party arbitration program through the BBB AUTO LINE (this service is free of charge to kia customers). Please reference your Warranty and Consumer Information Manual (WCIM) for more details about the BBB arbitration program. We are escalating your case to ECR and you should expect a callback in 2-3 business days."
3. gave case#[redacted] and contact info.
4. ok thank you.

customer states
1 Ok thank you.

*** Phone - Call - Outbound created on 07/12/2021 13:43:03 and created by Mike Meadows ***
called dealer Svc Adv Jenny IL054 @ (630) 445-2542
writer states
1 introduced self needing ro info
Customer Name:[redacted]
Customer phone #: ([redacted]

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA21M7[redacted]	[redacted]	5,307
Naperville , IL , 0540		08/21/2020	Dealer: IL054	Gerald KIA of Naperville

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

Customer address:[redacted] Oak Brook IL [redacted]
VIN:KNDETCA21M7[redacted]
MY and Mileage: 2021 5307
Most recent RO#[redacted] Open Date 7/9/2021 and Close date (if applicable):
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis: Customer says, Cel is on and off persisting and has not been fixed when should
Dealer states:Still diagnosing
Able to Duplicate (Y or N): N/A
Repeat Repair (Y/N),Y if so, how many times?:
Repair History of current concern with RO#, Open and Closed dates with mileage: Ro# 6078366 open date 11/25/2020 miles 763, Ro#[redacted] 4/23/2021 miles 3483, Ro#[redacted] 6/22/2021 mile 5035
ETA for completion of repairs (if applicable):n/a
Parts on order (Y/N)n/a, if so obtain part#, order#: Part No#:
Techline Case (if applicable):N
Rental / Loaner Provided? Y If so, since when?:7/9/2021
Dealer contacted DPSM (if needed): N
Vehicle repaired?:N
Customer has possession?:N
Dealer Code/Selling Dealer (Y or N): Y IL054
Original Owner (Y or N):Y
What is current Customer Request (if needed):

*** Note - Others created on 07/12/2021 13:49:18 and created by Mike Meadows ***
"Call to Action"
1. Customer states vehicle CEL on and will not accelerate and hesitates.
2. PA063 states still diagnosing
3. Dispatching because customer states they are claiming lemon law and requesting buyback.
4. Please review and follow up accordingly.

*** 07/12/2021 13:51:17 ***
Dispatched from WIPBin = Default to Queue Central Region ECR by Mike Meadows
Reason:

*** 07/13/2021 04:46:17 ***
Accepted from Queue Central Region ECR to WIPBin 08. Central by Kayla Erwin

*** 07/13/2021 05:59:28 ***
Case moved into WIPBin 08. Central and Sub Status of Working

*** 07/13/2021 06:00:40 ***
Assigned to WIPBin Default of Ronee Short by Kayla Erwin
Reason:

*** Phone - Call - Outbound created on 07/14/2021 15:29:54 and created by Ronee Short ***
Writer called customer at ([redacted] and states:
1. Gave writer's name
2. Gave customer's case info
3. Greeted
4. Apologized for CEL concern
5. Is the vehicle still at IL054?

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA21M7[redacted]	[redacted]	5,307

Naperville , IL , 0540 08/21/2020 Dealer: IL054 Gerald KIA of Naperville

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

Customer states:
1. Hello
2. I am well
3. Yes it is

Writer states:
1. Have they given any updates to customer?

Customer states:
1. Yes
2. They said they ordered a part yesterday and it could be anywhere from 1 day to 30 days to get it in

Writer states:
1. Apologized
2. Confirmed customer's e-mail address on file is correct
3. Writer will send customer an e-mail
4. Customer's case number will be in the "Subject" line
5. Writer's contact info will be in the "Signature" line for us
6. Writer will follow up with the dealership to gain update on part number and will work to ensure part is placed on "UPER"; most expedited status for us
7. Writer will follow case moving forward and will be reaching out to customer no later than next Tuesday for us

Customer states:
1. Thank You

*** Email - External Email Sent created on 07/14/2021 15:37:32 and created by Ronee Short ***

<For Internal Use Only
**Writer sends SM an e-mail requesting part number and order number and requests SM enlists assistance of DPSM to place on UPER, if has not already done so>

*** 07/14/2021 15:41:09 ***
Email is sent on 07/14/2021 15:38:23 by Ronee Short
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]
Attachments:
SiebelLongEmailBody.htm

*** Email - External Email Sent created on 07/14/2021 15:38:23 and created by Ronee Short ***
Writer sends customer an e-mail stating:
Dear [redacted] Thank You for taking the time to speak with me today. My apologies for the CEL concern in your 2021 Seltos SX. I will be following your case moving forward and have reached out to the Service Manager to gain an update and to work to ensure any parts for your vehicle ordered have been placed on the most expedited status at this time. Please feel free to reach me directly. I will be reaching out again no later than next Tuesday for us. I appreciate your patience and allowing me the opportunity to assist. Sincerely, Ronee Short Consumer Affairs Escalated Case Representative E T F rshort@kiaconsumeraffairs.com 520-274-1158 866-852-6617 111 Peters Canyon Road Irvine, CA 92606 USA www.kia.com

*** Case note has been appended from duplicated auto-case on 07/16/2021 01:01:43 (PST)

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA21M7[redacted]	[redacted]	5,307
Naperville , IL , 0540		08/21/2020	Dealer: IL054	Gerald KIA of Naperville

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

Comments from UPER

Part ordered for customer vehicle has been placed into the UPER status on 07/15/2021 00:00:00

Dealer Name : GERALD NAPERVILLE, INC. Gerald Kia of Naperville
Dealer Contact name : RANDY
Dealer Phone : 630 445 2542
Part No# : 28310 2B777 Gerald Kia of Naperville
Part Name : MANIFOLD ASSY-INTAKE
Order No# : C195
Order Qty# : 1

*** Case note has been appended from duplicated auto-case on 07/21/2021 01:08:43 (PST)

Comments from Service Alert - TL

Dealer : Gerald KIA of Naperville
Technician : thomas data
Service Manager : Dave Chastain
Dealer Phone :
DPSM : Matt Partington
Vehicle Model : SELTOS SX 1.6T AWD AUTO
Model Year : 2021
Mileage : 5307
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
turbocharger bypass valve

[Diagnostics Performed]
scanned found code p226100 turbo bypass valve is under history code checked wireing to sensor no issues found cleared code customer took car came back week later same history code

*** Phone - Call - Outbound created on 08/03/2021 13:33:15 and created by Ronee Short ***
Writer called IL054 and states:
1. Gave writer's name
2. Spoke with Amanda with scheduling
3. Calling to gain an update on customer's vehicle VIN
4. Gave customer's vehicle VIN

Scheduling - Amanda states:
1. I can check that
2. Fortunately, there is not an update
3. I'll get you to SM David
4. He is with another customer
5. I'll get you to his VM

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA21M7[redacted]	[redacted]	5,307

Naperville , IL , 0540 08/21/2020 Dealer: IL054 Gerald KIA of Naperville

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

**Writer LVM for SM Dave stating:
1. Gave writer's name
2. Gave customer's VIN
3. Calling for an update on repair completion
4. SM can reach writer by replying to writer's e-mail at rshort@kiaconsumeraffairs.com or may call writer directly at 520-274-1158
5. Thanked

<For Internal Use Only
**Showing parts shipped 7/21/21>

*** Email - External Email Sent created on 08/03/2021 13:42:36 and created by Ronee Short ***

<For Internal Use Only
**Writer sends SM an e-mail requesting update on repair completion status>

*** Phone - Call - Outbound created on 08/03/2021 13:45:17 and created by Ronee Short ***
Writer called customer at ([redacted] and LVM stating:
1. Gave writer's name
2. Gave customer's case info
3. Apologized for CEL concern
4. Writer did see parts shipped and has been unsuccessful in obtaining the repair completion date
5. Writer will continue to follow up and will be reaching out to customer again no later than Friday
6. Customer may reach writer at 520-274-1158 or e-mail writer back at rshort@kiaconsumeraffairs.com
7. Thanked customer for patience

*** 08/03/2021 13:51:37 ***
Email is sent on 08/03/2021 13:49:58 by Ronee Short
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]
Attachments:
SiebelLongEmailBody.htm

*** Email - External Email Sent created on 08/03/2021 13:49:58 and created by Ronee Short ***
Writer sends customer an e-mail stating:

Dear [redacted] Good Afternoon! My apologies for the delayed follow up, as I have been unsuccessful in gaining an estimate on the repair completion time for us. I will continue to follow up and will be reaching out again no later than Friday. Please feel free to reach me directly. I appreciate your patience and hope your day is well! Sincerely, Ronee Short Consumer Affairs Escalated Case Representative E T F rshort@kiaconsumeraffairs.com 520-274-1158 866-852-6617 111 Peters Canyon Road Irvine, CA 92606 USA www.kia.com --

*** Email - External Email Received created on 08/03/2021 14:20:56 and created by Ronee Short ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA21M7[redacted]	[redacted]	5,307

Naperville , IL , 0540 08/21/2020 Dealer: IL054 Gerald KIA of Naperville

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

<For Internal Use Only
**SM sends writer an e-mail advising repaired 7/23 and picked up same day>

*** Phone - Call - Outbound created on 08/03/2021 14:21:13 and created by Ronee Short ***
Writer called customer at ([redacted] and states:
1. Gave writer's name
2. Greeted

Customer states:
1. Hello

Writer states:
1. Apologized, as writer did gain confirmation repairs were completed
2. Is there anything further that writer may be able to assist with at this time?

Customer states:
1. I actually do have the car
2. Anyhow, for now it's operating fine
3. I appreciate the help
4. Thank You

Writer states:
1. Thanked
2. Customer has writer's e-mail and phone number
3. If customer is in need of further assistance, customer may feel free to reach writer
4. Thanked

*** 08/03/2021 14:27:55 ***
Email is sent on 08/03/2021 14:26:10 by Ronee Short
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]
Attachments:
SiebelLongEmailBody.htm

*** Email - External Email Sent created on 08/03/2021 14:26:10 and created by Ronee Short ***
Writer sends customer an e-mail stating:
Dear [redacted] Thank You for your patience and for speaking with me. I am glad to hear the CEL concern in your 2021 Seltos has been resolved at this time. As per our discussion, if you have further questions in regards to this concern, please feel free to reach me directly. I appreciate you allowing me the opportunity to assist and hope your day is well! Sincerely, Ronee Short Consumer Affairs Escalated Case Representative E T F rshort@kiaconsumeraffairs.com 520-274-1158 866-852-6617 111 Peters Canyon Road Irvine, CA 92606 USA www.kia.com -------

*** 08/03/2021 14:31:03 ***
Closed by Ronee Short with Resolution Code : Repaired at Dlr
[Resolution Summary]
Showing parts shipped 7/21 - Confirmed repaired 7/23

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA21M7[redacted]	[redacted]	5,307
Naperville , IL , 0540		08/21/2020	Dealer: IL054	Gerald KIA of Naperville

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

*** 08/13/2021 09:18:26 ***
Reopened by Ronee Short with Sub Status of Working

*** 08/13/2021 09:34:57 ***
Email is sent on 08/13/2021 09:30:44 by Ronee Short
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]
Attachments:
Case#[redacted] - [redacted] - Acknowledgement Letter.pdf
SiebelLongEmailBody.htm

*** 08/13/2021 09:39:25 ***
Email is sent on 08/13/2021 09:38:28 by Ronee Short
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]
Attachments:
SiebelLongEmailBody.htm

*** Phone - Call - Inbound created on 08/13/2021 09:22:32 and created by Ronee Short ***
Customer called writer at x44639 and states:
1. This is [redacted]
2. Case#[redacted]
3. You told me to reach out and I'm having another problem with the vehicle

Writer states:
1. Thanked customer for reaching out
2. How may writer assist?

Customer states:
1. Yesterday on way from IA to IL
2. Was in **CRUISE CONTROL**
3. Engine making noise
4. Downshifted 4x
5. I called the dealership and they do not have any openings for 4 Weeks
6. I'm getting the down shifting and he said if you want to come in, we would need time to duplicate the concern
7. I live 15-20 miles from the dealership
8. He said he can't get me into a Loaner now either
9. I'm done with this car
10. I'm not going to be taking it back and forth

Writer states:
1. Apologized
2. If customer would like writer may try to assist with gaining an appointment?
3. Unfortunately, loaners and rentals are not a provision of the warranty
4. If customer does pay OOP for rental, may submit to dealership for evaluation of reimbursement

Customer states:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SELTOS KNDETCA21M7[redacted]	[redacted]	5,307

Naperville , IL , 0540 08/21/2020 Dealer: IL054 Gerald KIA of Naperville

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

1. I can always call them for the Appointment
2. You don't need to
3. No, I just don't want the car anymore

Writer states:
1. Writer will e-mail customer the Acknowledgement Letter
2. If customer replies via e-mail with this letter filled out and the requested documentation attached, or faxes it back, writer will be more than happy to have case reviewed for consideration of possible repurchase/replacement according to customer's state's guidelines
3. Kia participates in a third-party arbitration program through BBB AUTO LINE (this service is free of charge to Kia customers).
4. Please reference your Warranty and Consumer Information Manual (WCIM) for more details about the BBB arbitration program.
5. Writer can send that in an e-mail shortly and will reach out to customer no later than next Wednesday to confirm receipt of documentation
6. Reviews may take time
7. Estimated review time is 1-2 weeks from time of receipt of documentation

Customer states:
1. Thank You
2. I will fill it out and get it back to you

Writer states:
1. Thanked

*** Email - External Email Sent created on 08/13/2021 09:30:44 and created by Ronee Short ***
Writer sends customer an e-mail stating:
Dear [redacted] Thank You for reaching out to me today. As per our discussion, it is recommended if you are experiencing a concern in your 2021 Seltos SX, that you do take it to a Kia dealership for a diagnostic. Attached is the Acknowledgement Letter. If you reply with this letter filled out and the requested documentation attached, via e-mail reply or fax it back to 866-852-6617, I will be more than happy to have your case reviewed for consideration of possible repurchase/replacement according to your state's guidelines. Please feel free to reach me directly. I will be reaching out again no later than next Wednesday to follow up. I appreciate your patience and hope your day is well! Sincerely, Ronee Short Consumer Affairs Escalated Case Representative E T F rshort@kiaconsumeraffairs.com 520-274-1158 866-852-6617 111 Peters Canyon Road Irvine, CA 92606 USA www.kia.com

*** Email - External Email Sent created on 08/13/2021 09:38:28 and created by Ronee Short ***
Writer sends customer an e-mail stating:

Dear [redacted] Apologies, as I did want to include: Kia participates in a third-party arbitration program through BBB AUTO LINE (this service is free of charge to Kia customers). Please reference your Warranty and Consumer Information Manual (WCIM) for more details about the BBB arbitration program. Thank You. Sincerely, Ronee Short Consumer Affairs Escalated Case Representative E T F rshort@kiaconsumeraffairs.com 520-274-1158 866-852-6617 111 Peters Canyon Road Irvine, CA 92606 USA www.kia.com

*** Email - External Email Sent created on 08/13/2021 09:52:23 and created by Ronee Short ***

<For Internal Use Only
**Writer sends SM an e-mail requesting all repair documentation and that member of IL054 reach out to cust for appt>

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA21M7[redacted]	[redacted]	5,307

Naperville , IL , 0540 08/21/2020 Dealer: IL054 Gerald KIA of Naperville

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

*** 08/16/2021 09:31:08 ***
E785A720-8C37-470E-A659-4DEDC73AD0B7.jpeg added by [redacted] on 08/16/2021 09:31:07

*** 08/16/2021 09:31:09 ***
241D136E-CFE8-468C-90D9-B1F76463CC29.jpeg added by [redacted] on 08/16/2021 09:31:09

*** 08/16/2021 09:31:10 ***
3E27430B-4315-446F-8FA1-63D7D6C45585.jpeg added by [redacted] on 08/16/2021 09:31:10

*** 08/16/2021 09:31:12 ***
98629C22-C371-4558-BA53-F3A029063CF6.jpeg added by [redacted] on 08/16/2021 09:31:11

*** 08/16/2021 09:31:13 ***
CC1A5AB4-1188-447E-92CC-E6097B2B14B3.jpeg added by [redacted] on 08/16/2021 09:31:12

*** 08/16/2021 09:31:14 ***
EB4D11CA-6D94-4966-A714-9004BCDCA640.jpeg added by [redacted] on 08/16/2021 09:31:13

*** 08/16/2021 09:31:15 ***
A0115D7A-2FFB-4529-A362-CE1E7BCD3148.jpeg added by [redacted] on 08/16/2021 09:31:14

*** 08/16/2021 09:31:16 ***
1C51B1A3-5D9A-4FF5-B0A9-E8F1C4E921C9.jpeg added by [redacted] on 08/16/2021 09:31:15

*** 08/16/2021 09:31:17 ***
3B4F3E43-AB53-442F-9AE6-34CC4F758533.jpeg added by [redacted] on 08/16/2021 09:31:16

*** 08/16/2021 09:31:18 ***
2B9E3302-1F3A-4278-AA55-005956B383C2.jpeg added by [redacted] on 08/16/2021 09:31:18

*** 08/16/2021 09:31:19 ***
A2BB32A0-419C-4EAC-9BD2-EAEFC2ED0B65.jpeg added by [redacted] on 08/16/2021 09:31:19

*** 08/16/2021 09:31:20 ***
1F101C77-A035-43A7-95D7-036F48682A71.jpeg added by [redacted] on 08/16/2021 09:31:20

*** 08/16/2021 09:31:22 ***
C2AA6109-561D-4323-9D42-3E7A18D06D53.jpeg added by [redacted] on 08/16/2021 09:31:21

*** 08/16/2021 09:31:23 ***
C6E86ADD-704C-4BED-8693-1DAA27BCC41D.jpeg added by [redacted] on 08/16/2021 09:31:22

*** 08/16/2021 09:31:24 ***
05C59607-56A4-438D-BF0D-36C6836939FB.jpeg added by [redacted] on 08/16/2021 09:31:23

*** 08/16/2021 09:31:25 ***
EA673850-762A-4AB6-B915-A2214FA7A07E.jpeg added by [redacted] on 08/16/2021 09:31:25

*** 08/16/2021 09:31:27 ***
7127D62B-B868-4A54-A2BB-90B526C381ED.jpeg added by [redacted] on 08/16/2021 09:31:26

*** 08/16/2021 09:31:27 ***

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA21M7[redacted]	[redacted]	5,307

Naperville , IL , 0540 08/21/2020 Dealer: IL054 Gerald KIA of Naperville

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

Web - Note created on 08/16/2021 09:31:27 and created by [redacted]
Hi 17 pages total. Please let me know if you need anything else.

*** Phone - Call - Inbound created on 08/17/2021 10:39:12 and created by Ronee Short ***
Customer called writer at x44639 and states:
1. This is [redacted]
2. Case#[redacted]

Writer states:
1. Thanked customer for reaching out
2. Writer did receive documentation in case

Customer states:
1. Thank You
2. Now how long does this take?

Writer states:
1. Reviews may take time
2. Please allow an estimated 1-2 weeks
3. Writer will follow up with customer no later than next Wednesday

Customer states:
1. Thank You

*** 08/17/2021 15:33:24 ***
Email is sent on 08/17/2021 15:32:16 by Ronee Short
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]
Attachments:
SiebelLongEmailBody.htm

*** Email - External Email Sent created on 08/17/2021 15:32:16 and created by Ronee Short ***
Writer sends customer an e-mail stating:
Dear [redacted] Thank You for the documentation and for reaching out to me today. I will begin reviewing your case at this time. Please allow an estimated 1-2 weeks for this review. I will be reaching out no later than next Wednesday with any update. Please feel free to reach me directly. I appreciate your patience and hope your day is well! Sincerely, Ronee Short Consumer Affairs Escalated Case Representative E T F rshort@kiaconsumeraffairs.com 520-274-1158 866-852-6617 111 Peters Canyon Road Irvine, CA 92606 USA www.kia.com

*** Phone - Call - Outbound created on 08/25/2021 06:37:37 and created by Ronee Short ***
Writer called customer at ([redacted] and LVM stating:
1. Gave writer's name
2. Gave customer's case
3. Greeted

Customer states:
1. Hello

Writer states:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SELTOS KNDETCA21M7[redacted]	[redacted]	5,307

Naperville , IL , 0540 | 08/21/2020 | Dealer: IL054 Gerald KIA of Naperville

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

1. Writer wanted to touch base
2. Customer's case is still under review at this time
3. Writer will reach out as soon as review has been completed for us

Customer states:
1. Okay
2. By the way I did get an appointment Sept 7th

Writer states:
1. That's great to hear!
2. If customer's case is not further escalated, writer will be more than happy to follow up
3. Writer is hoping to hear back by Friday for us

Customer states:
1. Sounds good
2. Thanks for calling

*** 08/25/2021 06:44:54 ***
Email is sent on 08/25/2021 06:43:22 by Ronee Short
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]
Attachments:
SiebelLongEmailBody.htm

*** Email - External Email Sent created on 08/25/2021 06:43:22 and created by Ronee Short ***
Writer sends customer an e-mail stating;
Dear [redacted] hank You for your continued patience. Your case is still under review at this time. I will be reaching out as soon as this review has been completed. Thank You. Sincerely, Ronee Short Consumer Affairs Escalated Case Representative E T F rshort@kiaconsumeraffairs.com 520-274-1158 866-852-6617 111 Peters Canyon Road Irvine, CA 92606 USA www.kia.com -

*** 09/03/2021 11:24:43 ***
Email is sent on 09/03/2021 11:20:37 by Ronee Short
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]
Attachments:
Case#[redacted] - [redacted] - Offer and Release.pdf
SiebelLongEmailBody.htm

*** Phone - Call - Inbound created on 09/03/2021 10:08:24 and created by Ronee Short ***
Writer called customer at ([redacted] and states:
1. Gave writer's name
2. Greeted

Customer states:

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA21M7[redacted]	[redacted]	5,307

Naperville , IL , 0540 | 08/21/2020 | Dealer: IL054 Gerald KIA of Naperville

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

1. Hello
2. Did you hear anything about our case?

Writer states:
1. Writer did have case reviewed
2. Unfortunately, a repurchase/replacement is not something that Kia is willing to offer at this time
3. Writer did have reviewed for GW as well
4. Since customer does not have a car payment, writer did utilize customer's Sales Contract and we would like to offer GW of $1833.33 due to the time down and inconveniences

Customer states:
1. Well, that sounds good
2. Did they say why no buyback?

Writer states:
1. We did complete the repairs to resolve the concern within the allotted time frame

Customer states:
1. Besides that the transmission, is not working
2. They said that it was something else
3. I had the same problem again and I will take it on Tuesday back to the dealership
4. Better yet, I'm going to sell it
5. Can't other buyers see this information?
6. Won't all these repairs depreciate my vehicle?
7. What if I can't sell it?

Writer states:
1. It is recommended if you are experiencing a concern in customer's Kia vehicle, that customer does take it to the Kia dealership for a diagnostic
2. All customer's case info is Proprietary information
3. Writer is unable to advise or speak upon what a potential buyer may say or feel
4. It is customer's vehicle and it is up to customer's discretion as to how customer would like to proceed
5. Writer will send customer the Offer and writer will reach out to customer no later than the Friday, the 17th, as that is the date in which the offer does expire

Customer states:
1. I understand
2. Thank You

*** Email - External Email Sent created on 09/03/2021 11:20:37 and created by Ronee Short ***
Writer sends customer an e-mail stating:
Dear [redacted] Thank You for reaching out to me today. My apologies if you are still experiencing a concern in your 2021 Seltos SX. It is recommended that you do take it to a Kia dealership for further diagnostic if you are experiencing a concern. As per our conversation, attached is the Goodwill Offer Letters. If you would like to accept please reply with the hand signed copies attached, or you may fax them back to 866-852-6617. Please feel free to reach me directly. I will be reaching out no later than Friday, 9/17/21, as that is the date in which this

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA21M7[redacted]	[redacted]	5,307

Naperville , IL , 0540 08/21/2020 Dealer: IL054 Gerald KIA of Naperville

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

offer does expire. Thank You. Sincerely, Ronee Short Consumer Affairs Escalated Case Representative E T F rshort@kiaconsumeraffairs.com 520-274-1158 866-852-6617 111 Peters Canyon Road Irvine, CA 92606 USA www.kia.com --

*** 09/08/2021 08:31:46 ***
Email is sent on 09/08/2021 08:30:20 by Ronee Short
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]
Attachments:
SiebelLongEmailBody.htm

*** Email - External Email Sent created on 09/08/2021 08:30:20 and created by Ronee Short ***
Writer sends customer an e-mail stating:

Dear [redacted] Good Morning! Thank You for the signed documentation. I have forwarded your case to processing at this time. Please allow an estimated 45 days for processing. Once we have seen the Check Issued Date; mailing date populate, we will be reaching out. I appreciate your patience and hope your day is well! Sincerely, Ronee Short Consumer Affairs Escalated Case Representative E T F rshort@kiaconsumeraffairs.com 520-274-1158 866-852-6617 111 Peters Canyon Road Irvine, CA 92606 USA www.kia.com

*** 09/08/2021 11:15:12 ***
Goodwill #: 191210 Submitted

*** Fax - Fax Received created on 09/13/2021 09:57:12 and created by Kimberly StalnakerGalvez ***

<For Internal Use Only
fax received, docs attached>

*** 10/06/2021 13:45:59 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 191210 Final Approved

*** 10/06/2021 13:46:01 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 10/06/2021 13:46:00 (GMT-08:00) Pacific Time (US & Canada) by Siebel System - Auto Message
To: [redacted]
Cc: [redacted]
Title: Update from Kia, Case #[redacted]

Dear [redacted] AND MARY JACOBS,

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 America

*** 10/09/2021 06:43:26 ***
Closed by Tracey Icenhour with Resolution Code : Goodwill Issued
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SELTOS	Case Number	Mileage
[redacted]	[redacted]	KNDETCA2 M7[redacted]	[redacted]	5,045
Lakeville , MN 55044		05/25/2020	Dealer: MN010 Jeff Belzer's KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Case History

Dealer : Jeff Belzer's KIA
Technician : Tony Lencowski
Service Manager : Brian Krohn
Dealer Phone :
DPSM : Clarence Erickson
Vehicle Model : SELTOS SX 1.6T AWD AUTO
Model Year : 2021
Mileage : 5045
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
Customer complaint of getting a FWD Collision system disabled/smart cruise disabled message on dash. Followed by multiple warning lights. Says it does correct itself, and lights go away after a few minutes, time frame varies.

[Diagnostics Performed]
I test drove vehicle, no lights on dash. System operates as is it designed to operate, I have no issues with any FWD collision assist, **SMART CRUISE CONTROL** works as designed, **LKA**, **LDW**, and BSD all work. I performed a dtc scan, I found no dtcs. As I was unable to duplicate this concern, I had the vehicle driven by one of the service runners, just to verify systems working as designed. I made sure they left the vehicle on after test drive if there were issues. I was given the vehicle back, told it had issues. I rescanned for dtcs, I still have none. I do not have lights on the dash after it was driven. Had service advisor reach out to customer, get permission to drive vehicle home. I test drove it home, had KDS hooked up, in case it threw any lights or warning. System is still operating as designed. I talked to my advisor, who had received emails of photos taken by the customer of the warning lights that come on, and a message on the screen. I have attached them to the case.

*** Dispatched to Queue Seltos Auto-Created Cases on 07/14/2021 03:02:54 (PST)

*** 07/15/2021 05:39:52 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Seltos Auto-Created Cases to WIPBin Inbox by Jada Jones

*** 07/15/2021 05:41:39 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue Callcenter by Jada Jones

*** 07/15/2021 08:13:03 ***
Accepted from Queue Callcenter to WIPBin Default by Dan Boyer

*** 07/15/2021 08:17:33 ***
Dispatched from WIPBin Default to Queue ZZ Matt Stanford by Dan Boyer

*** 07/31/2021 07:13:38 ***
Accepted from Queue = ZZ Matt Stanford to WIPBin Default

*** Phone - Call - Inbound created on 07/31/2021 07:14:00 and created by Matthew Stanford ***
Repaired per warranty history

*** 07/31/2021 07:16:39 ***
Closed by Matthew Stanford with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC5LG[redacted]	[redacted]	1 ,81
Carson , CA ,90745		02/28/2019	Dealer: CA313 KIA of Carson	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

Case History

Dealer : KIA of Carson
Technician : Hoang-Long Tran
Service Manager : Cruz Aguirre
Dealer Phone :
DPSM : Janet Lawyer
Vehicle Model : TELLURIDE S V6 FWD AUTO
Model Year : 2020
Mileage : 16816
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
Customer states while driving, vehicle had multiple warning lamps come on in dash, vehicle had no **CRUISE CONTROL**, nor power steering.

[Diagnostics Performed]
Road tested vehicle, could not verify concern, scanned vehicle, retrieved only active IBU-BCM B181000, and several history codes from ABSESC, AIRBAG, EPS, **SCC**, MFC, BCW, ICU. Inspected vehicle, no immediate tangible issues. Noted vehicle has after market dash camera. Inspecting wiring, found dash camera is powered from cigarette light port, and also has 1 wire to a body ground and 1 wire to an orange wire in IP/A. Disconnected wire to IP/A (had a quick connect), cleared all codes, road tested vehicle. No warning lamps illuminated, no other DTC's returned, only B181000 ROA DTC returned active. Followed after market wire from IP/A up and removed left front A pillar trim to inspect, bumped MR11 and noted warning chime and multiple warning lamps illuminate on cluster (engine running during inspections). Wiggle tested MR11 and verified warning chime and lamps illuminate from MR11.

*** Dispatched to Queue Telluride Auto-Created Cases on 07/14/2021 03:02:35 (PST)

*** 07/14/2021 05:49:26 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Inbox by Jada Jones

*** 07/14/2021 05:49:54 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue Callcenter by Jada Jones

*** 07/14/2021 11:11:33 ***
Accepted from Queue Callcenter to WIPBin Auto Assigned by Christina Steir

*** 07/14/2021 11:17:06 ***
Dispatched from WIPBin Auto Assigned to Queue ZZ Victoria Orr by Christina Steir

*** 07/14/2021 13:51:47 ***
Accepted from Queue ZZ Victoria Orr to WIPBin Default by Victoria Orr

*** Phone - Call - Inbound created on 07/20/2021 15:54:07 and created by Rasheed Hardman ***
Owner states
1. towed to dlr 2 weeks
2. electrical issue
3. no info from dlr
4. they never call me back

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC5LG[redacted]	[redacted]	1 ,81

Carson , CA 90745 02/28/2019 Dealer: CA313 KIA of Carson

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

Wrtr states
1. apologies
2. advised TL notes
3. maybe repairing or ordering parts
4. will give them a call for an update

Wrtr Called DLR CA313 LVM: ext2099
1. Good day / intro
2. Srvc please
3. Request RO info / update on completion
4. Cust name
5. Provided Last 8 of vin
6. Provided Call back# and Case #

Wrtr states
1. LVM for an update
2. give a call back in 2 days

cust states
1. thank you

*** Phone - Call - Inbound created on 07/22/2021 09:00:54 (GMT-07:00) Arizona and created by Debra Rustin ***
Caller: [redacted] (owner)
writer states
1. introduced self
2. Verified all information
3.how can we help you today?

Customer states
1. dropped at dlr almost 2 weeks ago
2. i havent heard back from them
3. have been calling with no response
4. i dont even know whats wrong with it

writer states
1.Apologised
2. DLR has a flash....emailed template
3. we will get an update for you today
4. ill call you back as soon as it comes in

customer states
1.ok, thank you

*** Email - External Email Received created on 07/22/2021 13:23:09 (GMT-07:00) Arizona and created by Debra Rustin ***
attached info from dlr

*** Note - Others created on 07/24/2021 08:45:59 and created by Rasheed Hardman ***
****Call to Action****
Forward to ECR
1 Customer contact ([redacted]

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC5LG[redacted]	[redacted]	1 ,81
Carson , CA ,90745		02/28/2019	Dealer: CA313 KIA of Carson	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

2 (CA313) states recalls
3 Dispatching for days down
4 Please review and follow up accordingly

*** 07/24/2021 08:47:08 ***
Dispatched from WIPBin = 4.THURSDAY to Queue Western Region ECR by Rasheed Hardman
Reason:

*** 07/26/2021 04:23:45 ***
Accepted from Queue Western Region ECR to WIPBin 12. Western by Kayla Erwin

*** 07/26/2021 05:08:05 ***
Assigned to WIPBin 02. New/Intro Call of Kyran Johal by Kayla Erwin
Reason:

*** Email - External Email Sent created on 07/27/2021 09:48:05 and created by Kyran Johal ***
ECR contacted CA313

Requested update on parts/repairs

*** Phone - Call - Outbound created on 07/27/2021 10:00:50 and created by Kyran Johal ***
ECR contacted customer on ([redacted]

Writer:
1. Introduced self
2. Vehicle is currently at CA313
3. Case escalated to me
4. I have contacted dealership requests parts status.
5. Any questions/concerns at this time?

Customer:
1. Verified vehicle is at CA313
2. Been trying to get a hold of the dealer for 2 weeks
3. They didn't tell me what was going on
4. Got a text from them two days ago saying parts on order
5. Didn't tell me what parts
6. Paying on vehicle that I don't even drive

Writer:
1. Understand
2. I have requested parts # and order # so we can try track it on our side
3. Will contact you with updates once I have received it
4. I would be more then happy to review for GW once vehicle has been repaired and released back to you. e.g. car payments.

Customer:
1. Ok great
2. I have another question
3. I was picking up my brother 6 hours away when this happened.
4. The dash lights were going crazy and I couldn't see the speed I was going so I was going the same speed as the traffic.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC5LG[redacted]	[redacted]	1 ,81
Carson , CA ,90745		02/28/2019	Dealer: CA313 KIA of Carson	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

5. I told the officer this and he said get it fixed and present in court and they will dismiss
6. If the vehicle isn't fixed by then can I still get a copy of the repair order?

Writer:
1. Request it from dealer they can still give you paper work on concern, diagnosis and parts on order.

Customer:
1. Ok great thank you

*** 08/03/2021 14:12:42 ***
Email is sent on 08/03/2021 14:11:58 by Kyran Johal
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 08/03/2021 14:11:58 and created by Kyran Johal ***
Your Case Number: [redacted]
VIN: 5XYP64HC5LG[redacted]

Dear [redacted]

This email is a status update to your case. We wanted to let you know we are still working with the dealer to try to get your backordered part to the dealer as quickly as possible. At this time, there is no estimated time of arrival. We will be happy to continue to update you on the status of your backordered parts until they ship. Once the part has been shipped and we have determined an estimated repair time, we will be happy to contact you back with updated status.Thank you for your patience.

Sincerely,Kyran
Kia America

*** 08/18/2021 08:44:51 ***
Email is sent on 08/18/2021 08:43:49 by Kyran Johal
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 08/18/2021 08:43:49 and created by Kyran Johal ***
Good morning,At this time, there is no estimated time of arrival. We will be happy to continue to update you on the status of your backordered parts until they ship. Once the part has been shipped and we have determined an estimated repair time, we will be happy to contact you back with updated status.

Thank you for your patience.

Sincerely,Kyran
Kia America

*** Email - External Email Sent created on 08/23/2021 08:47:05 and created by Kyran Johal ***
Requested update from CA313

*** Phone - Call - Outbound created on 08/25/2021 10:33:31 and created by Kyran Johal ***
ECR contacted CA313 parts department.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC5LG[redacted]	[redacted]	1 ,81

Carson , CA ,90745 02/28/2019 Dealer: CA313 KIA of Carson

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

No answer x2

*** Email - External Email Sent created on 08/31/2021 10:16:24 and created by Kyran Johal ***
ECR contacted CA313

Have the vehicle repairs been completed?

*** Phone - Call - Outbound created on 08/31/2021 10:19:46 and created by Kyran Johal ***
ECR contacted customer on ([redacted]

Writer:
1. Introduced self
2. Understand you retrieved the vehicle
3. How is the vehicle operating at this time?

Customer:
1. No issues
2. Working fine and running ok

Writer:
1. Good
2. I would like to review for GW assistance
3. I am aware vehicle was down for nearly a month
4. Would like to review for GW assistance pertaining to car payment.
5. Verified email

Customer:
1. Ok yeah
2. Will send it over
3. Thank you

*** 08/31/2021 10:22:57 ***
Email is sent on 08/31/2021 10:21:59 by Kyran Johal
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 08/31/2021 10:21:59 and created by Kyran Johal ***
Dear [redacted] As per our conversation, please provide a copy of your car payment statement. A photo upload, scanned copy or screen shot will be suffice.

Sincerely,Kyran
Kia America

09/01/2021 09:16:24
Email is received on 09/01/21 09:16:16 from [redacted]
Attachments:
Kia Motors Finance -- My Account Summary, Account Details, Account Profile.pdf

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC5LG[redacted]	[redacted]	1 ,81

Carson , CA ,90745 02/28/2019 Dealer: CA313 KIA of Carson

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

*** Email - External Email Received created on 09/01/2021 09:16:21 and created by Kyran Johal ***
Please see attached, Thank You

*** 09/01/2021 10:20:57 ***
Email is sent on 09/01/2021 10:15:55 by Kyran Johal
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]
Attachments:
[redacted] -[redacted] (Goodwill Offer Letter).pdf

*** Email - External Email Sent created on 09/01/2021 10:15:55 and created by Kyran Johal ***
Dear [redacted] Attached is the offer letter for a one time goodwill offer for the inconvenience with your vehicle. Please confirm the name and address on the offer letter is correct, review, sign, and return all 3 pages to me via e-mail to proceed.Sincerely,Kyran
Kia America

09/01/2021 18:45:55
Email is received on 09/01/21 18:45:49 from [redacted]

*** Email - External Email Received created on 09/01/2021 18:45:53 and created by Kyran Johal ***
Hello,

My address is actually

[redacted] Long Beach CA [redacted]

This is my current and permanent address and the one on the form was my previous address.

*** 09/07/2021 08:10:48 ***
Email is sent on 09/07/2021 08:09:30 by Kyran Johal
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 09/07/2021 08:09:30 and created by Kyran Johal ***
Dear [redacted] Thank you for informing me of this. As per the offer letter, you may provide the new address at the bottom of page 1 where it states updated address. This address will be used and updated on your case.

Sincerely,Kyran
Kia America

09/07/2021 11:35:10
Email is received on 09/07/21 11:34:58 from [redacted]
Attachments:
[redacted] pdf

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC5LG[redacted]	[redacted]	1 ,81
Carson , CA ,90745		02/28/2019	Dealer: CA313 KIA of Carson	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

*** Email - External Email Received created on 09/07/2021 11:35:03 and created by Kyran Johal ***
Perfect, i've attached the signed copy with the updated address

*** 09/07/2021 11:44:43 ***
Email is sent on 09/07/2021 11:43:44 by Kyran Johal
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 09/07/2021 11:43:44 and created by Kyran Johal ***
Dear [redacted] Thank you for your swift response, we are missing a signature on the first page, please sin the first page and return it. Once I have received I will confirm receipt.
Sincerely,Kyran
Kia America

09/07/2021 12:07:10
Email is received on 09/07/21 12:07:03 from [redacted]
Attachments:
Document-2021-09-07-120457.pdf

*** Email - External Email Received created on 09/07/2021 12:07:06 and created by Kyran Johal ***
My apologies, please see attached

*** 09/07/2021 12:30:38 ***
Goodwill #: 191179 Submitted

*** 09/07/2021 12:31:29 ***
Email is sent on 09/07/2021 12:31:04 by Kyran Johal
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 09/07/2021 12:31:04 and created by Kyran Johal ***
Dear [redacted] Thank you for returning the signed documents. I will process 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,Kyran
Kia America

*** 10/06/2021 14:34:53 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 191179 Final Approved

*** 10/06/2021 14:34:53 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 10/06/2021 14:34:53 (GMT-08:00) Pacific Time (US & Canada) by Siebel System - Auto Message
To: [redacted]
Cc: [redacted]
Title: Update from Kia, Case #[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP 4HC5LG[redacted]	[redacted]	1 ,81
Carson , CA ,90745		02/28/2019	Dealer: CA313 KIA of Carson	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

Dear [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 America

*** Note - Others created on 10/08/2021 09:12:08 and created by Kyran Johal ***
Goodwill Issued

*** 10/08/2021 09:14:46 ***
Closed by Kyran Johal with Resolution Code : Goodwill Issued
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC9LG[redacted]	[redacted]	12,347

Appleton , WI 54914 11/25/2019 Dealer: WI030 Bergstrom KIA Appleton

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

*** 07/14/2021 15:48:40 ***
Contact = [redacted] Priority = Standard, Sub Status = Dispatched

*** 07/14/2021 15:48:40 ***
Web - Note created on 07/14/2021 15:48:40 and created by [redacted]
My Telluride has been experiencing a number of electrical problems in the last year. The dash lights have gone out. The lights on the info screen have gone out. While traveling with **CRUISE CONTROL** set at 70 the vehicle has sped up to 80 and all the trouble lights came on. Before I could apply the brakes the lights went out and vehicle slowed. The Service Dept. says they can't find anything. The General Manager says all vehicles have intermittent problems. He was going to have the Service manager call me. IT's been two days and I haven't received a call. I like the vehicle but these problems are dangerous and concerns my wife as well. I will not be recommending this Dealership to anyone and would not recommend a KIA to anyone. Please HELP. Thank you.
[redacted]

*** 07/16/2021 06:13:21 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue eWebSupport to WIPBin Inbox by Jada Jones

*** 07/16/2021 06:17:45 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue Callcenter by Jada Jones

*** 07/16/2021 06:28:17 (GMT-07:00) Arizona ***
Accepted from Queue Callcenter to WIPBin Friday-1 by Randy Chacon

*** 07/16/2021 07:53:07 (GMT-07:00) Arizona ***
Dispatched from WIPBin Friday-1 to Queue ZZ Peggy Madrid by Randy Chacon

*** 07/21/2021 06:55:20 ***
Accepted from Queue ZZ Peggy Madrid to WIPBin Default by Peggy Madrid

*** 08/07/2021 06:22:14 ***
Email is sent on 08/07/2021 06:22:06 by Peggy Madrid
To: [redacted]
Cc:
Title:

*** Email - External Email Sent created on 08/07/2021 06:22:06 and created by Peggy Madrid ***
Good afternoon. We have received your recent online contact and we appreciate the opportunity to assist. We are terribly sorry to hear about the issues in reference to your Kia. In order to address your concerns, please authorize your local Kia dealership to perform a vehicle diagnosis. If your vehicle has recently been diagnosed for these concerns, please let us know. We will contact the dealer for more information and review further. Please let us know if you have any questions. Thank you!

Sincerely

*** Phone - Call - Inbound created on 08/07/2021 06:22:44 and created by Peggy Madrid ***
Good afternoon. We have received your recent online contact and we appreciate the opportunity to assist. We are terribly sorry to hear about the issues in reference to your Kia. In order to address your concerns, please authorize your local Kia dealership to perform a vehicle diagnosis. If your vehicle has recently been diagnosed for these concerns, please let us know. We will contact the dealer for more information and review further. Please let us

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC9LG[redacted]	[redacted]	12,347

Appleton , WI 54914 11/25/2019 Dealer: WI030 Bergstrom KIA Appleton

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

know if you have any questions. Thank you!

Sincerely

*** Email - External Email Sent created on 08/07/2021 06:22:06 and created by Peggy Madrid ***
Good afternoon. We have received your recent online contact and we appreciate the opportunity to assist. We are terribly sorry to hear about the issues in reference to your Kia. In order to address your concerns, please authorize your local Kia dealership to perform a vehicle diagnosis. If your vehicle has recently been diagnosed for these concerns, please let us know. We will contact the dealer for more information and review further. Please let us know if you have any questions. Thank you!

Sincerely

*** 08/07/2021 06:23:06 ***
Closed by Peggy Madrid with Resolution Code : Referred to Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP5DHC8MG[redacted]	[redacted]	1
,	,	08/11/2020	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Product
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Design

Case History

*** 07/15/2021 10:24:45 ***
Contact = [redacted], Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 07/15/2021 10:28:55 and created by Steve Howard ***
Customer [redacted] (owner) calling in states
1. Don't have a power outlet in the back of the car
2. Only a USB outlet
3. 3 times now the car has started shaking
4. The **LANE ASSIST** has been disabled
5. The camera starts flashing

Writer states
1. Apologized
2. Advised where the 12 volt outlet
3. Updated contact information
4. No open SCs

Customer states
1. Need the 110 volt outlet

Writer states
1. Montoney sticker doesn't show it on your car
2. It's not equipped with it
3. The 2022 SX model has an option
4. It's part of the SX Prestige package
5. Is there anything else I can help with?

Customer states
1. Will look to trade up for the 2022 when one comes in
2. Have a order in at a dealer

Writer states
1. Gave Case # and contact information
2. Thank you for being the best part of Kia

Customer states
1. Thank you

*** 07/15/2021 10:29:30 ***
Closed by Steve Howard with Resolution Code : Concerns Recorded
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYRKDLF0MG[redacted]	[redacted]	9,449
,	,	12/22/2020	Dealer:	

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

Case History

*** 07/15/2021 10:43:53 ***
Contact = [redacted] Priority = Standard, Sub Status = Dispatched

*** 07/15/2021 10:43:53 ***
Web - Note created on 07/15/2021 10:43:53 and created by [redacted]
Hello,

I purchased my 2021 Kia Sorento SX Prestige X-Line in January of 2021. This car cost about $45,000 and while I love the car, I have had serious issues with it since purchase. In April, I began to get a warning about my **HIGHWAY DRIVING ASSIST**ance getting an error every time I turned on my **ADAPTIVE CRUISE CONTROL**. As I am a perdominately highway driver, this is basically every time I drive my car.

I've taken the vehicle to the dealership (who have been fantastic) to get this issue diagnosed. I have now had it in the show 5-6 times betewen diagnoses, testing, and potential repairs. A camera was replaced but that did not fix the error. The last time I took it in, it was in for over a week and the dealership fixed some loose pins, but this also did not fix the issue. Kia is now saying that I need to wait for a software update and that this issue is so new and so rare that we have no idea when that push could actually come. This is flabergasting. This is a $45,000 brand new car. I should be getting what I paid for.

Additionally, my car had a check egingine light come on. After a few different trips to the dealership for testing, there was a hole in my evap system. The dealership says I must have run over a rock and it came up and and punctured the evap cannister. I haven't hit anything that should have caused this but I paid to replace it anyway. This feels like a design flaw to me.

All of this is after getting five years of unfixed errors on my 2015 Kia Optima Hyrbid.

*** 07/16/2021 06:19:37 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue eWebSupport to WIPBin Inbox by Jada Jones

*** 07/16/2021 06:21:22 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue Callcenter by Jada Jones

*** 07/16/2021 06:31:45 ***
Accepted from Queue Callcenter to WIPBin Default by Myra Davis

*** 07/16/2021 06:34:45 ***
Dispatched from WIPBin Default to Queue ZZ Lisa Maynard by Myra Davis

*** 07/17/2021 04:59:28 ***
Accepted from Queue ZZ Lisa Maynard to WIPBin Default by Lisa Maynard

*** 07/23/2021 14:29:08 ***
Web - Note created on 07/23/2021 14:29:08 and created by [redacted]
Hello. I submitted this 8 days have yet to hear from anyone. I was told it would take no more than 48 hours.

*** 08/13/2021 05:54:26 ***
Email is sent on 08/13/2021 05:53:11 by Lisa Maynard
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 08/13/2021 05:53:11 and created by Lisa Maynard ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 SORENTO 5XYRKDLF0MG[redacted]	[redacted]	9,449
,	,	12/22/2020	Dealer:	

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

Dear [redacted] Thank you for reaching out to us about your vehicle concerns. If you are still having issues with your car of if it is currently at a KIA dealer please reach out to us at 800 333 4542. Thank you for being the best part of KIA
Sincerely,
Kia America

*** 08/13/2021 05:55:17 ***
Closed by Lisa Maynard with Resolution Code : Concerns Recorded
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHCXLG[redacted]	[redacted]	2 ,223
Phoeni , AZ 85022		08/12/2019	Dealer: AZ045 Earnhardt KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Dashboard Light Operation

Case History

Dealer : Earnhardt KIA
Technician : Mitchell Renyer
Service Manager : Larry Donahue
Dealer Phone :
DPSM : Derek Dunning
Vehicle Model : TELLURIDE SX V6 AWD AUTO
Model Year : 2020
Mileage : 26223
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
When activating **SCC**, Warning lights come on after driving for about 30 minutes to 1 hour.

[Diagnostics Performed]
Performed long road test and found after having **SCC** engaged, Red Steering wheel light with exclamation mark will come on followed but **SCC** inop. Upon leaving freeway, found steering wheel will be stiff and making abnormal noise when turning. Returned to shop and scanned for codes. Found multiple codes in system. Codes are as follows: ABS/ESC C164908, EPS C162286 and C162264, **SCC** C136081, and MFC C186286. Once vehicle is cycled off then back on vehicle is operating normal and codes are in history.

*** Dispatched to Queue Telluride Auto-Created Cases on 07/16/2021 01:07:03 (PST)

*** 07/16/2021 06:08:40 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Inbox by Jada Jones

*** 07/16/2021 06:18:48 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue Callcenter by Jada Jones

*** 07/16/2021 08:03:28 ***
Accepted from Queue Callcenter to WIPBin Default by Dan Boyer

*** 07/16/2021 08:16:51 ***
Dispatched from WIPBin Default to Queue ZZ Paxton Kerns by Dan Boyer

*** 07/16/2021 12:46:25 ***
Accepted from Queue ZZ Paxton Kerns to WIPBin Default by Paxton Kerns

*** 07/23/2021 15:23:27 ***
TL case# [redacted] was escalated to an FTS. Update will be provided after this request is reviewed.

*** 07/27/2021 09:15:34 ***
An FTS is scheduled to inspect this VIN on 07/30/2021 at AZ045.

*** 08/19/2021 10:38:23 ***
Email is sent on 08/19/2021 10:38:14 by Paxton Kerns
To: CSCOUCH@GMAIL.COM
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHCXLG[redacted]	[redacted]	2 ,223
Phoeni , AZ 85022		08/12/2019	Dealer: AZ045 Earnhardt KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Dashboard Light Operation

*** Phone - Call - Outbound created on 08/19/2021 10:36:14 and created by Paxton Kerns ***
Wrt called [redacted] (Owner) stating:
1. Intro
2. Calling regarding issues with vehicle
3. Wanted to see if they had been resolved yet or if you've had any issues with the process
4. Provided 800 # and case # for callback if needed

*** Email - External Email Sent created on 08/19/2021 10:38:14 and created by Paxton Kerns ***
Your Case Number: [redacted]
VIN: 5XYP5DHCXLG[redacted]

Dear Sharina,

Thank you for contacting Kia America. We appreciate your feedback and the opportunity to address your concerns. Kia 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 (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 contacting Kia.

Sincerely,
Kia America

*** Phone - Call - Outbound created on 08/19/2021 10:39:26 and created by Paxton Kerns ***
Wrt called AZ045 spoke to Smith Svc Adv stating:
1. Introduction
2. Requesting follow-up information on vehicle status & repairs.
3. Provided customer name.

Smith stated:
1. The vehicle left yesterday

Customer Name: [redacted]
Customer phone #: ([redacted]
Customer address: Not on file
VIN: 5XYP5DHCXLG[redacted]
MY and Mileage: 26223
Most recent RO# Open Date and Close date (if applicable): #1 RO [redacted] opened 07/15/21 closed 08/06/21 #2 RO, [redacted] opened 08/10/21 closed 08/18/21
Days Down at initial Service Alert report (if applicable): n/a
Most recent Repair Issue and Diagnosis: Customer says when activating **SMART CRUISE CONTROL**, warning lights come on after driving for 30-60 minutes, Replaced a number of parts, finally fixed by replacing the wiring harness.
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/A
ETA for completion of repairs (if applicable): Done
Parts on order (Y/N), if so obtain part#, order#: Y
Techline Case (if applicable): [redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHCXLG[redacted]	[redacted]	2 ,223
Phoeni , AZ ,85022		08/12/2019	Dealer: AZ045 Earnhardt KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Dashboard Light Operation

Rental / Loaner Provided? If so, since when?: Y
Dealer contacted DPSM (if needed): N
Vehicle repaired?:Y
Customer has possession?: Y
Dealer Code/Selling Dealer (Y or N): N
Original Owner (Y or N): Y
What is current Customer Request (if needed): N/A

*** 08/19/2021 10:47:07 ***
Closed by Paxton Kerns with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
		5XXG34J20MG[redacted]	[redacted]	1
Tyler , TX ,75703		02/1 /2021	Dealer: TX147 Peltier KIA Tyler	

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 on 07/20/2021 00:00:00

Dealer Name : PELTIER TYLER, INC. Peltier Kia Tyler
Dealer Contact name : C HUDDLESTON
Dealer Phone : 903 581 7688
Part No# : 58310 L1A05
Part Name : CALIPER KIT-RR BRAKE
Order No# : 24084
Order Qty# : 1

*** Dispatched to Queue UPER on 07/21/2021 01:05:38 (PST)

*** 07/21/2021 01:05:45 (GMT-08:00) Pacific Time (US & Canada) ***
Send Email attempted on 07/21/2021 01:05:45 Pacific Time (US Canada) by Siebel System - Auto Message, but failed due to no email address found.

*** Case note has been appended from duplicated auto-case on 08/18/2021 01:06:12 (PST)

Comments from Service Alert - TL

Dealer : Peltier KIA Tyler
Technician : Ruben Gutierrez
Service Manager : MICHELE SMILEY
Dealer Phone :
DPSM : Christopher Besser
Vehicle Model : K5 EX 1.6T 4CYL AUTO
Model Year : 2021
Mileage : 6730
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
customer states check **SMART CRUISE CONTROL** message comes up on cluster, and parking brake light comes on.

[Diagnostics Performed]
checked for dtcs and found c136081 in front radar, c186286 in front view camera, and c241611 in brake system, (abs module and left rear caliper has previously been replaced) checked for wiring for any damage or aftermarket components none found clear dtcs and test drove vehicle, dtc that comes back first c136081 in front radar

*** 08/19/2021 08:08:46 ***
Accepted from Queue UPER to WIPBin 02. Assigned by Kayla Erwin

*** 08/19/2021 08:35:43 ***
Dispatched from WIPBin 02. Assigned to Queue ZZ Kimberly Sells by Kayla Erwin

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
		5XXG34J20MG[redacted]	[redacted]	1
Tyler , TX ,75703		02/1 /2021	Dealer: TX147 Peltier KIA Tyler	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Parts
Kia Case Type Lvl3: Supply
Kia Case Type Lvl4: Stock Status

*** 08/20/2021 11:41:22 ***
Accepted from Queue ZZ Kimberly Sells to WIPBin ksells Inbox by Kimberly Sells

*** Note - Others created on 08/20/2021 11:56:27 and created by Kimberly Sells ***
Warranty history indicates vehicle repaired 08.11.21

*** 08/20/2021 11:56:58 ***
Closed by Kimberly Sells with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP DHC8MG[redacted]	[redacted]	20,233

Grand Island NE , 8803 | 07/2 /2020 | Dealer: NE004 KIA of Grand Island

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Case History

Dealer : KIA of Grand Island
Technician : Miguel Rodriguez
Service Manager : Raymond Weber
Dealer Phone :
DPSM : John Metzcus
Vehicle Model : TELLURIDE S V6 AWD AUTO
Model Year : 2021
Mileage : 20233
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
Customer states **SMART CRUISE CONTROL** not detecting vehicles

[Diagnostics Performed]
Confirmed, scanned for codes found b176400, b17672f, and b149000 history codes, cleared codes and went on drive, smart cruise operated as until aproching another vehicle, **ADAPTIVE CRUISE** did not slow down even with another vehicle confront of it, and when trunign off and attempting to set cruse with a vehicle confront, system would no long work stating conditions were not met and stating radar is being blocked. Have sent picture of warning lights that appeared, codes, and both flight recording that were taken hope some of this may be helpful if there are any further questions please don't hesitate to ask and any advise on were to proceed from here is much appreciated.

*** Dispatched to Queue Telluride Auto-Created Cases on 07/21/2021 01:11:15 (PST)

*** 07/21/2021 06:08:31 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Inbox by Jada Jones

*** 07/21/2021 06:12:21 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue Callcenter by Jada Jones

*** 07/21/2021 09:53:41 ***
Accepted from Queue Callcenter to WIPBin Default by Dan Boyer

*** 07/21/2021 09:59:59 ***
Dispatched from WIPBin Default to Queue ZZ Matt Stanford by Dan Boyer

*** 07/31/2021 05:33:59 ***
Accepted from Queue = ZZ Matt Stanford to WIPBin Default

*** Phone - Call - Outbound created on 08/28/2021 10:41:57 and created by Matthew Stanford ***
writer calls NE 004
dealer states
1)closed on weekend

*** Phone - Call - Inbound created on 09/08/2021 14:11:35 and created by Matthew Stanford ***
writer calls NE 004
dealer states
1)No open tickets
2)warranty was actually closed 8/7

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP DHC8MG[redacted]	[redacted]	20,233

Grand Island NE , 8803 07/2 /2020 Dealer: NE004 KIA of Grand Island

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

3)its repaired

*** 09/08/2021 14:15:32 ***
Closed by Matthew Stanford with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP3DHC0LG[redacted]	[redacted]	17, 43
, ,		09/30/2019	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Gauge Operation

Case History

*** 07/21/2021 19:12:25 ***
Contact = [redacted] Priority = Standard, Sub Status = Dispatched

*** 07/21/2021 19:12:25 ***
Web - Note created on 07/21/2021 19:12:25 and created by [redacted]
My speedometer doesn't work when driving. **CRUISE CONTROL** doesn't work either. I have no way to tell how fast I am going. This is a HUGE safety hazard to me my wife and my small son.

*** 07/26/2021 07:56:55 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue eWebSupport to WIPBin Inbox by Jada Jones

*** 07/26/2021 07:58:49 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue Callcenter by Jada Jones

*** 07/26/2021 08:02:57 ***
Accepted from Queue Callcenter to WIPBin Default by Dan Boyer

*** 07/26/2021 08:12:23 ***
Dispatched from WIPBin Default to Queue ZZ Matt Stanford by Dan Boyer

*** 07/28/2021 12:23:16 ***
Accepted from Queue = ZZ Matt Stanford to WIPBin Default

*** 07/28/2021 12:24:50 ***
Email is sent on 07/28/2021 12:23:18 by Matthew Stanford
To: CIZZLEN@GMAIL.COM
Cc:
Title: Kia Consumer Assistance Center Case#14276979

*** Email - External Email Sent created on 07/28/2021 12:23:18 and created by Matthew Stanford ***
Dear [redacted]
Im sorry to hear you are having this issue. The vehicle needs to be looked at by a KIA DEALER. If you ned assistance with an appointment please call 800 333 4542.
Sincerely,
Kia 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#14276979.

*** 07/28/2021 12:25:27 ***
Closed by Matthew Stanford with Resolution Code : Information Given
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 TELLURIDE 5XYP5DHC2NG[redacted]	[redacted]	2,203

Flowood , MS 39232 0 /21/2021 Dealer: MS01 Wilson KIA On Lakeland

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

Case History

Techline case ([redacted] created on 21-JUL-21 by MS016.
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--
TL Case created by (Dealer Technician) : Ramon Gibson
TL Case creator phone : 6014078877
TL Case creator email : gibsonramon512@yahoo.com
Below are the notes from the TL case describing the concern:

[Problem Description]
customer states **CRUISE CONTROL** inop. traction control light on and rpm will not go anywhere when driving.

[Diagnostics Performed]
tech inspect and found fault dtc(U028700, p050400, c164908,c136081, c154201). fault is active for c154201 brake circuit error. tech inspect brake switch fuse, module 4 (good). tech used voltmeter and check stop lamp switch connector E14 pin 4(ground), pin 2(ground signal), 5 green and black wire (ground signal and when brakes are pressed 12.4 volts), pin 6 (ground and signal ground when pressed), pin 4(12.4 volts).

*** Dispatched to Queue Telluride Auto-Created Cases on 07/22/2021 01:18:03 (PST)

*** 07/22/2021 06:24:04 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Inbox by Jada Jones

*** 07/22/2021 06:32:30 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue Callcenter by Jada Jones

*** 07/23/2021 10:02:51 ***
Accepted from Queue Callcenter to WIPBin Auto Assigned by Christina Steir

*** 07/23/2021 10:06:07 ***
Dispatched from WIPBin Auto Assigned to Queue ZZ Roberto Salazar by Christina Steir

*** Case note has been appended from duplicated auto-case on 07/27/2021 01:05:57 (PST)

Comments from Service Alert - TL

Dealer : Wilson KIA On Lakeland
Technician : Ramon Gibson
Service Manager : Jennifer Anderson
Dealer Phone :
DPSM : Arthur Averhart
Vehicle Model : TELLURIDE SX V6 AWD AUTO
Model Year : 2022
Mileage : 2203
Initial comments by Technician found in TL Case #[redacted] :

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 TELLURIDE 5XYP5DHC2NG[redacted]	[redacted]	2,203

Flowood , MS ,39232 0 /21/2021 Dealer: MS01 Wilson KIA On Lakeland

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Warning Light

[Problem Description]
customer states **CRUISE CONTROL** inop. traction control light on and rpm will not go anywhere when driving.

[Diagnostics Performed]
tech inspect and found fault dtc(U028700, p050400, c164908,c136081, c154201). fault is active for c154201 brake circuit error. tech inspect brake switch fuse, module 4 (good). tech used voltmeter and check stop lamp switch connector E14 pin 4(ground), pin 2(ground signal), 5 green and black wire (ground signal and when brakes are pressed 12.4 volts), pin 6 (ground and signal ground when pressed), pin 4(12.4 volts).

*** 07/27/2021 10:58:43 ***
Accepted from Queue ZZ Roberto Salazar to WIPBin Default by Roberto Salazar

*** 08/06/2021 13:30:58 ***
Case moved into WIPBin Default and Sub Status of Working

*** 09/11/2021 06:56:59 ***
Closed by Roberto Salazar with Resolution Code : No Cust Contact
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC4LG[redacted]	[redacted]	21,993

Orlando , FL 32837 02/21/2020 Dealer: FL112 City KIA of Greater

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

Case History

*** 07/23/2021 18:02:54 ***
Contact = [redacted] Priority = Standard, Sub Status = Dispatched

*** 07/23/2021 18:02:55 ***
Web - Note created on 07/23/2021 18:02:55 and created by [redacted]
GOOD EVENING...ON JUNE 17, 2021 I WENT FOR AN OIL CHANGE AND EXPRESSED TO THE KIA SERVICE REP AT CITY KIA, LOCATED AT 9550 S ORANGE BLOSSOM TRL, ORLANDO, FL 32837, THAT MY **SMART CRUISE CONTROL** AND FORWARD COLLISION AVOIDANCE ASSIST WAS NOT WORKING. HE THEN TOLD ME THAT THE TECHNICIAN COULD NOT GET AN ERROR IN THE SYSTEM EVEN THOUGH I CLEARLY SHOWED HIM PICTURES I HAD TAKEN WHILE DRIVING THAT SYSTEM WAS DISABLED (SEE ATTACHMENT) AND THAT IF IT PERSISTS TO BRING BACK AND I REPLIED MAKES NO SENSE BECAUSE THIS IS GOING ON EVERYDAY AND EVERYDAY IM NOT GOING TO GO THERE BECAUSE THEY WILL NOT GET ERROR CODES...I PURCHASED THIS VEHICLE ONE BECAUSE OF THE LOOKS, SAFETY FEATURES ON TOP OF EVERYTHING ELSE AND BEING A PRACTICALLY YEAR OLD VEHICLE WHICH IS STILL UNDER WARRANTY AND SHOULDNT HAVE THE SITUATIONS OCCUR WITH ERRORS...I JUST WANT MY CAR TO BE FIXED BECAUSE OBVIOUSLY THIS IS CONCERNING AND A PROBLEM.

*** 07/23/2021 18:02:58 ***
IMG_0992.MOV added by [redacted] on 07/23/2021 18:02:55

*** 07/23/2021 18:02:59 ***
Forward disabled.JPG added by [redacted] on 07/23/2021 18:02:59

*** 07/23/2021 18:03:00 ***
IMG_0990.JPG added by [redacted] on 07/23/2021 18:02:59

*** 07/27/2021 09:08:08 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue eWebSupport to WIPBin Inbox by Jada Jones

*** 07/27/2021 09:09:14 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue Callcenter by Jada Jones

*** 07/27/2021 11:10:11 (GMT-07:00) Arizona ***
Accepted from Queue Callcenter to WIPBin Friday-1 by Randy Chacon

*** 07/27/2021 11:11:26 (GMT-07:00) Arizona ***
Dispatched from WIPBin Friday-1 to Queue ZZ Arielle Sluss by Randy Chacon

*** 07/28/2021 18:01:26 ***
Accepted from Queue ZZ Arielle Sluss to WIPBin Default by Jayden Sluss

*** Phone - Call - Inbound created on 08/19/2021 12:40:35 and created by Michael Crandall ***
Caller states
1 I am calling today to follow up I have a case number
2 they keep telling me at the dealer that because the code is not there when I bring it in that they cant help me
3 it is happening everyday it doesnt work at all since the end of may

Writer states
1 I do apologize
2 when was the last time that you were over ther for it to be inspected
3 let me look at video
4 is that occuring at low speeds ?

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC4LG[redacted]	[redacted]	21,993

Orlando , FL 32837 02/21/2020 Dealer: FL112 City KIA of Greater

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

Caller states
1 I haven't gone back since the oil change
2 they told me to call you instead
3 and no it is happening on the highway

Writer states
1 let me do some research
2 attempt user error troubleshooting
3 is left foot on brake at same time n
4 are you in heavy traffic or do you tailgate n
5 do you have the TCS disabled n
6 let me place you on hold whil i do more research
7 placed caller on hold
8 attempt more troubleshooting
9 refer back to dealer

*** 08/28/2021 13:38:09 ***
Closed by Michael Crandall with Resolution Code : Referred to Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP34HC0LG[redacted]	[redacted]	20,5 2

Greer , SC 29 51 02/12/2020 Dealer: SC020 KIA of Greer

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Case History

Dealer : KIA of Greer
Technician : Paul Kiwitz
Service Manager : Kamil Burdzy
Dealer Phone :
DPSM : Paul Gianmoena
Vehicle Model : TELLURIDE EX V6 FWD AUTO
Model Year : 2020
Mileage : 20562
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
The customer states a warning message appears on her dash intermittently stating the front radar is obstructed and the **CRUISE CONTROL** stops working.

[Diagnostics Performed]
We have not been able to duplicate the concern. Vehicle has been test drive twice over 10 miles each time and using the **CRUISE CONTROL**. No DTCs found doing a full system scan. No front license plate or damage to the front bumper.

*** Dispatched to Queue Telluride Auto-Created Cases on 07/29/2021 01:08:54 (PST)

*** 07/29/2021 09:19:25 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Inbox by Jada Jones

*** 07/29/2021 09:20:55 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue Callcenter by Jada Jones

*** 07/29/2021 09:46:17 ***
Accepted from Queue Callcenter to WIPBin Default by Dan Boyer

*** 07/29/2021 09:49:54 ***
Dispatched from WIPBin Default to Queue ZZ Steve Howard by Dan Boyer

*** 07/30/2021 14:14:06 ***
Accepted from Queue = ZZ Steve Howard to WIPBin Default

*** 09/18/2021 11:26:57 ***
Closed by Steve Howard with Resolution Code : No Cust Contact
[Resolution Summary]
Customer traded/sold vehicle

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J24MG[redacted]	[redacted]	4,29

New Hampton NY ,10958 04/30/2021 Dealer: NY007 KIA of Middletown

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

Case History

Techline case ([redacted] created on 28-JUL-21 by NY007.
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--
TL Case created by (Dealer Technician) : KYLE BREWER
TL Case creator phone : 8459788631
TL Case creator email : kyleb1115@gmail.com
Below are the notes from the TL case describing the concern:

[Problem Description]
multiple lights on dash all the time. vehicle drives fine, **LANE DEPARTURE** works. **CRUISE CONTROL** inop. forward collision inop. customer complained of issue at 417 miles. we were unable to duplicate. now the issue is constant.

[Diagnostics Performed]
none at this time. looking for advice on how to proceed

*** Dispatched to Queue Service Alert / Techline on 07/29/2021 01:11:07 (PST)

*** Case note has been appended from duplicated auto-case on 08/10/2021 01:07:04 (PST)

Comments from Service Alert - TL

Dealer : KIA of Middletown
Technician : KYLE BREWER
Service Manager : Edwin Powley
Dealer Phone :
DPSM : Robert Speer
Vehicle Model : K5 GT-LINE 1.6T 4CYL AUTO AWD
Model Year : 2021
Mileage : 4296
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
multiple lights on dash all the time. vehicle drives fine, **LANE DEPARTURE** works. **CRUISE CONTROL** inop. forward collision inop. customer complained of issue at 417 miles. we were unable to duplicate. now the issue is constant.

[Diagnostics Performed]
none at this time. looking for advice on how to proceed

*** Case note has been appended from duplicated auto-case on 08/26/2021 01:02:17 (PST)

Comments from UPER

Part ordered for customer vehicle has been placed into the UPER status on 08/25/2021 00:00:00

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 K5 5XXG 4J24MG[redacted]	[redacted]	4,29

New Hampton NY ,10958 | 04/30/2021 | Dealer: NY007 KIA of Middletown

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

Dealer Name : MIDDLETOWN NISSAN, INC. Kia of Middletown
Dealer Contact name : COREY
Dealer Phone : 845 374 6555
Part No# : 58910 L3800 Kia of Middletown
Part Name : HYDRAULIC UNIT ASSY
Order No# : K0817G
Order Qty# : 1

*** Phone - Call - Inbound created on 09/29/2021 11:54:00 and created by Victoria Orr ***
Cust [redacted] Owner called and states
1 had issues since bought car
2 DLR has had vehicle more than I have- and I have made 4 payments
3 I need to open a Claim and start Buy back

Cust bought vehicle 6-5-21 at NY007

Wrt states
1 Apologized and verify Cust info
2 DLR opened TL case

- RO [redacted] opened 7-27-21 with 4296 miles
- C/S - multiple lights on dash all the time
- replaced HECU
- TL re-opened 9-13-21- contacting engineering

Cust states
1 1st time at DLR just 3 weeks after bought it- lights came on but turned off when got to DLR- told to come back
2 then 2 days later dash lights came back on- did diag
3 test drove and said ok
4 then a week later- lights come on off - trip to VA
5 I am military and had to go VA for training
6 then dropped off 7-27-21 and got back 9-21-21
7 and now 9-27-21 came back on-took back to DLR
8 today DLR said codes back- 4th time in same issue
9 its the safety equipment
10 working with Svc Mgr Scott and Kevin at DLR

Wrt states
1 Apologized
2 will need to contact DLR for addl info
3 then can escalate your case for Buyback review
4 Kia participates in a third-party arbitration program through BBB AUTO LINE (this service is free of charge to Kia customers). Please reference your Warranty and Consumer Information Manual (WCIM) for more details about the BBB arbitration program. We are escalating your case to the appropriate office. A representative will be notified and will follow up accordingly."
5 asked to place Cust on hold to call DLR

Dealer NY007 states- called nbr above-
1 press 3 for Service - rings - no answer or VM - then line disconnects

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J24MG[redacted]	[redacted]	4,29
New Hampton NY ,10958		04/30/2021	Dealer: NY007 KIA of Middletown	

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

2 Wrt called twice

Wrt states to Cust
1 apologized
2 unable to reach DLR - will keep trying
3 then escalate your case
4 provided case nbr

Cust states
1 I have same problem getting through to DLR- call 5 or 6 times
2 ask for Kevin or Scott
3 I understand they are busy but I have a problem too

Wrt states
1 Thanked

Cust states
1 Thank you

*** Phone - Call - Inbound created on 09/30/2021 09:37:55 and created by Victoria Orr ***
Wrt called NY007 for RO- 2nd attempt
1 spoke with SA Kevin
2 RO [redacted] closed - Cust has car- not at DLR now
3 Cust called me a few days ago to say lights back on
4 checked with Svc Mgr Scott- he said need FTS to inspect it
5 will contact Cust when have FTS appt to bring back

Wrt states
1 thanked

*** Phone - Call - Inbound created on 09/30/2021 10:20:57 and created by Victoria Orr ***
Call to Action
1 Cust states asking for Buyback
2 NY007 states requesting FTS
3 Dispatching due to Buyback
4 Cust has been advised
5 Please review and follow up accordingly

*** 09/30/2021 10:24:09 ***
Dispatched from WIPBin = 2 Tuesday to Queue Eastern Region ECR by Victoria Orr
Reason: Escalate for Buyback

*** 10/01/2021 05:05:59 ***
Accepted from Queue Eastern Region ECR to WIPBin 04. Eastern by Kayla Erwin

*** 10/01/2021 08:05:26 ***
Case moved into WIPBin 04. Eastern and Sub Status of Working

*** 10/01/2021 08:15:24 ***

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J24MG[redacted]	[redacted]	4,29
New Hampton NY ,10958		04/30/2021	Dealer: NY007 KIA of Middletown	

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

Assigned to WIPBin Inbox of Savannah Berg by Kayla Erwin
Reason:

*** Phone - Call - Outbound created on 10/05/2021 09:32:25 and created by Savannah Berg ***
Writer called [redacted] owner) at ([redacted]
No answer, left voicemail.
Writer states:
1. Introduced self and advised calling from Kia's escalation team.
2. Advised writer is reaching out to further discuss recent vehicle concerns.
3. Provided case # and direct contact information.
4. Requested callback for further assistance.

*** 10/05/2021 09:33:10 ***
Email is sent on 10/05/2021 09:32:48 by Savannah Berg
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 10/05/2021 09:32:48 and created by Savannah Berg ***
Your Case Number: [redacted]
VIN: 5XXG64J24MG[redacted]

Dear [redacted]

Thank you for contacting Kia America. We appreciate your feedback and the opportunity to address your concerns. Kia 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 (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 contacting Kia.

Sincerely,

Savannah Berg | Escalations Representative
Kia America

*** Email - External Email Sent created on 10/05/2021 09:32:48 and created by Savannah Berg ***
Your Case Number: [redacted]
VIN: 5XXG64J24MG[redacted]

Dear [redacted]

Thank you for contacting Kia America. We appreciate your feedback and the opportunity to address your concerns. Kia 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

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J24MG[redacted]	[redacted]	4.29
New Hampton NY ,10958		04/30/2021	Dealer: NY007 KIA of Middletown	

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

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 contacting Kia.

Sincerely,

Savannah Berg | Escalations Representative
Kia America

*** 10/05/2021 09:39:46 ***
Email is sent on 10/05/2021 09:39:02 by Savannah Berg
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]
Attachments:
Acknowledgement Letter-[redacted]docx

*** Email - External Email Sent created on 10/05/2021 09:39:02 and created by Savannah Berg ***
Dear [redacted]

Thank you for speaking with me today. As discussed, I would like to ensure we make a comprehensive and accurate review of your vehicle history, so that we can provide the best-suited assistance possible. To that end, would you please review and provide the requested information?

I will review upon receipt and follow-up with you to further discuss a resolution.

Sincerely,

Savannah Berg | Escalations Representative
Kia America

*** Phone - Call - Outbound created on 10/05/2021 09:42:32 and created by Savannah Berg ***
Customer called back in

Customer states:
1. calling back

Writer states:
1. introduced as ECR
2. following up

Customer states:
1. reiterated concerns
2. codes are intermittent
3. want to look into buyback now

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J24MG[redacted]	[redacted]	4,29
New Hampton NY ,10958		04/30/2021	Dealer: NY007 KIA of Middletown	

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

Writer states:
1. apologized
2. writer can review request
3. advised will send request for documentation and will review upon receipt

Customer states:
1. thank you

*** Email - External Email Sent created on 10/05/2021 09:39:02 and created by Savannah Berg ***
Dear [redacted]

Thank you for speaking with me today. As discussed, I would like to ensure we make a comprehensive and accurate review of your vehicle history, so that we can provide the best-suited assistance possible. To that end, would you please review and provide the requested information?

I will review upon receipt and follow-up with you to further discuss a resolution.

Sincerely,

Savannah Berg | Escalations Representative
Kia America

*** 10/12/2021 13:50:42 ***
TL case# [redacted] was escalated to an FTS. Update will be provided after this request is reviewed.

*** 10/22/2021 11:41:21 ***
An FTS is scheduled to inspect this VIN on 11/02/2021 at NY007.

*** Phone - Call - Outbound created on 10/25/2021 08:44:09 and created by Savannah Berg ***
Writer called [redacted] owner) at ([redacted]
no answer

*** 11/02/2021 10:37:57 ***
Acknowledgement Letter-[redacted] docx added by [redacted] on 11/02/2021 10:37:56

*** 11/02/2021 10:37:57 ***
KIA service.pdf added by [redacted] on 11/02/2021 10:37:57

*** 11/02/2021 10:37:58 ***
Web - Note created on 11/02/2021 10:37:58 and created by [redacted]
Vehicle is currently at dealership unable to get sales contract or registration, Sale was made through KIA financial for records purpose.

*** Phone - Call - Outbound created on 11/08/2021 10:35:32 and created by Savannah Berg ***
Writer called [redacted] owner) at ([redacted]

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J24MG[redacted]	[redacted]	4,29
New Hampton NY ,10958		04/30/2021	Dealer: NY007 KIA of Middletown	

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

Writer states:
1. following up
2. advised cannot offer repurchase/replacement at this time
3. can offer 5 car payments as goodwill once vehicle is repaired

Customer states:
1. I don't really want that
2. I'm kind of in a predicament here
3. and I'm not sure what to do
4. I don't trust the car
5. I want it bought back

Writer states:
1. apologized
2. writer can escalate case further
3. will hear back from ECA in 1-2 weeks to discuss

Customer states:
1. thank you

*** 11/08/2021 10:38:32 ***
Dispatched from WIPBin = 3. Wednesday to Queue Eastern Region Admin by Savannah Berg
Reason:

*** 11/10/2021 09:36:43 ***
Accepted from Queue = Eastern Region Admin to WIPBin Reviewing/Pending

*** Email - External Email Sent created on 11/10/2021 09:36:53 and created by Allison Palmeri ***
Wtr contacted, SM Edwin NY007, requesting for repair orders

*** 11/11/2021 11:17:13 ***
Email is sent on 11/11/2021 11:10:59 by Allison Palmeri
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 11/11/2021 11:10:59 and created by Allison Palmeri ***
Dear [redacted]

My name is Allison and your current case with Kia Motors has been escalated for my review. I apologize for the poor experience you have expressed and hope that I can further assist you.

I have reviewed your servicing documents and would like to review your case further for vehicle repurchase under the New York state lemon law guidelines. Would you please provide me with a copy of your vehicle sales documents, as well as your current vehicle registration.

Additionally, the last repair order I have on file was dated for September 2021. However, I see that an FTS inspected the car pretty recently. Could you please clarify for me the last time your vehicle was in for service?

Please feel free to contact me should you have any questions or concerns and I would be happy to assist further. Thank you for your time and patience.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 K5 5XXG 4J24MG[redacted]	[redacted]	4,29

New Hampton NY ,10958 04/30/2021 Dealer: NY007 KIA of Middletown

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

Sincerely,
Kia America

*** Email - External Email Received created on 11/12/2021 12:00:18 and created by Allison Palmeri ***
received repair orders from, scott powley, NY007

see attached

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J20MG[redacted]	[redacted]	2 ,018
Springfield, IL , 2711		12/20/2020	Dealer: IL047 Green KIA	

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

Case History

*** 08/04/2021 14:32:59 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 08/04/2021 14:33:23 and created by Dean Butler ***
[redacted] states
1 My rotors are bad and I want Kia to pay for them
2 Go on the forums and you will see a lot of people complaining about this
3 I want kia to give me another car.
4 This is too soon for rotors to go out!

Writer states
1 Very sorry about this
2 We can reach out to DPSM
3 No guarantee because of mtnce/wear and tear item
4 Give us 2 to 3 business days

Cust states
1 Thank you

*Called Doug IL075 and lvm for Justin

*** Phone - Call - Inbound created on 09/22/2021 10:13:15 and created by Anais Carrillo ***
Cust States:
1. Its been way over a month and no f/u.
2. I keep calling and get no update
3. Continues to vent

Writer states:
1. Apologies.
2. Case is in review.
3. For rotoe which is a maintenance item but they are still reviewing

Cust states:
1. Vented on how its a defect
2. Vented on not getting f/u
3. I will call again

*** Phone - Call - Outbound created on 09/22/2021 10:23:27 and created by Anais Carrillo ***
Called dlr IL075
no answer, Left svc a vm

*** Phone - Call - Inbound created on 09/22/2021 10:34:51 and created by Miranda Taylor ***
- (owner) called in stating:
1. Reiterated problem and states no one is giving her
an update on the vehicle
2. I can't even use the **CRUISE CONTROL** now and this should be covered
3. I will call every hour till I get an answer on this

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J20MG[redacted]	[redacted]	2 ,018
Springfield, IL , 2711		12/20/2020	Dealer: IL047 Green KIA	

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

4. There is no way my rotors should be warped

Writer states
1. Apologize for the vehicle concerns
2. Advised that we can reimburse for the rental if needed
3. Vehicle is still under warranty and brand new should not have this problem
4. Advised we are still waiting on RO from dealer and have been reaching out to them
and they are not answering or getting back to us

Cust states
1 Ok thank you I will go by the dealership and get this situated. I am done waiting on this

*** 09/22/2021 10:55:16 ***
Dispatched from WIPBin = Default to Queue Callback Team by Miranda Taylor
Reason:

*** 09/24/2021 06:12:17 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Callback Team to WIPBin INBOX by Robyn Hall

*** 09/24/2021 06:12:49 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin INBOX to Queue ZZ Matt Stanford by Robyn Hall

*** 09/24/2021 07:05:00 ***
Accepted from Queue = ZZ Matt Stanford to WIPBin Default

*** Phone - Call - Outbound created on 09/24/2021 07:07:50 and created by Matthew Stanford ***
writer calls IL 075
dealer states
1)Ro for rotors was [redacted]
2)almost 2 months ago we resurfaced
3)she came in for **CRUISE CONTROL** but we couldnt duplicate/ this was the same day as rotors

*** Phone - Call - Outbound created on 09/24/2021 07:11:53 and created by Matthew Stanford ***
writer calls customer
customer states
1)they never resurfaced them
2)they told me they were warped
3)it still shakes
4)**CRUISE CONTROL** issue is still present
5)i went on KIA forum
6)it says i can shut the feature off that slows me down if someone is in front of me / we cant figure out how to turn off
7)would like to go to a different dealer

writer calls IL 047
dealer states
1)I have 10/19 at 830

*** Phone - Call - Outbound created on 09/24/2021 07:20:42 and created by Matthew Stanford ***
writer calls customer
writer states

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J20MG[redacted]	[redacted]	2 ,018
Springfield, IL , 2711		12/20/2020	Dealer: IL047 Green KIA	

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

1)advised of appointment
2)if need further assistance please call back

*** 09/24/2021 07:23:11 ***
Closed by Matthew Stanford with Resolution Code : Referred to Dlr
[Resolution Summary]
Urbana

*** 10/19/2021 07:21:52 (GMT-07:00) Arizona ***
Reopened by Debra Rustin with Sub Status of Working

*** Phone - Call - Inbound created on 10/19/2021 07:22:34 (GMT-07:00) Arizona and created by Debra Rustin ***

IL047/Josh Laurent/SM
1. 1st time we have seen this vehicle
2. he came in and said KCA front brake roters need replaced
3. also that we need to shut off the **ADAPTIVE CRUISE CONTROL**
RO#[redacted] 10/19/21 Not diagnosed yet

writer states
1. we have not told any of this to the customer
2. ill call tomorrow and get a quote
3. i will reach out for GW

*** Phone - Call - Inbound created on 10/19/2021 11:18:43 (GMT-07:00) Arizona and created by Debra Rustin ***
IL047/josh laurent/SM
1. DPSM said to resurface under GW
2. we did this, no issues there
3. tires are in really bad shape
4. no codes for adapative **CRUISE CONTROL**
5. they just need tires, recomended
6. i am contacting the customer

*** 10/19/2021 11:19:21 (GMT-07:00) Arizona ***
Closed by Debra Rustin with Resolution Code : Information Given
[Resolution Summary]
Urbana

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC8LG[redacted]	[redacted]	30, 09

Muncie , IN ,47304 12/04/2019 Dealer: IN02 KIA of Muncie

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Audio Controller/Display Op

Case History

*** 08/07/2021 18:57:43 ***
Contact = [redacted] Priority = Standard, Sub Status = Dispatched

*** 08/07/2021 18:57:43 ***
Web - Note created on 08/07/2021 18:57:43 and created by [redacted]
The lcd display in the instrument cluster that gives information about many adas features stays off. The screen just remains blank on most starts. Restarting after opening and closing the doors helps some times to bring the display back. But since there is no feedback about many adas features because of no display, it is indeed a safety issue.
Kia of Muncie said engineers Are working on a software update. However this is going to be a problem if the vehicle is not fixed or a safe vehicle provided until it is fixed. I have pictures of the instrument panel going black while driving. It was out for over 25 minutes and turning of and on did not fix it. Had no clue my speed or how much gas was left. I am also concerned the safety features are not working during this black out.

*** 08/07/2021 18:57:44 ***
307305FB-612D-4B0E-9831-014A35A91A30.jpeg added by [redacted] on 08/07/2021 18:57:44

*** 08/07/2021 18:57:45 ***
2B649318-BC40-4963-8754-12B5D8D189B8.jpeg added by [redacted] on 08/07/2021 18:57:44

*** 08/07/2021 18:57:46 ***
C14C1942-3178-43EE-A5E4-1A981CF9BD28.jpeg added by [redacted] on 08/07/2021 18:57:45

*** 08/07/2021 18:57:47 ***
6D0F7628-4612-4A1C-90C6-5C273FA5A579.jpeg added by [redacted] on 08/07/2021 18:57:46

*** 08/07/2021 18:57:48 ***
E1EDB0B7-9C60-450C-A52B-162938ABC726.jpeg added by [redacted] on 08/07/2021 18:57:47

*** 08/07/2021 18:57:48 ***
A7D09C7D-B950-4B6E-B5DB-95ED70BA8058.jpeg added by [redacted] on 08/07/2021 18:57:48

*** 08/10/2021 09:46:04 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue eWebSupport to WIPBin Inbox by Jada Jones

*** 08/10/2021 09:53:49 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue Callcenter by Jada Jones

*** 08/10/2021 10:23:05 ***
Accepted from Queue Callcenter to WIPBin Auto Assigned by Christina Steir

*** 08/10/2021 10:29:05 ***
Dispatched from WIPBin Auto Assigned to Queue ZZ Victoria Orr by Christina Steir

*** 08/12/2021 08:56:14 ***
Accepted from Queue ZZ Victoria Orr to WIPBin Default by Victoria Orr

*** Case note has been appended from duplicated auto-case on 08/24/2021 01:06:48 (PST)

Comments from Service Alert - TL

Dealer : KIA of Muncie

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC8LG[redacted]	[redacted]	30, 09
Muncie , IN ,47304		12/04/2019	Dealer: IN02 KIA of Muncie	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Audio Controller/Display Op

Technician : aaron addison
Service Manager : Jeff Harris
Dealer Phone :
DPSM : Steven Rupert
Vehicle Model : TELLURIDE SX V6 AWD AUTO
Model Year : 2020
Mileage : 30943
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
Customer states the cluster goes black, airbag light on, Has happened multiple times, issue is becoming more frequent. Confirmed customers complaint, found Instrument cluster all dark, only indicator is Airbag warning lamp, tach is stuck at 2500 RPMs, Speedo stuck at 30 mph, Fuel gauge stuck on full, both HVAC screens are black, no interior illumination on buttons. Sound for turn signals INOP. No turn signal or high beam indicators on dash when in use.

[Diagnostics Performed]
Checked DTC's, found ICU- C1628(CAN Time-Out Cluster) EPS C162887 (CAN Time0Out Cluster) **SCC**-C162887 and C180581. MFC C162887 and C186286. BCW-C162887.AIRBAG B261700 (CLuster Airbag Warning Lamp CAN Message Timeout) ABSESC C162808. ENGINE-P046200 Fuel Level Sensor "A" Circuit Low. Found No communication with Cluster at all. Checked Cluster 7.5 amp fuse-good. Removed cluster assembly, found power at M08 Pins 39 and 40. Good continuity to ground at M08 Pins 1 and 37. Checked Pin Fit at M08, Pin fit feels good on all terminals. Plugged Cluster back in and found everything to return to normal. There is no software update available for clusters on a 2020. Any known issues of freezing or INOP conditions? With pin fit good and all powers and grounds present, leading to an internal cluster issue.

*** 09/30/2021 16:31:59 ***
Closed by Victoria Orr with Resolution Code : Repaired at Dlr
[Resolution Summary]
TL case says repair completed

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H37N [redacted]	[redacted]	8,48

West Palm , FL 33415 01/2 /2021 Dealer: FL090 Greenway KIA West Palm

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Case History

*** 08/09/2021 13:05:13 (GMT-07:00) Arizona ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 08/09/2021 13:04:00 (GMT-07:00) Arizona and created by Michael Haynes ***
The caller states:
1. Just left the Kia dealer
2. Had them check a system error
3. Sensor comes up with an error but it goes off before it gets to the dealer
4. I got a message that something may be blocking the **ADAPTIVE CRUISE CONTROL** sensor
5. Kia dealer didn't find anything wrong
6. However, **ADAPTIVE CRUISE CONTROL** isn't working right now

The writer states:
1. Apologizes issues
2. Gives case #
3. Please call us once this is back at a Kia dealer so we can monitor the repair

The caller states:
1. Thank you

*** 08/09/2021 13:07:17 (GMT-07:00) Arizona ***
Closed by Michael Haynes with Resolution Code : Referred to Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP3DHC1MG[redacted]	[redacted]	1 ,2 2
Blakely , PA ,18447		08/28/2020	Dealer: PA101 Planet KIA	

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

Case History

Dealer : Planet KIA
Technician : frank beader
Service Manager : Cathy Blanchard
Dealer Phone :
DPSM : Roger Jantz
Vehicle Model : TELLURIDE EX V6 AWD AUTO
Model Year : 2021
Mileage : 16262
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
customer states forward collision warning system is not working properly. warning lights keep coming on and off. **CRUISE CONTROL** stops working when this happens.

[Diagnostics Performed]
vehicle was in about a 1000 miles ago on 7/22 for same concern. was scanned no codes and test drove with no problem found. vehicle came back and left for us to drive. drove a few time then message on dash came on saying forward collision system problem and forward crash light and warning light came on. scanned full system - no codes. turned vehicle off and restarted lights went off. there is no damage to front end and does not have any aftermarket part. added pics of lights and system having no codes. VDN-210810004I(210810002F)

*** Dispatched to Queue Telluride Auto-Created Cases on 08/11/2021 01:08:09 (PST)

*** 08/11/2021 05:48:40 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Telluride Auto-Created Cases to WIPBin Inbox by Jada Jones

*** 08/11/2021 05:49:57 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue Callcenter by Jada Jones

*** 08/11/2021 11:09:27 (GMT-07:00) Arizona ***
Accepted from Queue Callcenter to WIPBin Friday-1 by Randy Chacon

*** 08/11/2021 11:10:00 (GMT-07:00) Arizona ***
Dispatched from WIPBin Friday-1 to Queue ZZ Bethany Grombly by Randy Chacon

*** 08/12/2021 12:56:37 (GMT-07:00) Mountain Time (US & Canada) ***
Accepted from Queue ZZ Bethany Grombly to WIPBin Default by Bethany Grombly

*** Phone - Call - Inbound created on 08/24/2021 13:07:20 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***

<For Internal Use Only
TL closed vehicle is now performing as designed,>

*** 08/24/2021 13:10:17 (GMT-07:00) Mountain Time (US & Canada) ***
Closed by Bethany Grombly with Resolution Code : Repaired at Dlr
[Resolution Summary]
TL closed

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 TELLURIDE 5XYP5DHC0NG[redacted]	[redacted]	400
,	,	0 /24/2021	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

Case History

*** 08/12/2021 08:08:30 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** 08/12/2021 08:08:35 ***
Script Accident Report started by Joey Salcito on 08/12/2021 08:08:35

*** Phone - Call - Inbound created on 08/12/2021 08:31:37 and created by Christina Steir ***
Writer called customer:
1. Introduced self
2. Was calling to ask a couple other questions

a. Did the airbags deployed - No
b. Was any vehicle towed away - No
c. Was anyone taken to the hospital by ambulance - No
d. Were there any injuries - No
e. Were there any fatalities - No
f. Was a vulnerable road user injured (pedestrian, bicyclists, etc.) - No
g. Was the **HDA** system disabled -

Customer states:
1. OK thank you
2. I am just worried because the insurance already approved
3. I just want to make sure this does not happen again
4. There could be liability

Writer states:
1. I understand
2. We will contact you in 2-3 business days
3. Thank you for calling Kia

Customer states:
1. Thank you

*** Note - Others created on 08/12/2021 08:41:00 and created by Christina Steir ***
Forwarding to NCA.
1. Cust alleges vehicle drove itself
2. Vehicle is currently at dealer
3. Customer is requesting follow up

*** Phone - Call - Inbound created on 08/12/2021 08:08:09 and created by Joey Salcito ***
Cust states

1. My car somehow drove itself and hit another veh.

Wrt states

1. Apologized.

2. Will get you in touch with the proper team to handle the situation.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 TELLURIDE 5XYP5DHC0NG[redacted]	[redacted]	400
,	,	0 /24/2021	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

Ran partial script before getting with sup

Cust states

1. Thank you.

*** 08/12/2021 08:46:26 ***
Dispatched from WIPBin = Auto Assigned to Queue National CA by Christina Steir
Reason:

*** 08/12/2021 17:17:42 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 08/13/2021 15:31:53 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 1. Intro Calls of Ryan Ristow by Jeff Stroup
Reason:

*** Phone - Call - Outbound created on 08/16/2021 09:07:05 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt left a VM for the customer

*** Case note has been appended from duplicated auto-case on 08/17/2021 01:14:20 (PST)

Comments from Techline Escalation

Techline case (14319592) created on 16-AUG-21 by PA062.
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--
TL Case created by (Dealer Technician) : James Haigh
TL Case creator phone : 2675770684
TL Case creator email : USBC2@MSN.COM
Below are the notes from the TL case describing the concern:

[Problem Description]
cust stated that the car had rolled back on it's own and cause an accident after having parked car with no keys in car, cust stated that the car was not on a hill.

[Diagnostics Performed]
scanned all systems, no codes, inspected shifter and all working parts all is good, road tested car and used the park position several times and in several ways to insure the parking gear is engaging and its working correctly as well as the shift interlock operation and chime module, have not been able to duplicate any issue with the parking operation of this car,

*** Phone - Call - Outbound created on 08/19/2021 09:51:07 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt contacted the customer:
1. The customer advised that the dealer found that there was noting wrong with the car.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 TELLURIDE 5XYP5DHC0NG[redacted]	[redacted]	400
,	,	0 /24/2021	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

2. He is going through the insurance, but still wants the engineers to review.
3. Wrt requested the customer send in his video.
4. Customer advised when he opened the door, the vehicle was still in drive.

*** 08/19/2021 09:55:27 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 08/19/2021 09:54:58 by Ryan Ristow
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 08/19/2021 09:54:58 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Dear [redacted] The video can be sent here.

Sincerely,
Ryan

08/24/2021 08:16:53
Email is received on 08/24/21 08:16:46 from sam@banksapothecary.com

08/24/2021 08:25:35
Email is received on 08/24/21 08:25:25 from [redacted]
Attachments:
Video.mov

*** Email - External Email Received created on 08/24/2021 08:16:51 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Hey All

I wanted to explain here the concern with the car. The car drove itself on its own, as unbelievable as it sounds, we have video footage attached.

My Father purchased this car a couple of weeks ago. Once purchased the car seemed fine. Although as you can see from the video attached (via security camera footage) The car had moved itself in our driveway, reversed itself, turned the wheels and hit another car. This is extremely concerning as this auto-driving can cause bodily harm and damage and poses a serious risk. My family has small children who play in the yard/grass all of the time, this car could have run them over. As of now it caused damage of over $1000+ to the other vehicle we own.

Since this incident, we have called the dealership, spoke to folks there etc and did not receive a proper response. Due to the immediate safety hazard this car poses, I wanted to send an email in writing to have KIA take back the car and either remit payment back or replace the vehicle asap. The car is under my father's name who is 70+ years old and we obviously feel extremely worried about the vehicle. We are worried to simply even have the car in the driveway as it might move again on its own.

--
[redacted]

*** Email - External Email Received created on 08/24/2021 08:25:30 (GMT-08:00) Pacific Time (US & Canada)

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 TELLURIDE 5XYP5DHC0NG[redacted]	[redacted]	400

, , 0 /24/2021 Dealer:

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

and created by Ryan Ristow ***
Hello all

Please see attached video

Sent from my iPhone

08/29/2021 08:52:30
Email is received on 08/29/21 08:52:23 from [redacted]

*** Email - External Email Received created on 08/29/2021 08:52:27 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Sent from my iPhone

Begin forwarded message:

*** Phone - Call - Outbound created on 08/31/2021 14:52:59 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt contacted the customer:
1. i am calling in regards to the case.
2. We reviewed and the concern was not duplicated.
3. At this time, we'd say the vehicle is operating properly.
4. If you have any more information, you are welcome to send it.
5. Or if it happens again, please let me know.

The customer replied:
1. okay, I will let you know.

*** 08/31/2021 15:12:32 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Ryan Ristow with Resolution Code : Information Given
[Resolution Summary]
Case closed pending further contact.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2021 TELLURIDE 5XYP5DHC4MG[redacted]	[redacted]	11,933

McKinney , TX ,75070 02/09/2021 Dealer: TX099 Huffines KIA McKinney

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Case History

*** 08/12/2021 11:52:11 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 08/12/2021 11:51:57 and created by Billie Mosier ***
[redacted] (owner) states
front radar is blocked and smart trip control is not working
2 cant leave car at dealership and be without a car
3 **SMART CRUISE CONTROL** is blinking on and off
4 if only need 1 day is ok but longer would need a rental car

wrtr states
if warranty covers repair would also cover rental reimbursement
1 warm transferred to Marissa TX099

*** 08/12/2021 11:52:48 ***
Closed by Billie Mosier with Resolution Code : Referred to Dlr
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2022 CARNIVAL KNDNE5H30N [redacted]	[redacted]	5,280

Sheboygan, WI 53081 03/31/2021 Dealer: WI037 Van Horn KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/E haust/Battery/Fuel Sys
Kia Case Type Lvl4: Engine Performance

Case History

Techline case ([redacted] created on 16-AUG-21 by WI037.
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--
TL Case created by (Dealer Technician) : MAX UMBS
TL Case creator phone : 4144911743
TL Case creator email : M1UMBS@HOTMAIL.COM
Below are the notes from the TL case describing the concern:

[Problem Description]
Customer has concern of **SMART CRUISE CONTROL** does not operate correctly, gets multiple warnings on Instrument Cluster: "**SMART CRUISE CONTROL** Conditions Not Met", followed by "Radar Blocked", and "Forward Collision Assist Inop". Test drove: Verified Concern. Also noted that when Smart Cruise is functioning, it does not always detect the vehicle in front and will continue at set speed unless driver deactivates cruise...does not matter what distance setting is used. Installed KDS, No DTCs Present even when checking codes with vehicle on after fault occurred. Inspected Front Radar: found NO damage present to front bumper cover, no damage present to radar, radar mounted into bracket securely. Vehicle DID have an aftermarket "GPS Tracking Unit" plugged into the DLC Connector, but the fault is present even with that removed and the ignition cycled off/on. Looking for any knowns or any direction I can try to go with this concern. Please advise.

[Diagnostics Performed]
see above

*** Dispatched to Queue Carnival Auto-Created Cases on 08/17/2021 01:15:56 (PST)

*** 08/17/2021 05:48:26 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Carnival Auto-Created Cases to WIPBin Inbox by Jada Jones

*** 08/17/2021 05:51:07 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue Callcenter by Jada Jones

*** 08/18/2021 11:06:22 ***
Accepted from Queue Callcenter to WIPBin Default by Dan Boyer

*** 08/18/2021 11:09:04 ***
Dispatched from WIPBin Default to Queue ZZ Keith Dobyns by Dan Boyer

*** 08/19/2021 16:56:51 ***
Accepted from Queue ZZ Keith Dobyns to WIPBin 5. Friday by Keith Dobyns

*** 10/02/2021 12:40:12 ***
Closed by Keith Dobyns with Resolution Code : No Cust Contact
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J21MG[redacted]	[redacted]	23, 13
New Iberia, LA ,705 0		09/29/2020	Dealer: LA053 Leblanc KIA	

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

Case History

Dealer : Leblanc KIA
Technician : GERALD PROVOST
Service Manager : Robert Hutchins
Dealer Phone :
DPSM : Steven Webster
Vehicle Model : K5 GT-LINE 1.6T 4CYL AUTO
Model Year : 2021
Mileage : 23613
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
CRUISE CONTROL is not working and has light on dash

[Diagnostics Performed]
has code c16b687 can time-out aeb c163808 can time out acc/ **SCC** c16b687 can time out fca clu b100152 such missing error . Start diag with c16b687 front view camera found that cruise fuse was burnt replace fuse code still there check for voltage at **SCC**c/fca connector at terminal 6 has 12 volt check for ground at **SCC**/fca connector 1 is below 1 ohm . Perform pin test at **SMART CRUISE CONTROL** unit connector found that
Pin is loosen. check mfcconnector10 c_canhigh and **SCC**/fca connector 4 high is below 1ohm Mfc connector 4 c_can low and **SCC**/fca connector 5c_cam low is below 1 ohm. Having trouble with the vmi power up to run the oscilloscope .any advice

*** Dispatched to Queue Service Alert / Techline on 08/20/2021 01:08:14 (PST)

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J28MG[redacted]	[redacted]	3,458
Avondale , AZ 85323		03/15/2021	Dealer: AZ048 Rodeo KIA	

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

Case History

Techline case ([redacted] created on 21-AUG-21 by AZ048.
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--
TL Case created by (Dealer Technician) : Jonathan Ortiz
TL Case creator phone : 4805292576
TL Case creator email : jonathanovera@gmail.com
Below are the notes from the TL case describing the concern:

[Problem Description]
customer state that the front collision warning is on dash, **CRUISE CONTROL** wont work

[Diagnostics Performed]
inspected vehicle and verified customer front collision warning light on dash, **SMART CRUISE CONTROL** , scanned vehicle and found several code active and some history, active code are c163808 for can time out ACC/**SCC**, C16B87 for can time out AEB, C28AB87 for time out FR_RDR, C16B687 for can time out FCA. and B100152 for **SCC** missing error without **SCC**unit or connector fault, check front facing camera connector for loose , bent or damage pin, no problem found. Checked front **SMART CRUISE CONTROL** connector for and damage loose or bent connector, check all fuses , no fuses blown,

*** Dispatched to Queue Service Alert / Techline on 08/22/2021 01:08:14 (PST)

*** 08/24/2021 11:31:47 ***
An FTS has reviewed this case and will provide assistance over the phone and/or via the case notes.

*** 08/24/2021 11:32:01 ***
An FTS is scheduled to inspect this VIN on 08/24/2021 at AZ048.

*** Phone - Call - Inbound created on 09/21/2021 12:35:22 and created by Serita Steele ***
Case Number or VIN: [redacted]

Have you asked and noted all essential questions? y

What is customer requesting Kia? needs car fixed waiting on parts

What is your question/concern?

Owner:

cust:
1. The dlr still has my vehicle and has for a week now.
2. They are waiting on a part for front collision warning sensor.
3. It's tied to the camera module and I'm tired of having to wait on these parts.
4. Ford did me bad already and this situation is bringing back bad memories of them now.

Wtr: I'll be more than to help you with that.
2. verified acct.
3. Adv. Customer that a CB will be sched.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J28MG[redacted]	[redacted]	3,458

Avondale , AZ 85323 03/15/2021 Dealer: AZ048 Rodeo KIA

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

*** Phone - No Callback created on 09/21/2021 12:37:51 and created by Serita Steele ***
Case Number or VIN: [redacted]

Have you asked and noted all essential questions? y

What is customer requesting Kia? needs car fixed waiting on parts

What is your question/concern?

Owner:

cust:
1. The dlr still has my vehicle and has for a week now.
2. They are waiting on a part for front collision warning sensor.
3. It's tied to the camera module and I'm tired of having to wait on these parts.
4. Ford did me bad already and this situation is bringing back bad memories of them now.

Wtr: I'll be more than to help you with that.
2. verified acct.
3. Adv. Customer that a CB will be sched.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J24MG[redacted]	[redacted]	1
,	,	0 /2 /2020	Dealer:	

Kia Case Type Lvl1: Inquiry
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

Case History

*** 08/23/2021 11:17:15 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** 08/23/2021 11:17:20 ***
Script Accident Report started by Tiffany Fluharty on 08/23/2021 11:17:20

*** Phone - Call - Inbound created on 08/23/2021 11:08:26 and created by Tiffany Fluharty ***
Wrt states
1 Introduced Myself
2 Verified Info
3 How may I assist

Customer states
1 Verified Info
2 Son was in a accident on Sunday 08/15/21, He had the **AUTOPILOT** on and there was a veh in the middle of the road and it did not notify my son
3 He is okay but the wreck that he hit was a pretty bad one
4 So was told by my insurance to call you guys

Wrt states
1 Apologized for veh concerns
2 Started Script
3 Adv cust Transferring to Supv took over call

Customer states
1 Thank you

writer states
1Thank you for bring to our attention
2 We appreciate you being the best part of KIA.

cust states
1 thank you

*** Phone - Call - Inbound created on 08/23/2021 11:41:45 and created by Cinthya Espinoza-Peregrina ***
Sup call
wrt called in and states
1. introduction
2. I have some additional questions for you
cust states
1. okay
wrt states
1. Did the airbags deployed
cust states
1. yes
wrt states
1. Was any vehicle towed away
cust states
1. yes car was split in half part of it went into the lake
wrt states

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J24MG[redacted]	[redacted]	1
,	,	0 /2 /2020	Dealer:	

Kia Case Type Lvl1: Inquiry
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

1. Was anyone taken to the hospital by ambulance
cust states
1. yes
wrt states
1. Were there any injuries
cust states
1. my son had head, back, neck injuries and had some bruises
wrt states
1. Were there any fatalities
cust states
1. yes
2. my son said he saw body parts laying in the street
wrt states
1. Was a vulnerable road user injured (pedestrian, bicyclists, etc.):
cust states
1. no
wrt states
1. Was the **HDA** system disabled
cust states
1. it was on that is why I am calling
2. the detective said that they took the black box
3. once they retrieve information from there they will get it to my insurance and lawyer
wrt states
1. thank you for this info
2. how your son has a fast recovery
3. we will call you back as soon as possible
customer states
1. thank you

*** 08/23/2021 11:42:37 ***
Email is sent on 08/23/2021 11:42:20 by Cinthya Espinoza-Peregrina
To: MARKTAXES0325@GMAIL.COM
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 08/23/2021 11:42:20 and created by Cinthya Espinoza-Peregrina ***
our Case Number: [redacted]
VIN: 5XXG34J24MG[redacted]

Dear [redacted]

Thank you for contacting Kia America. We appreciate your feedback and the opportunity to address your concerns. Kia 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 (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 contacting Kia.

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J24MG[redacted]	[redacted]	1
,	,	0 /2 /2020	Dealer:	

Kia Case Type Lvl1: Inquiry
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

Sincerely,
Kia America

*** Note - Others created on 08/23/2021 11:43:19 and created by Cinthya Espinoza-Peregrina ***
****Call to Action****
Forward to NCA
1 Customer contact
2 Vehicle is currently at a tow yard
3 Customer is requesting assistance on this accident
4 Please review and follow up accordingly

*** 08/23/2021 11:44:20 ***
Dispatched from WIPBin = Default to Queue National CA by Cinthya Espinoza-Peregrina
Reason:

*** 08/23/2021 12:03:18 ***
Script Accident Report started by Cinthya Espinoza-Peregrina on 08/23/2021 12:03:18

*** Phone - Call - Outbound created on 08/23/2021 12:17:15 and created by Cinthya Espinoza-Peregrina ***
wrt called customer and states
1. introduction
2. calling to ask you some more questions
3. asked accident scripting
4. A-1-1) Was **HIGHWAY DRIVING ASSIST** on at the time of the accident or in the 30 seconds immediately prior?
5. A-1-2) Was the **CRUISE CONTROL** on and/or set at the time of the accident or, in the 30 seconds immediately prior?

customer states
1. thank you
2. yes the HAD was on prior to the accident
3. the **CRUISE CONTROL** was on prior to the accident

wrt states
1. if you can send us all document that might help with this matter
2. insurance, police report ect.

customer states
1. thank you

*** 08/23/2021 12:44:34 ***
Dispatched from WIPBin = Default to Queue National CA by Cinthya Espinoza-Peregrina
Reason:

08/23/2021 12:50:11
Email is received on 08/23/21 12:50:03 from marktaxes0325@gmail.com
Attachments:
POLICE REPORT.pdf

*** 08/23/2021 15:16:10 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** Email - External Email Received created on 08/23/2021 12:50:08 (GMT-08:00) Pacific Time (US & Canada)

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG34J24MG[redacted]	[redacted]	1
,	,	0 /2 /2020	Dealer:	

Kia Case Type Lvl1: Inquiry
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

and created by Jeff Stroup ***
Police report from the accident

*** 08/24/2021 15:51:00 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 1. Intro Calls of Ryan Ristow by Jeff Stroup
Reason:

08/26/2021 10:51:36
Email is received on 08/26/21 10:51:30 from marktaxes0325@gmail.com

*** Email - External Email Received created on 08/26/2021 10:51:34 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Yes the sergeant with the black box that KIA needs to download the
information and make it available to my attorney is with sergeant bright
her phone number is 561 676-4959 thank you this is [redacted] owner of the
Kia my number is [redacted] thank you and have a great day

*** Others - Others created on 08/30/2021 16:30:09 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Kia NASO engineers advised that since the police have removed the black box, we would be pending a subpoena from them.

*** Phone - Call - Outbound created on 09/01/2021 12:58:10 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt left a VM for the customer.

*** Phone - Call - Outbound created on 09/08/2021 10:38:32 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt left a VM for the customer

*** 09/08/2021 10:39:03 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Ryan Ristow with Resolution Code : No Cust Contact
[Resolution Summary]
Case closed pending further contact

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 NIRO EV	Case Number	Mileage
[redacted]	[redacted]	KNDCC3LG7L5[redacted]	[redacted]	1
,	,	07/10/2020	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Others
Kia Case Type Lvl4: Overall Perform/Func/Quality

Case History

*** 08/24/2021 09:38:42 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 08/24/2021 09:26:55 and created by Joel Williams ***
Customer states
1 having issue with **SMART CRUISE CONTROL** in stop and go traffic
2 when I try to resume **CRUISE CONTROL** emergency brake engages
3 I write software for a living
4 there seems to be a software issue

Writer states
1 will route appropriately
2 confirms contact info

Customer states
1 ok thank you

*** 08/27/2021 13:49:51 ***
Closed by Joel Williams with Resolution Code : Information Given
[Resolution Summary]
PMOC 703 501 3236

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 NIRO PHEV	Case Number	Mileage
[redacted]	[redacted]	KNDCD3LD0L5[redacted]	[redacted]	4, 05
, ,		03/19/2020	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Audio System
Kia Case Type Lvl4: Peripheral Devices Operation

Case History

*** 08/24/2021 10:11:39 ***
Contact = [redacted] Priority = Standard, Sub Status = Dispatched

*** 08/24/2021 10:11:40 ***
Web - Note created on 08/24/2021 10:11:40 and created by [redacted]
Hi - my Kia Niro PHEV has an issue with the front camera (all of the assisted driving features requiring the front camera are not working, such as lane-keeping assistance). I called a certified Kia dealer to get it repaired, and they recommended checking with your to ensure that his is under warranty and that getting it repaired wouldn't void my warranty under the KMF lease. Can you please let me know what you recommend? I emailed KMF directly and they said this should be handled by Kia Motors America. Thanks so much!

*** 08/25/2021 10:08:19 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue eWebSupport to WIPBin Inbox by Jada Jones

*** 08/25/2021 10:09:05 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue Callcenter by Jada Jones

*** 08/25/2021 10:52:13 (GMT-07:00) Mountain Time (US & Canada) ***
Accepted from Queue Callcenter to WIPBin 6. Charles Inbound by Charles Chastain

*** 08/25/2021 11:33:45 (GMT-07:00) Mountain Time (US & Canada) ***
Dispatched from WIPBin 6. Charles Inbound to Queue ZZ Matt Stanford by Charles Chastain

*** 08/28/2021 06:03:42 ***
Accepted from Queue = ZZ Matt Stanford to WIPBin Default

*** Phone - Call - Inbound created on 08/28/2021 06:04:04 and created by Matthew Stanford ***
s

*** 08/28/2021 06:08:06 ***
Email is sent on 08/28/2021 06:05:23 by Matthew Stanford
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 08/28/2021 06:05:23 and created by Matthew Stanford ***
Dear [redacted] Im sorry to hear that you have had this issue, The vehicle would need to go to a KIA dealer. The vehicle is under warranty but they would need to determine if the issue is warrantable. Any repairs authorized and warrantied by a dealer would not void your warranty.

Sincerely,Matt
Kia America

*** 08/28/2021 06:08:42 ***
Closed by Matthew Stanford with Resolution Code : Information Given
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYRK4LF1MG[redacted]	[redacted]	8,340

Clarksville , IN ,47129 02/23/2021 Dealer: IN01 KIA of Clarksville

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

Case History

Dealer : KIA of Clarksville
Technician : Nick Gruver
Service Manager : Erin Bostick
Dealer Phone :
DPSM : Steve Broom
Vehicle Model : SORENTO SX PRESTIGE 2.5T FWD AUTO
Model Year : 2021
Mileage : 8340
Initial comments by Technician found in TL Case #[redacted] :

[Problem Description]
While driving aeb, **LANE KEEP** assist and smart cruise warning lights come on

[Diagnostics Performed]
Has c160449 ecu hardware error.
Also showed several can codes but I believe that's from me unplugging mfc while veh is running.

Checked pinfit at mfc seems good
Added 2 coats of stablint to mfc connector. No change

When lights come on dash I can unplug and reconnect mfc and code will go history for a few miles.

No outside damage found

*** Dispatched to Queue Service Alert / Techline on 09/09/2021 01:09:01 (PST)

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J24MG[redacted]	[redacted]	11,459

Bohemia , NY ,1171 03/22/2021 Dealer: NY105 Generation KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Dashboard Light Operation

Case History

*** 09/09/2021 08:09:06 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 09/09/2021 08:08:22 and created by Billie Mosier ***
(owner) Donna Micik states
1 had into the dealership twice
2 **HDA** warning light 4 times
3 warning light intermittently
4 in june the dealership recalibrated front end camera and veh now operating as designed
5 took in yesterday with a picture and they claimed they found a code and they say the code cam signal error but they found nothing navigation warning light on at this time there is nothing they can do
6 we have one of the allstate drive safe devices in the car
7 i dont know how that would interfere with the **HDA** warning light
8 when the **HDA** warning light comes on the car brakes as if something is in front of it

wrtr states
1 apologized for veh concerns
2 is there another dealership you could work with

cust states
1 this dealership is where we bought the car
2 not satisfied with the answer that they gave me
3 do not think the allstate drive safe device would cause the error

wrtr states
1 have you taken the device out to see if the **HDA** light comes on?

cust states
1 did not have the allstate device in the second time the **HDA** light came on and braked as if something was in front of us but no other cars on the road at that time

wrtr states
1 we cannot diagnose something that is not happening consistently

cust states
1 last time it happened was aug 28

wrtr states
1 if the light comes on again, please take to closest dealership to be diagnosed

cust states
1 ok will try to do that

*** 09/09/2021 08:50:09 ***
Closed by Billie Mosier with Resolution Code : Referred to Dlr
[Resolution Summary]

*** 09/10/2021 06:43:29 ***
Reopened by Aftan Isaacs with Sub Status of Working

*** Phone - Call - Inbound created on 09/10/2021 06:43:57 and created by Aftan Isaacs ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2021 K5	Case Number	Mileage
[redacted]	[redacted]	5XXG 4J24MG[redacted]	[redacted]	11,459
Bohemia , NY ,1171		03/22/2021	Dealer: NY105 Generation KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Dashboard Light Operation

[redacted]owner) states
1. having issues with my car
2. called uvo and saying its closed

wrt states
1. apologized
2. transferred to UVO

cust states
1. thank you

*** 09/10/2021 06:49:50 ***
Closed by Aftan Isaacs with Resolution Code : Referred to Dlr
[Resolution Summary]
referred to uvo

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC7LG[redacted]	[redacted]	28,710

Chamblee , GA 30341 | 10/08/2019 | Dealer: GA089 Ed Voyles KIA of

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Sunroof/Sunroof Blind

Case History

*** 09/13/2021 13:43:29 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** 09/13/2021 13:44:41 ***
Email is sent on 09/13/2021 13:43:31 by Brittany Dutton
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]

09/13/2021 13:47:42
Email is received on 09/13/21 13:47:35 from [redacted]

*** Email - External Email Received created on 09/13/2021 13:47:40 and created by Brittany Dutton ***
Hello,

Thank you so much for this information. Once the rental is complete, where do I send the receipt for reimbursement? Are there preferred rental car vendors? Are taxes covered with the rental car fee as well?

Thank you
Josh

*** 09/13/2021 14:27:22 ***
Email is sent on 09/13/2021 14:26:33 by Brittany Dutton
To: [redacted]
Cc:
Title: RE: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 09/13/2021 14:26:33 and created by Brittany Dutton ***
Dear [redacted] You're very welcome. You can reply back to this email with copies of the receipts. As far as rental places it doesn't matter as long as it is a business(rental) company that would provide you an invoice of the rates break down. Unfortunately, the taxes wouldn't be covered just the rate per day for the car.

Sincerely, Brittany
Kia America

*** Email - External Email Sent created on 09/13/2021 13:43:31 and created by Brittany Dutton ***
Your Case Number: [redacted]
VIN: 5XYP5DHC7LG[redacted]

Dear Joshua,

Rental rates:
Kia -> $43.00 per day for suv/cuv
Non Kia-> $41.00 per day for suv/cuv

*** Phone - Call - Inbound created on 09/13/2021 14:28:27 and created by Brittany Dutton ***

[redacted] (owner) customer states:
1. sunroof got out of track nearly broken the glass but it didn't

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC7LG[redacted]	[redacted]	28,710

Chamblee , GA 30341 10/08/2019 Dealer: GA089 Ed Voyles KIA of

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Sunroof/Sunroof Blind

2. we got to the dealership and they had to force it back in
3. They have advised after months the part is back in and they have stated it may be January before we can get this car back.

Writer states:
1. Apologized for the issue
2. Tried to call other dealers in the area but there where none that could get him any sooner
3. Advised him of the rental rates .

Customer states:
1. Thank you

*** 09/14/2021 08:13:38 ***
Dispatched from WIPBin = Default to Queue Callback Team by Brittany Dutton
Reason:

*** Phone - Call - Inbound created on 09/14/2021 08:45:25 and created by Amanda Moser ***
Spoke with AG svr manager with Matthews Kia:

Customer name: [redacted]
Customer phone #: (404) 401-8245
Customer address: 2103 ELVIN CR NE Atlanta GA 30317
Mileage:
Most recent RO #:
Most recent Repair Issue and Diagnosis:
Repeat Repair (Y/N), if so, how many times?:
Repair History of current concern with dates (Open and Closed) and mileage:
ETA for completion of repairs (if applicable):
Parts on order (Y/N), if so obtain part#, order#:
Rental / Loaner Provided? If so, since when?:
Vehicle repaired?:
Customer has possession?:

-Dealer called and did was not able to pull up cust info with VIN, name or number

*** 09/16/2021 06:17:38 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Callback Team to WIPBin INBOX by Robyn Hall

*** 09/16/2021 06:18:36 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin INBOX to Queue ZZ Joey Salcito by Robyn Hall

*** 09/16/2021 08:55:02 ***
Accepted from Queue = ZZ Joey Salcito to WIPBin Default

*** 09/16/2021 08:55:34 ***
Email is sent on 09/16/2021 08:55:05 by Joey Salcito
To: [redacted]
Cc:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2020 TELLURIDE	Case Number	Mileage
[redacted]	[redacted]	5XYP5DHC7LG[redacted]	[redacted]	28,710

Chamblee , GA 30341 10/08/2019 Dealer: GA089 Ed Voyles KIA of

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Sunroof/Sunroof Blind

Title: Kia Consumer Assistance Center Case#[redacted]

*** Email - External Email Sent created on 09/16/2021 08:55:05 and created by Joey Salcito ***
Dear [redacted] We would like to verify which Kia dealership currently has your vehicle.
Sincerely,
Kia America

*** 09/16/2021 08:55:54 ***
Case moved into WIPBin Default and Sub Status of Working

09/16/2021 09:16:36
Email is received on 09/16/21 09:16:28 from [redacted]

*** Email - External Email Received created on 09/16/2021 09:16:34 and created by Joey Salcito ***
Hello,

I do not have an appointment at a dealership due to 4 month lead time on appointments, but I plan on dropping my Telluride off at Ed Voyles Kia Chamblee (Georgia) early next week. With the two extensive maintenance tasks at hand, I do not suspect the vehicle will be available for at least a week.

-Replacement of sunroof rails (3+ month project after incorrect parts have been ordered by service/parts and I've received no updates about readiness, had to call in numerous times to obtain updates)
-All front sensors have failed, no crash avoidance - **ADAPTIVE CRUISE CONTROL** - smart headlights - etc. This is the 2nd failure of this feature in the last 18 months

2020 Telluride SX, 28,760 miles, purchased new from Ed Voyles Kia Chamblee Oct 2019

Feel free to call or email with any further questions.

Thank you,
[redacted]

*** Email - External Email Sent created on 09/16/2021 08:55:05 and created by Joey Salcito ***
Dear [redacted] We would like to verify which Kia dealership currently has your vehicle.
Sincerely,
Kia America

*** 09/16/2021 09:26:02 ***
Closed by Joey Salcito with Resolution Code : Referred to Dlr
[Resolution Summary]

*** 10/29/2021 11:23:16 ***
Reopened by Brittany Curtis with Sub Status of Working

*** Phone - Call - Inbound created on 10/29/2021 11:23:20 and created by Brittany Curtis ***
Customer states
1. we dropped the kia off on 11th of october
2. at ed voyles kia
3. had sunroof issues that came up

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC7LG[redacted]	[redacted]	28,710

Chamblee , GA 30341 10/08/2019 Dealer: GA089 Ed Voyles KIA of

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Sunroof/Sunroof Blind

4. the sunroof got off track and not able to close it
5. they had to break the rail to get sunroof to close
6. and i put a peace a top over the control
7. they ordered parts and that they should be in
8. they said they would call us when they come in
9. so they said to bring it by and they would get us in the schedule
10. so i think i had them do oil change as well they called me next day they said the part that we was needing was not in replaced sunroof motor and give us a few weeks and a month went by and now a couple months later they said they had the parts in
11. they said it would be schduled out in January
12. the front sensor stopped working all the crash avoid and automatic **CRUISE CONTROL** and those system was out
13. we already had the same issues
14. so when we took it in they said they should have the parts for that october 11th a couple weeks ago i told them to do oil change
15. replaced the sensors and replaced sunroof
16. following monday they said they did not have it done they took it to near by body shop and they told me it would be a day i called and they said they was short staffed
17. pretty hard to get someone on the phone there
18. they said they would have it done by the end of the week

writer states
1. apologize
2. will escalate this case for you for being down so many days
3. someone from the ecr department will follow back up with you

Customer states
1. ok thank you

*** Phone - Call - Outbound created on 10/29/2021 11:31:01 and created by Brittany Curtis ***
writer called Ga089

NO answer
NO voicemail

*** Case [redacted] is sent on 10/29/2021 11:34:57 by Brittany Curtis
To: hbaik@kiausa.com
Cc:
Title: ACTION REQUIRED - No Dealer Contact:GA089, [redacted]

*** Phone - Call - Outbound created on 10/30/2021 11:48:38 and created by Brittany Curtis ***
writer called GA089

No answer
LVM
case number
800 number need RO

*** Others - Others created on 10/29/2021 11:28:55 and created by Brittany Curtis ***
****Call to Action****
Forward to ECR
1 Customer states sunroof issues

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC7LG[redacted]	[redacted]	28,710

Chamblee , GA 30341 10/08/2019 Dealer: GA089 Ed Voyles KIA of

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Sunroof/Sunroof Blind

2 (GA089) states no answer
3 Dispatching for days 10+ down
4. Please review and follow up accordingly

*** 10/30/2021 11:50:57 ***
Dispatched from WIPBin = Default to Queue Southern Region ECR by Brittany Curtis
Reason:

*** 11/01/2021 04:50:04 ***
Accepted from Queue Southern Region ECR to WIPBin 8. Southern ECR by Tracey Icenhour

*** 11/01/2021 05:15:51 ***
Case moved into WIPBin 8. Southern ECR and Sub Status of Working

*** 11/01/2021 06:10:27 ***
Case moved into WIPBin ES and Sub Status of Working

*** 11/01/2021 06:11:12 ***
Assigned to WIPBin 0.0 Swecker Inbox of Eric Swecker by Tracey Icenhour
Reason:

*** Phone - Call - Inbound created on 11/01/2021 11:25:43 and created by Peggy Madrid ***
cust states
1 looking for update on vehicle

wrt states
1 your case is escalated
2 stand by for them to contact you

cust states
1 im not okay with that
2 no body at dlrshp responds to me
3 im left messages for service manager and GM
4 its as if my vehicle is being held hostage
5 have not gotton any updates
6 5 months ago sun roof broke
7 they ordered 2 parts that werent the right one
8 now there are sensors going off in my vehicle
9 to say its aggravating is an understatement
10 im about to go to the dlrshp and demand my vehicle back and seek lawyer
11 the service I rec'd from this dlrshp dont care about cust service
12 we have one vehicle and a 2 yrs old who has to go to daycare we both work
13 ive been using uber
14 i dont know where my vehicle is
15 so-
**cust disconnected
**outbound call made to cust
went to vm
left message adv call lost to call back if he wants anything else added to notes

*** Phone - Call - Inbound created on 11/01/2021 11:56:57 and created by Roberto Salazar ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2020 TELLURIDE 5XYP5DHC7LG[redacted]	[redacted]	28,710

Chamblee , GA ,30341 10/08/2019 Dealer: GA089 Ed Voyles KIA of

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Sunroof/Sunroof Blind

Customer States:
1. Requesting to speak with ECR.
2. Requesting a call back.

Writer States:
1. Acknowledged and apologized.
2. ECR is unavailable.
3. Will document for a call back.
4. thank you.

Customer States:
1. Thank you.