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

Kia America
Customer Care Department

Last name	First name	VIN of 2014 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	30,931

Round Rock TX [redacted] 12/23/2013 Dealer: TX125 Southwest Kia Rr

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

Case History

Dealer :SOUTHWEST KIA RR
Technician :Brent Kellum
Service Manager :
Dealer Phone :
DPSM :Stormy Childery
Vehicle Model :CADENZA V6 AUTO
Model Year :2014
Mileage :30931
Initial comments by Technician found in TL Case # [redacted] :

[Problem Description]
overheating

[Diagnostics Performed]
coolant leaking form bank 1 and 2 head gaskets while engine is running. verified visible leak.
*** 06/05/2017 13:56:28 (GMT-05:00) Eastern Time (US & Canada) ***
Case moved into WIPBin InBound and Sub Status of Auto Assigned

*** 06/06/2017 13:55:34 (GMT-05:00) Eastern Time (US & Canada) ***
Case moved into WIPBin h.) Needs Commitment and Sub Status of Auto Assigned

*** Phone - Call - Outbound commitment created on 06/08/2017 08:41:52 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 06/08/2017 and created by Kayla Erwin ***

*** 06/08/2017 14:05:33 (GMT-05:00) Eastern Time (US & Canada) ***
Contact Changed from [redacted] to [redacted]

*** Phone - Call - Outbound commitment fulfilled on 06/08/2017 14:09:38 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 06/08/2017 closed by Kayla Erwin ***

*** Phone - Call - Outbound created on 06/08/2017 14:09:20 (GMT-05:00) Eastern Time (US & Canada) and created by Kayla Erwin ***
Customer Name: [redacted]
Customer phone #: 512-565-4430
Customer address:
[redacted]
AUSTIN, TX [redacted]
VIN: [redacted]
MY and Mileage: 2014 Cadenza 30931
Repeat concern?: No.
Most recent RO# and Open Date:
RO#: 87171
Open date: 5-30-17
Closed date: still open
Concern: Cust states vehicle is overheating.
Diagnosis: Waiting on TL.
Days Down at initial Service Alert report (if applicable): 10+ days,
Able to Duplicate (Y or N): Yes.
ETA for completion of repairs (if applicable): n/a
Parts on order (Y/N), if so obtain part#, order#: n/a
Techline Case (if applicable): [redacted]

Last name	First name	VIN of 2014 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	30,931

Round Rock TX [redacted] 12/23/2013 Dealer: TX125 Southwest Kia Rr

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

Rental / Loaner Provided?: No
If so, since when?: n/a
Dealer contacted DPSM (if needed): No.
Vehicle repaired?: No.
Customer has possession?: No.
Dealer Code/Selling Dealer (Y or N): TX125
Original Owner (Y or N): No.
What is current Customer Request (if needed): N/A
If HEV vehicle, is dealer HEV certified (if needed): N/A

John- Service Manager.

*** Phone - Call - Inbound created on 06/08/2017 14:10:10 (GMT-05:00) Eastern Time (US & Canada) and created by Kayla Erwin ***
Writer.
1.) I am calling from KCAC.
2.) I am calling to let you know that I am going to escalate your case.
3.) Which means I am going to get more resources involved.
4.) To get your vehicle back up and running.
5.) They will contact you in 2-3 business days.
8.) 800# case#

Cust.
1.) Thank you.

*** Email - Internal Email Sent created on 06/08/2017 14:11:26 (GMT-05:00) Eastern Time (US & Canada) and created by Kayla Erwin ***
Email to DPSM SChildery advising of escalation.

*** Note - Others created on 06/08/2017 14:15:20 (GMT-05:00) Eastern Time (US & Canada) and created by Kayla Erwin ***
Forwarding to ECR:
1.) SA: Cust states vehicle is overheating.
2.) Dealership is waiting on diagnosis from TL.
3.) Dispatching because vehicle has been down for 10+ days.
4.) DPSM SChildery been advised of escalation
5.) Please contact customer with resolution.

*** Phone - Call - Inbound created on 06/08/2017 14:26:15 (GMT-05:00) Eastern Time (US & Canada) and created by Joy Douglas ***
Jon tx125
1. veh has been painted and core support is bent
2. just wanted to make sure you knew bodywork has been done
writer states
1. thank you for update

*** Phone - Call - Inbound created on 06/08/2017 14:59:28 (GMT-05:00) Eastern Time (US & Canada) and created by Jada Jones ***

<For Internal Use Only
approved for dispatch>

Last name	First name	VIN of 2014 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	30,931

Round Rock TX [redacted] 12/23/2013 Dealer: TX125 Southwest Kia Rr

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

*** 06/08/2017 15:26:57 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin = d.) OutBound to Queue Southwest Region by Kayla Erwin
Reason:

*** 06/08/2017 14:54:29 (GMT-07:00) Arizona ***
Accepted from Queue Southwest Region to WIPBin default by Brenda Hernandez

*** Phone - Call - Inbound created on 06/12/2017 15:17:16 (GMT-07:00) Arizona and created by Brenda Hernandez ***
Writer called customer and states:
1. Case has been escalated to our office
2. Advised that we are waiting for updates
3. Advised we would follow up once information has been received

Customer states:
1. I am going to the dealership to pick up a loaner vehicle

Writer states:
1. Advised would follow up

*** Phone - Call - Inbound commitment created on 06/12/2017 15:20:13 (GMT-07:00) Arizona with Commitment Date 06/15/2017 and created by Brenda Hernandez ***

*** 06/12/2017 15:21:56 (GMT-07:00) Arizona ***
Sub Case [redacted] 1 Opened, Owner = Ansis Cheung, Priority = Standard, Assigned = 06/12/2017 15:21:56

*** Phone - Call - Inbound commitment fulfilled on 06/15/2017 12:24:33 (GMT-07:00) Arizona with Commitment Date 06/15/2017 closed by Brenda Hernandez ***
Writer called customer and states:
1. Following up on concerns with vehicle
2. Advised that dealership is still diagnosing vehicle
3. Advised would follow up with customer once updates have been received

Customer states:
1. The dealership did get me into a rental vehicle
2. Thank you for the update

*** Phone - Call - Inbound commitment created on 06/15/2017 12:24:35 (GMT-07:00) Arizona with Commitment Date 06/22/2017 and created by Brenda Hernandez ***

*** Sub Case # : [redacted] 1 Phone - Call - Outbound created on 06/19/2017 16:07:24 (GMT-08:00) Pacific Time (US & Canada) and created by Ansis Cheung ***
Engine PWA received on 6/16/17.

*** Sub Case # : [redacted] 1 Phone - Call - Outbound created on 06/19/2017 16:11:04 (GMT-08:00) Pacific Time (US & Canada) and created by Ansis Cheung ***
SWECC requested parts info from SVC MGR John.

*** Sub Case # : [redacted] 1 Phone - Call - Outbound commitment created on 06/19/2017 16:11:21 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/22/2017 and created by Ansis Cheung ***

*** Sub Case # : [redacted] 1 Phone - Call - Outbound created on 06/22/2017 15:36:04 (GMT-08:00) Pacific Time

Last name	First name	VIN of 2014 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	30,931

Round Rock TX [redacted] 12/23/2013 Dealer: TX125 Southwest Kia Rr

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

(US & Canada) and created by Ansis Cheung ***
SWECC requested parts info from SVC MGR John.

*** Sub Case # : [redacted]1 Commitment Date is updated from 06/22/2017 to 06/26/2017 ***

*** Phone - Call - Inbound commitment fulfilled on 06/23/2017 08:34:10 (GMT-07:00) Arizona with Commitment Date 06/22/2017 closed by Brenda Hernandez ***
Writer called customer and states:
1. Following up on concerns with vehicle

Customer states:
1. I spoke to the dealership and they said that the parts arrived
2. They are hoping to have it completed by 6-28-17

Writer states:
1. Advised will follow up on 6-30-17

*** Phone - Call - Inbound commitment created on 06/23/2017 08:34:12 (GMT-07:00) Arizona with Commitment Date 06/30/2017 and created by Brenda Hernandez ***

*** Sub Case # : [redacted]1 Phone - Call - Outbound created on 06/23/2017 11:35:46 (GMT-08:00) Pacific Time (US & Canada) and created by Ansis Cheung ***
SVCA Becky:
1. We have received the parts for this vehicle and they are in the process of being installed.

*** Sub Case # : [redacted]1 Commitment Date is updated from 06/26/2017 to 06/28/2017 ***

*** 06/26/2017 08:17:39 (GMT-07:00) Arizona ***
Dispatched from WIP Commitments Set to Queue by Kayla Erwin

*** 06/26/2017 08:28:59 (GMT-07:00) Mountain Time (US & Canada) ***
Accepted from Queue Southwest Region to WIPBin 6. Charles Inbound by Charles Chastain

*** Phone - Call - Inbound commitment fulfilled on 06/26/2017 09:07:38 (GMT-07:00) Arizona with Commitment Date 06/30/2017 closed by Brenda Hernandez ***

*** Sub Case # : [redacted]1 Phone - Call - Outbound created on 06/29/2017 12:15:18 (GMT-08:00) Pacific Time (US & Canada) and created by Melissa Diaz ***
SWECC spoke with Svc Adv Ken:
1. Dlr advised that tech is finishing up repairs today.
2. Customer has been contacted about it.

SWECC said:
1. Thank you for the info.

*** Sub Case # : [redacted]1 Phone - Call - Outbound created on 07/05/2017 08:04:01 (GMT-08:00) Pacific Time (US & Canada) and created by Melissa Diaz ***
SWECC spoke with Ken, service:
1. Dlr advised that repairs have been completed.
2. Picked up vehicle last week.

SWECC said:

Kia America
Customer Care Department

Last name	First name	VIN of 2014 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	30,931

Round Rock TX [redacted] 12/23/2013 Dealer: TX125 Southwest Kia Rr

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

1. Thank you for the info.

*** 07/05/2017 08:04:47 (GMT-08:00) Pacific Time (US & Canada) ***
Sub Case [redacted]1 Closed, with Resolution Code:

*** Phone - Call - Outbound created on 07/10/2017 16:24:32 (GMT-07:00) Mountain Time (US & Canada) and created by Charles Chastain ***
wrt called cust:

1. calling in regards to your vehicle
2. wanting to make sure everything is ok
3. after the repairs

cust states:
1. yeah everything is great
2. doesnt overheat anymore

wrt states:
1. good
2. wrt does apologize for haveing your vehicle in the shop for overheating
3. just wanted to make sure everything was ok

cust states:
1. i appreciate it

wrt states:
1. we do appreciate your business
2. and you have a great day

cust states:
1. ok thank you

*** Phone - Call - Outbound commitment fulfilled on 07/10/2017 16:24:41 (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 06/28/2017 closed by Charles Chastain ***

*** 07/10/2017 16:27:20 (GMT-07:00) Mountain Time (US & Canada) ***
Closed with Resolution Code : Information Given
[Resolution Summary]

Kia America
Customer Care Department

Last name	First name	VIN of 2017 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	18,203

Fort Worth, TX [redacted] 09/12/2016 Dealer: TX071 Moritz Kia of Fort Worth

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 on08/02/2017 00:00:00

Dealer Name : SUNBURY MOTOR COMPANY Sunbury Motors Kia
Dealer Contact name : MELANIE A. SHADE
Dealer Phone : 570 743 1308
Part No# : 25640 3L300
Order No# : K08014E
Order Qty# : 1

Dealer Comment : REQUEST UPPER REQUEST FOR CUSTOMER SATISFACTION DUE TO BACK ORDER OF PART. RO OPEN DATE 08.01.17 WITH CUSTOMER PUT IN KSRP RENTAL VEHICLE 08.01.17.CURRENT ETA SHOWS 08.11.17. DID DEALER LOCATOR WITH NO LOCAL DEALERS SHOWING,WENT NATIONAL WITH CONTACT TO SEVERAL AND NOT WILLING TO SELL AS HAVE ALLOCA

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

*** Assigned to WIPBin InBound of Kayla Erwin on 08/03/2017 07:06:20 (PST)
*** 08/03/2017 10:45:54 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin = InBound to Queue KCAC UPER by Kayla Erwin
Reason:

*** 08/07/2017 12:50:59 (GMT-07:00) Arizona ***
Accepted from Queue KCAC UPER to WIPBin default by Tomas Soto

*** 08/07/2017 12:52:29 (GMT-07:00) Arizona ***
Dispatched from WIP default to Queue by Kayla Erwin

*** 08/07/2017 12:53:19 ***
Accepted from Queue ZZ Alejandra Lopez to WIPBin Default by Alejandra Lopez

*** 08/08/2017 10:30:56 ***
Case moved into WIPBin Default and Sub Status of Working

*** Phone - Call - Outbound created on 08/08/2017 09:56:40 and created by Alejandra Lopez ***
Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] Winfield PA
Vin: [redacted]
MY (specify if EV or PHEV) and Mileage: 18203 2017 CADENZA
Most recent RO# and Open Date: [redacted] 08/1/2017
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis:
A)Concern: check engine
B)Cause: t code peo 9800
C)Correction: thermastate , HEAD gasket
Repeat Repair (Y/N), if so, how many times?:
Repair History of current concern with dates and mileage:
ETA for completion of repairs (if applicable): N/A
Parts on order (Y/N), if so obtain part#, order#:
Techline Case (if applicable): Y

Kia America
Customer Care Department

Last name	First name	VIN of 2017 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	18,203

Fort Worth, TX [redacted] 09/12/2016 Dealer: TX071 Moritz Kia of Fort Worth

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Parts
Kia Case Type Lvl3: Supply
Kia Case Type Lvl4: Stock Status

Rental / Loaner Provided (Y/N) If so, since when?: Y
Dealer contacted DPSM (Y/N if needed): Y
Vehicle repaired (Y/N): Y
Customer has possession (Y/N): Y
Dealer Code/Selling Dealer (Y/N): TX071 N
Original Owner (Y/N): y
What is current Customer Request (if needed): N/A

*** Phone - Call - Outbound created on 08/10/2017 07:05:06 and created by Alejandra Lopez ***
Writer states:
1. left costumer vm
2. stating if they had any questions or concerns regarding veh repair
3. they can give call back to kca
4. called dealership to get dealer service template

*** 08/10/2017 07:07:07 ***
Closed with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia America
Customer Care Department

Last name	First name	VIN of 2014 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	25,000

Easton , MD [redacted] 06/27/2013 Dealer: MD055 Hertrich Kia of Easton

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Case History

*** 09/13/2017 14:26:04 (GMT-05:00) Eastern Time (US & Canada) ***
Contact = [redacted] [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 09/13/2017 14:26:11 (GMT-05:00) Eastern Time (US & Canada) and created by Morgan Morgan ***
[redacted]
443.480.3281

Cust states:
1. I had to have my vehicle towed.
2. It stalled while I was driving.
3. They tell me it needs.

Wrt states:
1. Apologized.
2. Case ID and contact info.
3. Once the vehicle has been diagnosed, dlr can assist with rental.

Cust states:
1. OK, thank you.
2. No other questions.

Wrt states:
1. Thank you.

*** 09/13/2017 14:27:05 (GMT-05:00) Eastern Time (US & Canada) ***
Closed with Resolution Code : Concerns Recorded
[Resolution Summary]

*** 09/22/2017 11:19:04 (GMT-05:00) Eastern Time (US & Canada) ***
Reopened with Sub Status of Working

*** Phone - Call - Inbound created on 09/22/2017 11:21:47 (GMT-05:00) Eastern Time (US & Canada) and created by Travis Widener ***
Customer states
1. I wanted to see if instead of repairing the vehicle if Kia might want to replace it
wtr states
1. Apologized
2. Advised will connect to Karen Premium Agent
Did so warm connect

*** Phone - Call - Inbound created on 09/22/2017 08:21:54 (GMT-07:00) Arizona and created by Karen Johnson ***
Customer:
1 - dealer will be water pump, head gasket
2 - it sounds like an awful lot of work; do you want to buy it instead?
3 - what warranty do I get?

Last name	First name	VIN of 2014 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	25,000

Easton , MD [redacted] 06/27/2013 Dealer: MD055 Hertrich Kia of Easton

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Writer:
1 - apologized
2 - Kia will repair vehicle under terms of warranty
3 - warranty will continue until 6/21/19 or 60K, whichever comes first

Customer:
1 - OK

*** Phone - Call - Inbound commitment created on 09/22/2017 08:26:38 (GMT-07:00) Arizona with Commitment Date 09/27/2017 and created by Karen Johnson ***

*** Phone - Call - Outbound created on 09/26/2017 13:21:38 (GMT-07:00) Arizona and created by Karen Johnson ***
Called md055 and Cory stated:
1 - veh came in 9/13/17
2 - heads are at machine shop
3 - awaiting heads to return for assy
4 - ro16038372
5 - customer is in rental

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] Chestertown, MD [redacted]
VIN: [redacted]
MY and Mileage: 2014 Cadenza, 25000 miles
Most recent RO#, Open and Close Date: [redacted] 9/13/17 - open
Is vehicle currently at dealership? y
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis:
Customer says, engine needs a lot of work
Dealer says, replacing gasket and remachining heads
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): unk
Parts on order (Y/N), if so obtain part#, order#: n
Techline Case (if applicable): none
Rental / Loaner Provided? If so, since when?: y 9/13
Dealer contacted DPSM (if needed): n
Vehicle repaired?: n
Customer has possession?: n
Dealer Code/Selling Dealer (Y or N): md055 n
Original Owner (Y or N): n
What is current Customer Request (if needed): N/A

*** Email - Internal Email Sent created on 09/26/2017 14:37:51 (GMT-07:00) Arizona and created by Karen Johnson ***
Writer notified DPSM Robert Joyce of dispatch

*** Phone - Call - Outbound created on 09/26/2017 14:38:27 (GMT-07:00) Arizona and created by Karen Johnson ***
Called customer and left VM:

Last name	First name	VIN of 2014 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	25,000

Easton , MD [redacted] 06/27/2013 Dealer: MD055 Hertrich Kia of Easton

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

1 - forwarding your case to another dept. because of length of time of repair
2 - someone from that dept. will contact you in several business days
3 - if you have questions or need something before you hear from them, please cb
4 - provided phone number

*** Note - Others created on 09/26/2017 14:40:33 (GMT-07:00) Arizona and created by Karen Johnson ***
Writer dispatching to eastern region:
1 Customer states engine is being repaired
2 MD055 is replacing head gasket, re-machining heads
3 Dispatching because vehicle has been down 13 days
4 DPSM has been advised
5 Please review and follow up accordingly

*** 09/26/2017 14:42:23 (GMT-07:00) Arizona ***
Dispatched from WIPBin = 1 - Default to Queue Eastern Region ECR by Karen Johnson
Reason: veh down 13 days

*** 09/27/2017 08:10:02 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue Eastern Region ECR to WIPBin 0. default by Esther Kong

*** 09/27/2017 08:13:18 (GMT-08:00) Pacific Time (US & Canada) ***
Dispatched from WIP 0. default to Queue by Karen Johnson

*** Phone - Call - Inbound commitment fulfilled on 09/27/2017 09:07:53 (GMT-07:00) Arizona with Commitment Date 09/27/2017 closed by Karen Johnson ***

*** 09/27/2017 10:35:27 (GMT-07:00) Arizona ***
Accepted from Queue Southern Region ECR to WIPBin default-1 by Randy Chacon

*** 09/27/2017 10:37:45 (GMT-07:00) Arizona ***
Assigned to WIPBin default of Brenda Hernandez by Randy Chacon
Reason:

*** Phone - Call - Inbound created on 09/27/2017 13:56:05 (GMT-07:00) Arizona and created by Brenda Hernandez ***
SECR called MD055 and states:
1. Following up with concerns with vehicle

SVCA Cory states:
1. We had to do repair work on the radiator and heads
2. We put the customer is in rental vehicle
3. The SVCM is working with the machine shop
4. We do not have an ETA on completion

*** Phone - Call - Inbound created on 09/27/2017 14:00:03 (GMT-07:00) Arizona and created by Brenda Hernandez ***
SECR called customer and left message
1. Advised following up on concerns with vehicle
2. Advised of case number and phone number
3. Requested call back
4. Apologized for concerns with heads

Last name	First name	VIN of 2014 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	25,000

Easton , MD [redacted] 06/27/2013 Dealer: MD055 Hertrich Kia of Easton

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

*** Phone - Call - Inbound commitment created on 09/27/2017 14:00:14 (GMT-07:00) Arizona with Commitment Date 09/29/2017 and created by Brenda Hernandez ***

*** Phone - Call - Inbound commitment fulfilled on 09/29/2017 15:07:50 (GMT-07:00) Arizona with Commitment Date 09/29/2017 closed by Brenda Hernandez ***
SECR called customer and left message
1. Advised following up on concerns with vehicle
2. Advised of case number and phone number
3. Requested call back
4. Apologized for concerns with heads

*** Phone - Call - Inbound commitment created on 09/29/2017 15:07:51 (GMT-07:00) Arizona with Commitment Date 10/05/2017 and created by Brenda Hernandez ***

*** Phone - Call - Inbound created on 09/29/2017 15:19:18 (GMT-07:00) Arizona and created by Brenda Hernandez ***
SECR received VM from customer states:
1. Returning call

*** Phone - Call - Inbound created on 10/02/2017 15:42:52 (GMT-07:00) Arizona and created by Justina Sinclair ***
Customer states:
1. Can I speak to Brenda Hernandez
Wtr conference customer with Brenda Hernandez

*** Phone - Call - Inbound commitment fulfilled on 10/02/2017 15:45:22 (GMT-07:00) Arizona with Commitment Date 10/05/2017 closed by Brenda Hernandez ***
Customer states:
1. Returning call

SECR states:
1. Advised waiting on updates from the dealership
2. Advised would follow up once information has been received

Customer states:
1. Thank you

*** Phone - Call - Inbound commitment created on 10/02/2017 15:45:24 (GMT-07:00) Arizona with Commitment Date 10/03/2017 and created by Brenda Hernandez ***

*** Phone - Call - Inbound commitment fulfilled on 10/03/2017 15:23:00 (GMT-07:00) Arizona with Commitment Date 10/03/2017 closed by Brenda Hernandez ***
SECR received VM from customer states:
1. Returning call

*** Phone - Call - Inbound created on 10/03/2017 15:24:27 (GMT-07:00) Arizona and created by Brenda Hernandez ***
SECR called MD055 - no answer

*** Phone - Call - Inbound commitment created on 10/03/2017 15:24:49 (GMT-07:00) Arizona with Commitment

Last name	First name	VIN of 2014 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	25,000

Easton , MD [redacted] 06/27/2013 Dealer: MD055 Hertrich Kia of Easton

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Date 10/05/2017 and created by Brenda Hernandez ***

*** Phone - Call - Inbound commitment fulfilled on 10/06/2017 15:17:52 (GMT-07:00) Arizona with Commitment Date 10/05/2017 closed by Brenda Hernandez ***
SECR called MD055 - service department closed

*** Phone - Call - Inbound commitment created on 10/06/2017 15:17:53 (GMT-07:00) Arizona with Commitment Date 10/09/2017 and created by Brenda Hernandez ***

*** Phone - Call - Inbound commitment fulfilled on 10/09/2017 14:50:47 (GMT-07:00) Arizona with Commitment Date 10/09/2017 closed by Brenda Hernandez ***
SECR called MD055 - service department closed

*** Phone - Call - Inbound commitment created on 10/09/2017 14:50:48 (GMT-07:00) Arizona with Commitment Date 10/10/2017 and created by Brenda Hernandez ***

*** Phone - Call - Inbound commitment fulfilled on 10/11/2017 14:20:48 (GMT-07:00) Arizona with Commitment Date 10/10/2017 closed by Brenda Hernandez ***
SECR called MD055 and states:
1. Checking on status of repairs

SVCA states:
1. We are repairing this vehicle at this time

*** Phone - Call - Inbound created on 10/11/2017 14:22:43 (GMT-07:00) Arizona and created by Brenda Hernandez ***
SECR called customer and left message
1. Advised following up on concerns with vehicle
2. Advised of case number and phone number
3. Requested call back
4. Apologized

*** Phone - Call - Inbound commitment created on 10/11/2017 14:23:21 (GMT-07:00) Arizona with Commitment Date 10/16/2017 and created by Brenda Hernandez ***

*** Phone - Call - Inbound created on 10/12/2017 11:12:09 (GMT-07:00) Arizona and created by Heather Orosco ***
Cust Calling:

1. I am calling for an update
2. I have been speaking to Brenda

Writer:

1. Yes I will notate your call in your case
2. I can transfer you over to EXT and you can leave VM

Cust:

1. Ok thank you

Last name	First name	VIN of 2014 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	25,000

Easton , MD [redacted] 06/27/2013 Dealer: MD055 Hertrich Kia of Easton

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Writer:

1. You're welcome
2. Thank you for calling Kia

*** Phone - Call - Inbound commitment fulfilled on 10/12/2017 11:18:26 (GMT-07:00) Arizona with Commitment Date 10/16/2017 closed by Brenda Hernandez ***
Customer states:
1. Returning call

SECR states:
1. Advised that we are waiting on an update from the dealership
2. Advised they are repairing it at this time
3. Advised would follow up once vehicle has been completed

Customer states:
1. Thank you for the updates

*** Phone - Call - Inbound commitment created on 10/12/2017 11:18:28 (GMT-07:00) Arizona with Commitment Date 10/17/2017 and created by Brenda Hernandez ***

*** Phone - Call - Inbound created on 10/16/2017 10:54:01 (GMT-07:00) Arizona and created by Brenda Hernandez ***
SECR received VM from customer
1. Returning call

*** Phone - Call - Inbound commitment fulfilled on 10/18/2017 09:58:37 (GMT-07:00) Arizona with Commitment Date 10/17/2017 closed by Brenda Hernandez ***
SECR called MD055 and states:
1. Checking on status of repairs

SVCA states:
1. Repairs have been completed
2. I will have SVCM call back with updates

*** Phone - Call - Inbound created on 10/18/2017 09:59:17 (GMT-07:00) Arizona and created by Brenda Hernandez ***
SECR called customer and left message
1. Advised following up on concerns with vehicle
2. Advised of case number and phone number
3. Requested call back
4. Apologized

*** Phone - Call - Inbound commitment created on 10/18/2017 09:59:30 (GMT-07:00) Arizona with Commitment Date 10/20/2017 and created by Brenda Hernandez ***

*** Phone - Call - Inbound commitment fulfilled on 10/20/2017 10:56:32 (GMT-07:00) Arizona with Commitment Date 10/20/2017 closed by Brenda Hernandez ***
SECR called MD055 and states:
1. Checking to confirm customer picked up vehicle

Kia America
Customer Care Department

Last name	First name	VIN of 2014 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	25,000

Easton , MD [redacted] 06/27/2013 Dealer: MD055 Hertrich Kia of Easton

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

SVCA Ashley states:
1. Engine was replaced
2. Customer picked up vehilce
3. Do not have the date that customer got vehicle

*** Phone - Call - Inbound created on 10/20/2017 10:56:35 (GMT-07:00) Arizona and created by Brenda Hernandez ***

SECR called customer and left message
1. Advised following up on concerns with vehicle
2. Advised of case number and phone number
3. Requested call back
4. Apologized

*** 10/20/2017 10:56:47 (GMT-07:00) Arizona ***
Closed with Resolution Code : Concerns Recorded
[Resolution Summary]

Kia America
Customer Care Department

Last name	First name	VIN of 2014 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	74,595

Cerritos , CA [redacted] 12/23/2013 Dealer: CA243 Kia of Cerritos

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

Case History

Dealer : Kia of Cerritos
Technician : MARTIN LOPEZ
Service Manager : JEFFREY HARRIS
Dealer Phone :
DPSM : Janet Lawyer
Vehicle Model : CADENZA V6 AUTO
Model Year : 2014
Mileage : 74595
Initial comments by Technician found in TL Case # [redacted] :

[Problem Description]
c/s vehicle overheats.

[Diagnostics Performed]
verified concern, vehicle overheats due to blown head gasket. we need approval for engine replacement as when attempting to torque down head, head bolts spin and will not allow to torque down properly, please advise.

*** Assigned to WIPBin D Premium of Michael Talbot-Haynes on 01/20/2018 07:06:22 (PST)
*** Phone - Call - Inbound commitment created on 01/24/2018 12:07:38 (GMT-07:00) Arizona with Commitment Date 01/24/2018 and created by Michael Talbot-Haynes ***

*** Phone - Call - Inbound commitment fulfilled on 01/25/2018 15:47:14 (GMT-07:00) Arizona with Commitment Date 01/25/2018 closed by Michael Talbot-Haynes ***

*** Phone - Call - Outbound created on 01/25/2018 15:47:15 (GMT-07:00) Arizona and created by Michael Talbot-Haynes ***
The writer leaves VM for [redacted] with case #

The writer states:
1. Apologizes issues
2. Please call us if we can assist

*** Phone - Call - Inbound commitment created on 01/25/2018 15:48:49 (GMT-07:00) Arizona with Commitment Date 01/25/2018 and created by Michael Talbot-Haynes ***

*** Phone - Call - Inbound commitment fulfilled on 01/25/2018 17:10:37 (GMT-07:00) Arizona with Commitment Date 01/25/2018 closed by Michael Talbot-Haynes ***

*** Phone - Call - Outbound created on 01/25/2018 17:10:38 (GMT-07:00) Arizona and created by Michael Talbot-Haynes ***
The writer contacts Teresa, SVCA CA243

VIN: [redacted]
MY and Mileage: 14 Cadenza 74,595 miles
Most recent RO#, Open and Close Date: RO [redacted] 1/19/18 Opens
Days Down at initial Service Alert report (if applicable): 7
Most recent Repair Issue and Diagnosis: Customer says car overheated. Engine replaced under PTW, finished, washing car now.
Able to Duplicate (Y or N): Y

Kia America
Customer Care Department

Last name	First name	VIN of 2014 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	74,595

Cerritos , CA [redacted] 12/23/2013 Dealer: CA243 Kia of Cerritos

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

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): 1/25/18
Parts on order (Y/N), if so obtain part#, order#: N
Techline Case (if applicable): [redacted]
Rental / Loaner Provided? If so, since when?: N
Dealer contacted DPSM (if needed): N
Vehicle repaired?: Y
Customer has possession?: N
Dealer Code/Selling Dealer (Y or N): CA243 Y
Original Owner (Y or N): Y

*** Phone - Call - Outbound commitment created on 01/25/2018 17:14:13 (GMT-07:00) Arizona with Commitment Date 01/29/2018 and created by Michael Talbot-Haynes ***

*** 01/26/2018 14:26:14 (GMT-07:00) Arizona ***
Case moved into WIPBin D Premium and Sub Status of Auto Assigned

*** Phone - Call - Outbound commitment fulfilled on 01/30/2018 17:43:33 (GMT-07:00) Arizona with Commitment Date 01/30/2018 closed by Michael Talbot-Haynes ***

*** Phone - Call - Outbound created on 01/30/2018 17:43:34 (GMT-07:00) Arizona and created by Michael Talbot-Haynes ***
The writer leaves VM for [redacted] with case # for callback on status after repair.

*** 01/30/2018 17:44:02 (GMT-07:00) Arizona ***
Closed with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia America
Customer Care Department

Last name	First name	VIN of 2015 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	27,000

Pomona , CA [redacted] 06/16/2014 Dealer: CA217 Allstar Kia

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

Case History

*** 02/12/2018 16:30:58 (GMT-07:00) Mountain Time (US & Canada) ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 02/12/2018 16:29:54 (GMT-07:00) Mountain Time (US & Canada) and created by Linda Welter ***
Customer States:
1. Vehicle has been at the DLR for 2 weeks.

Writer States:
1.Apologized.
2. Warm transfer to Premium/ Karen.
Customer States:
1 Thank you.
Thank you, call ended.

*** Phone - Call - Inbound created on 02/12/2018 17:13:00 (GMT-07:00) Arizona and created by Karen Johnson ***
Customer:
1 - I started having problems with the car
2 - It's a lease and I'm still paying on it
3 - it's been at Allstar Kia for 2 weeks and now they want me to authorize a teardown
4 - why?

Writer:
1 - apologized
2 - may I place you on hold? [yes]
3 - called ca217 and Art stated:
a - maintenance records look ok
b - but another dealer did a repair to the cooling system, and techline is requesting a teardown
c - the cost is $990
4 - returned to customer
5 - techline is requesting teardown because there is a question about whether issue caused by factory defect or workmanship at dealer that repaired cooling system in 2016
6 - if factory defect, kia repairs it under warranty at the dealer where vehicle is now
7 - if workmanship, the repairing dealer would be responsible for completing the repair [wtr notes: valley kia, ca233]
8 - there is a possibility that you will be responsible for teardown fee, and the situation could be complex
9 - wtr will escalate case
10 - provided case number

Customer:
1 - thank you

*** Email - Internal Email Sent created on 02/12/2018 17:25:33 (GMT-07:00) Arizona and created by Karen Johnson ***
Wtr notified DPSM [redacted] Hegmann of dispatch:
Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] St., Carona, CA [redacted]
VIN: [redacted]
MY and Mileage: 2015 Cadenza, 27000
Most recent RO#, Open and Close Date: ro [redacted], 1/30/18 - open

Last name	First name	VIN of 2015 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	27,000

Pomona , CA [redacted] 06/16/2014 Dealer: CA217 Allstar Kia

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

Is vehicle currently at dealership? y
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis:
Customer says, veh runs rough and overheats
Dealer says, diagnosis in process
Able to Duplicate (Y or N): y
Repeat Repair (Y/N), if so, how many times?: y 2x
Repair History of current concern with dates (Open and Closed) and mileage:
1 - current visit
2 – (ca233) 6/29/16, 17419; coolant housing bypass hose leaking and replaced
ETA for completion of repairs (if applicable): unk
Parts on order (Y/N), if so obtain part#, order#: n
Techline Case (if applicable): 12619772
Rental / Loaner Provided? If so, since when?: n
Dealer contacted DPSM (if needed): n
Vehicle repaired?: n
Customer has possession?: n
Dealer Code/Selling Dealer (Y or N): ca217 n
Original Owner (Y or N): y
What is current Customer Request (if needed): N/A

*** Note - Others created on 02/12/2018 17:26:04 (GMT-07:00) Arizona and created by Karen Johnson ***
Writer dispatching to western region:
1 - veh at dealer for 14 days for engine concern
2 - cust has provided maintenance records and techline is requesting teardown, apparently questioning whether this is factory defect or workmanship issue by another dealer on an earlier repair
3 - dpsm notified of dispatch
4 - please review and follow up accordingly

*** Note - Others created on 02/12/2018 17:28:33 (GMT-07:00) Arizona and created by Karen Johnson ***

<For Internal Use Only
submitted to escalated case review>

*** Phone - Call - Inbound commitment created on 02/12/2018 17:28:54 (GMT-07:00) Arizona with Commitment Date 02/13/2018 and created by Karen Johnson ***

*** Phone - Call - Inbound commitment fulfilled on 02/13/2018 08:38:47 (GMT-07:00) Arizona with Commitment Date 02/13/2018 closed by Karen Johnson ***

*** 02/13/2018 08:39:06 (GMT-07:00) Arizona ***
Dispatched from WIPBin = 2 - all to Queue Western Region ECR by Karen Johnson
Reason:

*** 02/14/2018 08:12:07 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue Western Region ECR to WIPBin 0. default by Esther Kong

*** 02/14/2018 08:49:23 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin default of Jesse Martinez by Esther Kong
Reason:

Last name	First name	VIN of 2015 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	27,000

Pomona , CA [redacted] 06/16/2014 Dealer: CA217 Allstar Kia

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

*** 02/14/2018 08:53:57 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin default and Sub Status of Assigned

*** Phone - Call - Outbound created on 02/14/2018 16:07:48 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***
ECR contacted Art (svc adv) CA217
Art states:
1. Cust came in on 1/30/18
2. Before doing anything, we need to verify it is a warrantable repair
3. Cust didn't give us authorization to perform tear down until 2/12/18
4. We sent the engine out to machine shop for inspection
5. Got the heads back today, verified that it will be a warrantable repair
6. Need to replace head gaskets, currently in contact with tech line
7. Cust not in rental
8. Will be contacting cust to get them into a rental
9. ETA for repair completion is for sometime next week

Wtr states:
1. Understood
2. Thanked
3. Will advise

*** Phone - Call - Outbound created on 02/14/2018 16:16:22 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***
ECR contacted cust [redacted]
Wtr states:
1. Introduced self
2. Your case was escalated
3. Per dlr, repair will be warrantable repair
4. Dlr will be contacting your to set you up with alternate transportation

Cust states:
1. Oh ok, great!
2. I've been paying for a rental, but they did also call me as well to tell me about covering the rental
3. Thank you so much
4. Is this your direct number?

Wtr states:
1. You're welcome
2. Yes, this is my direct number
3. Per dlr, ETA for repair completion is for sometime next week
4. Will follow up in a few days

Cust states:
1. Ok, thank you Jesse, I really do appreciate
2. Have a good one!

*** Note - Others created on 02/16/2018 12:10:42 (GMT-05:00) Eastern Time (US & Canada) and created by Morgan Morgan ***
****
Duplicate case notes from 12633491
****

Last name	First name	VIN of 2015 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	27,000

Pomona , CA [redacted] 06/16/2014 Dealer: CA217 Allstar Kia

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

Dealer : Allstar Kia
Technician : Roberto Tolentino
Service Manager :
Dealer Phone :
DPSM : [redacted] Hegmann
Vehicle Model : CADENZA V6 AUTO
Model Year : 2015
Mileage : 27229
Initial comments by Technician found in TL Case #12619772 :

[Problem Description]
customer state that motor start shaking then turn off vehicle for few minutes then turn engine back on and engine start shaking worst and temperature start rising up.

[Diagnostics Performed]
vehicle inspected and blowing white smoke from tail pipe and smell like burn clutch. inspect coolant level and is low. install my funnel ant add one gallon of water, start engine and lot of bubbles on funnel and let vehicle get to temperature and open thermostat and still bubbling lot and white smoke coming from tail pipe and smell a lot like burn clutch. inspect engine oil level and level okay.

*** Assigned to WIPBin Default of Morgan Morgan on 02/15/2018 07:06:21 (PST)
*** Phone - Call - Outbound created on 02/16/2018 12:09:23 (GMT-05:00) Eastern Time (US & Canada) and created by Morgan Morgan ***
Wrt called 626.429.3353, LVM

Wrt states:
1. Calling regarding concern.
2. Wanted to make sure all is well.
3. If you have questions or need assistance, please contact KPAL.
4. Case ID and contact info.

*** Phone - Call - Outbound created on 02/20/2018 15:04:49 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***
ECR contacted Art (svc adv) CA217
Art states:
1. Replacing gaskets
2. Repairs should be done by Thursday
3. Cust in rental
4. Cust has been contacted with updates

Wtr states:
1. Understood
2. Thanked
3. Will advise

*** Phone - Call - Outbound created on 02/20/2018 15:09:00 (GMT-08:00) Pacific Time (US & Canada) and

Last name	First name	VIN of 2015 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	27,000

Pomona , CA [redacted] 06/16/2014 Dealer: CA217 Allstar Kia

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

created by Jesse Martinez ***
ECR contacted cust [redacted]
Wtr states:
1. Per dlr, vehicle repairs should be complete by Thursday 2/22

Cust states:
1. Oh ok, yeah I talked to them last week and they said it would be about another week, so it's on schedule
2. Thanks for all your time and help, I really appreciate it

Wtr states:
1. No problem
2. Will follow up in a few days
3. If you have any questions feel free to give me a call

*** 02/21/2018 13:34:19 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 5. Friday and Sub Status of Assigned

*** Phone - Call - Outbound created on 02/27/2018 14:40:32 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***
ECR contacted Art (svc adv) CA212
Art states:
1. Waiting on engine to arrive, on BO
2. No ETA
3. Cust in rental
4. Cust has been updated about all of this

Wtr thanked.

*** Phone - Call - Outbound created on 02/27/2018 14:43:55 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***
ECR contacted cust [redacted]
Wtr states:
1. Per dlr, parts on BO
2. Apologized for delay

Cust states:
1. Oh no, it's ok, I just want my car fixed
2. I don't really care how long it takes, just want it done right
3. You guys have been great
4. The dealer always keeps me updated and I appreciate your calls as well

Wtr states:
1. You're welcome
2. Will be working on getting ETA for parts
3. Will follow up when update is available

Cust states:
1. Awesome, thanks Jesse

*** Note - Others created on 02/27/2018 15:01:25 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***
Per WebDCS, ETA for part# 132W1 3CS00R / order# 22218E2 to CA217 is 4/7/18. Subject to change.

Last name	First name	VIN of 2015 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	27,000

Pomona , CA [redacted] 06/16/2014 Dealer: CA217 Allstar Kia

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

*** Phone - Call - Outbound created on 03/06/2018 14:15:38 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***
ECR contacted Damon (svc adv) CA217
Damon states:
1. Engine still on backorder

Wtr thanked.

*** Phone - Call - Inbound created on 03/08/2018 09:37:50 (GMT-07:00) Arizona and created by Michael Haynes ***
Notes from Duplicate Case 12644583

Part ordered for customer vehicle has been placed into the UPER status on02/22/2018 00:00:00

Dealer Name : D.C. AUTO, INC. Allstar Kia
Dealer Contact name : DAVE
Dealer Phone : 909 664 2200
Part No# : 132W1 3CS00R
Order No# : 22218E2
Order Qty# : 1

Dealer Comment : VEHICLE DOWN IN SHOP SINCE 1/30/17

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

*** Phone - Call - Outbound created on 03/12/2018 17:12:40 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***
ECR contacted cust [redacted]
Wtr states:
1. ETA for parts is early April

Cust states:
1. Ok, thank you
2. I guess we just have to wait for the parts
3. But I do appreciate the call very much

Wtr states:
1. No problem
2. Will follow up if there are any other updates

*** Phone - Call - Outbound created on 04/02/2018 16:36:37 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***
ECR contacted cust [redacted]
Cust states:
1. I picked up my car already, the dlr called me a few days ago
2. Everything looks good!
3. I really appreciate your help and for checking up on me

Wtr states:
1. You're welcome
2. Will follow up in a few days once I've gathered RO's from dlr

Kia America
Customer Care Department

Last name	First name	VIN of 2015 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	27,000

Pomona , CA [redacted] 06/16/2014 Dealer: CA217 Allstar Kia

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

Cust states:
1. Ok, thank you again!

*** Email - External Email Sent created on 04/02/2018 16:37:49 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***
ECR requested cust copy RO's from Brian (svc mgr) CA217.

Pending docs.

*** 04/03/2018 14:56:21 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Monday and Sub Status of Assigned

*** Phone - Call - Outbound created on 04/05/2018 16:14:05 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***
ECR LVM for cust ([redacted] requested call back.

*** Phone - Call - Outbound created on 04/17/2018 15:01:49 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***
ECR LVM for cust ([redacted] requested call back.

*** 04/17/2018 15:02:08 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Concerns Recorded
[Resolution Summary]
Pending further cust contact.

Kia America
Customer Care Department

Last name	First name	VIN of 2014 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	82,782

Amarillo , TX [redacted] 02/07/2014 Dealer: TX076 Pete's Car Smart Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Case History

Dealer : Pete's Car Smart Kia
Technician : [redacted] Perkins
Service Manager :
Dealer Phone :
DPSM : Matt Pfeifer
Vehicle Model : CADENZA V6 AUTO
Model Year : 2014
Mileage : 82782
Initial comments by Technician found in TL Case #[redacted]:

[Problem Description]
Customer states check engine light on and the vehicle runs rough when first started. vehicle overheating.

[Diagnostics Performed]
verified concern. Found dtc's po300, po302, and po304. Inspected coils and plugs. All good. Cooling system was low so i filled up the cooling system and pressure tested. no leaks found. borescoped the #2 and # 4 cylinders and found no evidence of moisture. Pressure tested system again and found that over an extended period of time the tester would bleed down. Found that cylinders #2 and #4 were slowly filling with coolant due to a faulty head gasket. borescoped the right head and found coolant in cylinder #5. I removed both heads and found faulty head gaskets. inspected and cleaned heads. all good. During reassembly and the first pass of torquing to 30ftlbs one of the bolts on the r/h side pulled the threads in the engine block. will attach photo.

*** Assigned to WIPBin default of Billy Wells on 04/28/2018 07:06:25 (PST)

*** Case note has been appended from duplicated auto-case on 05/01/2018 01:01:18 (PST)

Comments from UPER

Part ordered for customer vehicle has been placed into the UPER status on04/28/2018 00:00:00

Dealer Name : PETE'S CAR SMART, INC. Pete's Car Smart Kia
Dealer Contact name : MICHAEL PEREZ
Dealer Phone : 806 351 1122
Part No# : 290Y2 3CS00R Pete's Car Smart Kia
Order No# : 427E
Order Qty# : 1

Dealer Comment : open ro date 04-19-18 miles 82782 car down & customer is a rental need eta to advise customer

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

*** Phone - Call - Inbound created on 05/01/2018 14:03:07 (GMT-07:00) Arizona and created by Leonel Martinez ***

Writer called TX076 and spoke with Svc Adv [redacted]
1. Calling to gather repair info

Last name	First name	VIN of 2014 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	82,782

Amarillo , TX [redacted] 02/07/2014 Dealer: TX076 Pete's Car Smart Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

2. Provided customer VIN

Svc Adv states:
1. Customer states check engine light is on and the vehicle runs rough when first started
2. DLR needs to replace the engine
3. Parts are ordered
4. Part No# : 290Y2 3CS00R
5. Order No# : 427E
6. Part was placed into the UPER status on 4/27/18
7. No ETA
8. Customer was provided with a rental

Writer states:
1. Thank you for the info

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted]
VIN: [redacted]
MY (specify if EV or PHEV) and Mileage: 2014 Cadenza with 82,782 miles
Most recent RO# and Open Date: [redacted] / 4-19-18
Days Down at initial Service Alert report (if applicable): 12
Most recent Repair Issue and Diagnosis:
1. Customer states check engine light is on and the vehicle runs rough when first started
2. DLR needs to replace the engine
Able to Duplicate (Y/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): N/A
Parts on order (Y/N), if so obtain part#, order#: Yes
1. Part No# : 290Y2 3CS00R
2. Order No# : 427E
Techline Case (if applicable): 12705959
Rental / Loaner Provided (Y/N) If so, since when?: Yes; 4-19-18
Dealer contacted DPSM (Y/N if needed): No
Vehicle repaired (Y/N): No
Customer has possession (Y/N): No
Dealer Code/Selling Dealer (Y/N): TX076 / Yes
Original Owner (Y/N): Yes
What is current Customer Request (if needed): N/A

*** Phone - Call - Inbound created on 05/01/2018 14:05:28 (GMT-07:00) Arizona and created by Leonel Martinez ***

Writer called [redacted] and LVM:
1. Calling to touch base
2. TX076 has recently requested assistance from KMA
3. Informed contacted DLR
4. DLR states engine needs to be replaced; parts are ordered

Last name	First name	VIN of 2014 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	82,782

Amarillo , TX [redacted] 02/07/2014 Dealer: TX076 Pete's Car Smart Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

5. Explained KCA will follow up with repairs
6. Once more info is gathered TCS will call back
7. Please call back if any questions and/or concerns
8. Provided case # and contact info

*** Phone - Call - Outbound commitment created on 05/01/2018 14:17:06 (GMT-07:00) Arizona with Commitment Date 05/03/2018 and created by Leonel Martinez ***
Escalate on Thursday if UPER part is not received by DLR - 5 days

*** 05/03/2018 14:43:06 (GMT-07:00) Arizona ***
Case moved into WIPBin 4 - Thursday and Sub Status of Working

*** 05/09/2018 07:35:52 (GMT-07:00) Arizona ***
Case moved into WIPBin 5 - Friday and Sub Status of Working

*** 05/10/2018 05:39:48 (GMT-07:00) Arizona ***
Case moved into WIPBin 1 - Monday and Sub Status of Working

*** 05/10/2018 05:40:22 (GMT-07:00) Arizona ***
Case moved into WIPBin 3 - Wednesday and Sub Status of Working

*** 05/10/2018 10:02:23 (GMT-07:00) Arizona ***
Case moved into WIPBin 4 - Thursday and Sub Status of Working

*** Phone - Call - Outbound commitment fulfilled on 05/11/2018 06:56:17 (GMT-07:00) Arizona with Commitment Date 05/03/2018 closed by Leonel Martinez ***

*** Phone - Call - Inbound created on 05/11/2018 06:56:24 (GMT-07:00) Arizona and created by Leonel Martinez ***

Writer called TX076 and spoke with Svc Adv [redacted]
1. Calling to gather repair info
2. Provided customer VIN

Svc Adv states:
1. Customer states check engine light is on and the vehicle runs rough when first started
2. DLR replaced the engine
3. Customer was provided with a rental

Writer states:
1. Thank you for the info

*** Phone - Call - Inbound created on 05/11/2018 06:56:56 (GMT-07:00) Arizona and created by Leonel Martinez ***

Writer called (806) 382-3777 and LVM:

Kia America
Customer Care Department

Last name	First name	VIN of 2014 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	82,782

Amarillo , TX [redacted] 02/07/2014 Dealer: TX076 Pete's Car Smart Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

1. Calling to touch base
2. Informed contacted DLR
3. DLR states the engine was replaced
4. Any on-going issues with veh?
5. Anything KIA can do to further assist?
6. Please call back if any questions and/or concerns
7. Provided case # and contact info

*** 05/11/2018 06:57:34 (GMT-07:00) Arizona ***
Closed with Resolution Code : Concerns Recorded
[Resolution Summary]

Kia America
Customer Care Department

Last name	First name	VIN of 2014 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	51,841

Tomball , TX [redacted] 02/10/2014 Dealer: TX107 Beck & Masten Kia

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

Case History

Part ordered for customer vehicle has been placed into the UPER status on05/22/2018 00:00:00

Dealer Name : BECK & MASTEN AUTOMOTIVE GRP, Beck & Masten Kia
Dealer Contact name : PATRICK
Dealer Phone : 281 539 1111
Part No# : 290Y2 3CS00R
Order No# : E0522A
Order Qty# : 1

Dealer Comment : CAR DOWN SINCE 5/10/2018
CUSTOMER IN RENT CAR

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

*** Assigned to WIPBin default of Billy Wells on 05/23/2018 07:06:26 (PST)
*** Note - Others created on 06/06/2018 11:07:32 (GMT-05:00) Eastern Time (US & Canada) and created by Eric Swecker ***
*** DUP CASE NOTES [redacted] Begin ***

Dealer : Beck & Masten Kia
Technician : Nathan Pierce
Service Manager : Roy Henderson
Dealer Phone :
DPSM : Steven Webster
Vehicle Model : CADENZA V6 AUTO
Model Year : 2014
Mileage : 51841
Initial comments by Technician found in TL Case #[redacted]:

[Problem Description]
Vehicle came in with a rough performance and over heating issue. After allowing vehicle to come to operating temps I ran an engine block check and found both chambers turned yellow indicating leaking head gaskets. Due to over heating both heads were removed and sent for inspection at ,machine shop. Both head cleared and were rebuilt ETC was applied in corners as instructed and new head gaskets were installed, both sets of head bolts werenstarte by hand and run down until they touched. One head bolt on the right bank would not start so it was pulled out and found thread material from the block in the head bolt threads. Removed all head bolts from that bank and found two of the bolts that had seated perfectly had thread material as well. All of the damaged holes are from around the piston that had the failed area of head gasket.

[Diagnostics Performed]
Verified blown head gasket and found damaged threads

*** Assigned to WIPBin default of Billy Wells on 05/23/2018 07:06:26 (PST)

*** DUP CASE NOTES End ***

*** Phone - Call - Inbound created on 06/06/2018 11:11:45 (GMT-05:00) Eastern Time (US & Canada) and created

Last name	First name	VIN of 2014 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	51,841

Tomball , TX [redacted] 02/10/2014 Dealer: TX107 Beck & Masten Kia

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

by Eric Swecker ***
Cust states:
1. My vehicle has been down for some time now, and they are telling me that it will be August before my engine comes in.
2. They have placed me into a small vehicle that smells like smoke, and I really need a car comparable to mine because of my work.
3. I want you all to find an engine here and get it to the dlr, or I want the vehicle bought back.
4. Can you help?

Writer states:
1. Apologize.
2. Adv we will need to get him to our Premium Team to assists you further.
3. Ask if we could place him on hold.

Cust states:
1. Yes, please.

*** Transfer to Premium ***

*** Phone - Call - Inbound created on 06/06/2018 08:18:57 (GMT-07:00) Arizona and created by Yeimy Armenta ***
call transfer

writer states:
1 introduce self

customer states:
1 want to know what you can do
2 was told going to take 3 weeks to fix it
3 now was told not getting the engine until august
4 then Roy said that no ETA when engine will arrive
5 Then Ihad to keep getting the loaner vehicle replaced every day
6 drive alot so I put alot fo mileson the cars
7 then they finally got me into a rental by enterprise
8 they gave me this crappy car is a toyota corolla that is not even close to my car
9 I need a car that has leather seats, something that is like my car same size
10 I will not drive this Toyota any more I want a buy back since there is no ETA on the engine

writer states:
1 apologize for the situation
2 understand concern
3 do show that there is no ETA at this time for the engine
4 has customer contact dealer to check if can switch vehicle ?
5 not able to cover for another rental
6 understand customer requesting a buy back
7 case would need to be escalated for that request
8 recommend to review WCIM if don't have it can review at KIA.COM/ OWNERS
9 someone from ECR will contact in 3-4 business days

customer states:
1 no I will not wait any more ti me
2 I need an answer today

Last name	First name	VIN of 2014 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	51,841

Tomball , TX [redacted] 02/10/2014 Dealer: TX107 Beck & Masten Kia

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

3 I want you to tell me that will buy this car back
4 I am ok with that
5 then you guys can figure or what to do or what whatever time it's needed
6 I need a car that is mine
7 I travel for a living and this is affecting my livelyhood
8 this is not my fault
9 I will not wait nay more

writer states:
1 apologize
2 not able to advice of that or make an offer
3 there are process that needs to be follow for a buy back
4 understand vehicle down for a month
5 but not able to make a decision for a buy back right now
6 there is a processthat needs tobe follow up for that
7 understand frustration
8 can escalate case if customer requesting a buy back and will be reach back in 3-4 business days

customer states:
1 well tell me about the WCIM
2 what is there can you just read it to me

writer states:
1 yes can do that
2 started reading WCIM for TX
3 customer disconnected

*** Phone - Call - Outbound created on 06/06/2018 08:35:00 (GMT-07:00) Arizona and created by Yeimy Armenta ***
writer states:
1 call dealer TX107
2 Spoke with Ray service manager
3 advice customer request

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] HOUSTON TX [redacted]
VIN: [redacted]
MY and Mileage: 2014 / in at 51841
Most recent RO# Open Date and Close date (if applicable): 79827, 05/10/2018- still open
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis: Customer says, vehicle is overheating.
Correction: engine replacement
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: First time with this issue
ETA for completion of repairs (if applicable): un known
Parts on order (Y/N), if so obtain part#, order#: y, Part No# : 290Y2 3CS00R
Order No# : E0522A
Techline Case (if applicable): Y, 12732346
Rental / Loaner Provided? If so, since when?: y

Last name	First name	VIN of 2014 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	51,841

Tomball , TX [redacted] 02/10/2014 Dealer: TX107 Beck & Masten Kia

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

Dealer contacted DPSM (if needed): n
Vehicle repaired?:N
Customer has possession?: N
Dealer Code/Selling Dealer (Y or N):TX107/ N
Original Owner (Y or N): N
What is current Customer Request (if needed): Requesting a buy back or luxury rental vehicle

*** Note - Others created on 06/06/2018 10:33:17 (GMT-07:00) Arizona and created by Yeimy Armenta ***
Forward case to ECR
1 Customer states there is no ETA for engine need a car that is mine
2 TX107 states engine on BO no ETA, customer on an enterprise rental since puts too many miles on loaner
3 Dispatching because customer requesting a buy back since vehicle down for 30 days now and no ETA on engine
4 DPSM advice, customer refer to WCIM at KIA.com/owners
5 please review and follow up accordingly

*** Phone - Call - Inbound created on 06/06/2018 08:51:57 (GMT-07:00) Arizona and created by Michael Haynes ***
The caller states:
1. 3rd time calling
2. Was transferred to Premium
3. Engine cracked
4. Needed replacing
5. That was last month
6. Got a call, saying it was two weeks away from being completed
7. Now they say the engine will not be there until August
8. Then SVCM says no update
9. Loaner car isn't comparable
10. I need a different rental car
11. Need the car bought back if it can't be fixed fast

The writer states:
1. Apologizes issues
2. This office is not trained in buy back
3. Your case is being escalated to ECR
4. They will call back in three business days to discuss further
5. Gives case #

The caller states:
1. Just need this expedited
2. Thank ypi

*** 06/06/2018 10:38:11 (GMT-07:00) Arizona ***
Dispatched from WIPBin = Default to Queue Southwest Region ECR by Yeimy Armenta
Reason: customer requesting a buy back

*** 06/07/2018 07:51:04 (GMT-07:00) Arizona ***
Accepted from Queue Southwest Region ECR to WIPBin Wednesday-1 by Randy Chacon

*** 06/07/2018 07:58:04 (GMT-07:00) Arizona ***
Case moved into WIPBin Wednesday-1 and Sub Status of Working

Last name	First name	VIN of 2014 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	51,841

Tomball , TX [redacted] 02/10/2014 Dealer: TX107 Beck & Masten Kia

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

*** 06/07/2018 07:58:25 (GMT-07:00) Arizona ***
Assigned to WIPBin Assigned of Jeddah Ortega by Randy Chacon
Reason:

*** Phone - Call - Outbound created on 06/07/2018 09:35:16 and created by Jeddah Ortega ***
Writer states:
1. Calling to follow up with you on your case.
2. I do see your vehicle is down at the DLR waiting on a back ordered engine.
3. I do see you were requesting a comparable rental?

Customer states:
1. I want a comparable rental but I also have other demands.
2. I want a buyback.
3. They need to figure something out.
4. They gave me a Corolla, but I work in real estate and I drive customers around.
5. It would be one thing if I was commuting to work, in that case I really wouldn't care, but I take people to see $1 million homes.
6. But when I pull up in a Corolla, I have to explain the situation.
7. This does not work for me.

Writer states:
1. Would advise reviewing your WCIM, it will have more information you need regarding your buyback request.
2. In the meantime, I will send you some documents via e-mail (confirmed e-mail), and you will need to send back the necessary documents.
3. Once we have these, they will be reviewed per your request.
4. Will also call the DLR and talk to them about getting a better rental.

Customer states:
1. Ok thank you.
2. I will have the documents back to by COB.

Writer states:
1. Ok thank you.

*** Phone - Call - Outbound created on 06/07/2018 09:53:12 and created by Jeddah Ortega ***
Writer states:
1. Calling in regards to this customer.
2. Would you be able to get him into a comparable vehicle while his vehicle is down waiting for an engine?

Service advisor states:
1. Yeah, we can do that.
2. But you would have to cover the difference.
3. We are only allowed $30/day and that would be $50/day.

Writer states:
1. Ok, let me look into this and then I will follow up with you.
2. Thank you.

Writer called TX107 back
1. Advised of warranty bulletin 2017-11.
2. Advised amount for rental warranty claimed for Cadenza is $45/day.
3. If you can coordinate with Enterprise and see if there is anything better they can offer at this price, please let me

Last name	First name	VIN of 2014 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	51,841

Tomball , TX [redacted] 02/10/2014 Dealer: TX107 Beck & Masten Kia

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

or the customer know.

Service advisor states:
1. Oh ok, I see.
2. I will get this information passed on.
3. His service advisor is out gone for today and our manager is in a meeting.
4. We can give the customer a call once we talk to them about this?
5. Doesn't the customer just have to take the vehicle back to Enterprise?

Writer states:
1. I'm not exactly sure how the process works on your end.
2. I just know, according to this bulletin, warranty work covers a rental for this model vehicle up to $45/day.
3. So I will call the customer and let him know you guys will work on the paperwork and will give him a call once you have it figured out?

Service advisor states:
1. Ok, that's fine.
2. We can do that.
3. Thank you!

Writer states:
1. Thanks for your help.

*** Phone - Call - Outbound created on 06/07/2018 11:55:12 and created by Jeddah Ortega ***
Writer states:
1. Calling to advise DLR is looking into getting you into a better rental vehicle.
2. Once they discuss this with their manager and do what they need to, they will contact you.

Customer states:
1. Ok, thank you very much.

Writer states:
1. Thank you.

*** Phone - Call - Outbound commitment created on 06/07/2018 11:57:30 with Commitment Date 06/11/2018 and created by Jeddah Ortega ***
Is customer in better loaner?

*** Phone - Call - Outbound commitment updated on 06/11/2018 07:23:22 with Commitment Date 06/11/2018 and updated by Jeddah Ortega ***
No answer, left VM
1. Calling to follow up with you to verify whether or not the DLR was able to get you in a better rental.
2. Did contact them and discussed details of the rental program Kia has with our DLRs.
3. They should have been able to get you into something a little nicer.
4. Please call direct line to further discuss.

*** Phone - Call - Outbound commitment updated on 06/11/2018 07:23:27 with Commitment Date 06/12/2018 and updated by Jeddah Ortega ***

*** Phone - Call - Outbound created on 06/11/2018 07:24:57 and created by Jeddah Ortega ***
Mobis rep states:
1. They are still on back order, not a huge amount.

Last name	First name	VIN of 2014 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	51,841

Tomball , TX [redacted] 02/10/2014 Dealer: TX107 Beck & Masten Kia

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

2. Part is gonna take a couple months to get there.
3. No exact ETA yet.

Writer states:
1. Ok thank you.

*** Phone - Call - Outbound commitment updated on 06/11/2018 07:26:58 with Commitment Date 06/12/2018 and updated by Jeddah Ortega ***

*** Phone - Call - Outbound commitment fulfilled on 06/11/2018 09:46:32 with Commitment Date 06/12/2018 closed by Jeddah Ortega ***
Customer states:
1. The DLR called and said they would get me in a better rental.
2. I went to the rental place and they said they did not have anything.
3. They said they would call when they had something and I asked them when that would be, they said they didn't know.
4. I saw a bunch of cars on their lot but they said they were all rented out.
5. I was going to call them back today.
6. Houston is a big city and I've passed 3 Enterprises and they all have cars!
7. I'm just going to call the DLR because they said if they don't give me an upgrade to let them know.

Writer states:
1. Apologizes, I understand.
2. Generally, since the Kia DLRs only have contracts with a specific Enterprise, they can't get rentals from anywhere.
3. I'm not sure if Enterprise's can trade vehicles amongst them?
4. Hopefully the DLR can get you in a loaner to help you.
5. Advised Mobis did not have an ETA for part.
6. I will at least keep you updated on the status of the engine since there is only so much I can do about the rental/loaner issue.

Customer states:
1. Ok thank you.

*** Phone - Call - Outbound commitment created on 06/11/2018 09:47:19 with Commitment Date 06/15/2018 and created by Jeddah Ortega ***
Customer in better rental?
Contact Mobis for updated ETA.

*** Phone - Call - Outbound commitment fulfilled on 06/15/2018 09:23:28 with Commitment Date 06/15/2018 closed by Jeddah Ortega ***
Mobis rep states:
1. ETA for this part is the last week of June.

Writer states:
1. Great, thank you.

Writer called customer, no answer, left VM
1. Wanted to advise ETA for engine as of now is the last week of June.
2. Wanted to verify you are in a better rental vehicle.
3. If not, please call direct line to further disucss.

Last name	First name	VIN of 2014 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	51,841

Tomball , TX [redacted] 02/10/2014 Dealer: TX107 Beck & Masten Kia

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

*** Phone - Call - Outbound commitment created on 06/15/2018 09:23:53 with Commitment Date 06/25/2018 and created by Jeddah Ortega ***
ETA for part?
Follow up with customer.

*** Phone - Call - Outbound commitment fulfilled on 06/25/2018 15:45:58 with Commitment Date 06/25/2018 closed by Jeddah Ortega ***
Mobis rep, Nico, states:
1. This part has shipped.
2. It shipped on the 06/12/2018.
3. It was delivered on the 06/13/2018.
4. Tracking # 441425050401
5. Signed for by AHernandez.

Writer states:
1. Great, thank you.

*** Phone - Call - Outbound commitment created on 06/25/2018 15:46:17 with Commitment Date 06/26/2018 and created by Jeddah Ortega ***
Vehicle repaired?
Follow up with customer.

*** Phone - Call - Outbound commitment fulfilled on 06/26/2018 10:42:12 with Commitment Date 06/26/2018 closed by Jeddah Ortega ***
Writer states:
1. Status update on RO# [redacted]
2. Parts department advised part was delivered two weeks ago.

Service advisor states:
1. That vehicle is done and gone.

Writer states:
1. Great, thank you.

*** Phone - Call - Outbound created on 06/26/2018 10:42:23 and created by Jeddah Ortega ***
Writer states:
1. Calling to follow up with you on your vehicle.
2. DLR did advise your vehicle is repaired and you have it now.
3. Wanted to make sure you have not had any further issues with it.

Customer states:
1. It's running a little weird now.
2. I'm just going to keep an eye on it and if need be, I will take it back to the DLR.

Writer states:
1. Yes, if you notice your vehicle is not acclimating well after a few weeks, bring the vehicle back to the DLR and give me a call and I will follow up with them.

Customer states:
1. Ok thank you.

*** 06/26/2018 10:45:55 ***
Closed by Jeddah Ortega with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia America
Customer Care Department

Last name	First name	VIN of 2014 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	68,333

White Plains NY [redacted] 08/12/2013 Dealer: NY124 Kia of White Plains

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Coolant(Leakage/Consumption)

Case History

Dealer : Kia of White Plains
Technician : Marlon Aveiga
Service Manager :
Dealer Phone :
DPSM : Robert Speer
Vehicle Model : CADENZA V6 AUTO
Model Year : 2014
Mileage : 68333
Initial comments by Technician found in TL Case # [redacted] :

[Problem Description]
c/s vehicle overheats when driving

[Diagnostics Performed]
technician confirmed engine overheating after taking vehicle for a quick road test, fault code searching performed no codes were pending active or history, coolant level was low so i fill it up to the top and performed a coolant pressure test and i got no pressure drop, i visual inspect the engine for any coolant or oil leaks, and found the head gasket leaking all around the engine, ill attach pictures to the case, please advise...

*** Assigned to WIPBin default of Billy Wells on 05/31/2018 07:06:26 (PST)
*** 06/07/2018 13:05:53 (GMT-05:00) Eastern Time (US & Canada) ***
Case moved into WIPBin default and Sub Status of Auto Assigned

*** Phone - Call - Outbound created on 06/14/2018 14:11:07 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
called C [redacted] ([redacted] no answer, phone gets picked up by fax

*** Phone - Call - Outbound created on 06/14/2018 14:16:05 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
Spoke with: Catherine
Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] Saratoga Springs NY [redacted]
VIN: [redacted]
MY: 2014 Cadenza
Mileage: 68333
Most recent RO#: 19548
Open date: 5/25/18
Close Date: 6/6/18
Days Down at initial Service Alert report (if applicable): 12
Most recent Repair Issue,
Concern: overheating
Cause: bolts stripped, possibly for accident
Correction: cust declined repair
Able to Duplicate (Y or N): Y
Repeat Repair (Y/N), if so, how many times?: N
Repair History of current concern with dates (Open and Closed) and mileage:
ETA for completion of repairs (if applicable):
Parts on order (Y/N), N

Kia America
Customer Care Department

Last name	First name	VIN of 2014 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	68,333

White Plains NY [redacted] 08/12/2013 Dealer: NY124 Kia of White Plains

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Coolant(Leakage/Consumption)

part#:
order#:
Techline Case (if applicable): [redacted]
Rental / Loaner Provided? N
If so, since when?:
Dealer contacted DPSM (if needed): N
Vehicle repaired?: N
Customer has possession?: Y
Dealer Code/Selling Dealer (Y or N): NY124, N
Original Owner (Y or N): N
What is current Customer Request (if needed): N/A
Cust relationship with dlr (if applicable):

Warranty repair declined by techline, 2nd owner, veh in previous accident before current owner purchased

*** Phone - Call - Outbound commitment created on 06/14/2018 14:21:30 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 06/15/2018 and created by Billy Wells ***

*** Phone - Call - Outbound commitment fulfilled on 06/15/2018 10:26:14 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 06/15/2018 closed by Billy Wells ***
called [redacted] ([redacted] no answer, phone gets picked up by fax
Sent CML

*** 06/15/2018 10:26:34 (GMT-05:00) Eastern Time (US & Canada) ***
Closed with Resolution Code : Letter Sent
[Resolution Summary]

Kia America
Customer Care Department

Last name	First name	VIN of 2014 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	61,197

Schaumburg IL [redacted] 06/14/2013 Dealer: IL064 Bob Rohrman Schaumburg

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

Case History

Dealer : Bob Rohrman Schaumburg Kia
Technician : Bobby Kroman
Service Manager : Don Conrad
Dealer Phone :
DPSM : Tate Treacy
Vehicle Model : CADENZA V6 AUTO
Model Year : 2014
Mileage : 61197
Initial comments by Technician found in TL Case # [redacted] :

[Problem Description]
c/c car over heated and had to put over a gallon in the system. got car and system was full. ran the car for about an hour and purged the system and found after car was running for a while and with a load on the engine im getting small bubbles coming out of the radiator. I did drive the car about 60 miles and the over flow bottle was empty and the radiator was low to. im not finding any external leaks but it is burning it off. I did pressure test it also and its holding pressure. its only when hot that its burning coolant.

[Diagnostics Performed]
pressure test and r/d test

*** Assigned to WIPBin D Premium of Michael Haynes on 06/24/2018 07:06:55 (PST)
*** Phone - Call - Inbound commitment created on 06/25/2018 17:10:39 (GMT-07:00) Arizona with Commitment Date 06/27/2018 and created by Michael Haynes ***
Need to find out who current owner is

*** Phone - Call - Inbound commitment fulfilled on 06/27/2018 09:45:10 (GMT-07:00) Arizona with Commitment Date 06/27/2018 closed by Michael Haynes ***

*** Phone - Call - Outbound created on 06/27/2018 09:45:11 (GMT-07:00) Arizona and created by Michael Haynes ***
The writer leaves message for SVC dept with case # for callback with RO info and current owner info.

*** Phone - Call - Inbound commitment created on 06/27/2018 09:47:17 (GMT-07:00) Arizona with Commitment Date 06/29/2018 and created by Michael Haynes ***
Need to find out who current owner is

*** Phone - Call - Inbound commitment fulfilled on 06/29/2018 09:10:04 (GMT-07:00) Arizona with Commitment Date 06/29/2018 closed by Michael Haynes ***

*** Phone - Call - Outbound created on 06/29/2018 09:10:06 (GMT-07:00) Arizona and created by Michael Haynes ***
Don, SVCM

VIN: [redacted]
MY and Mileage: 14 Cadenza 61,197 miles
Most recent RO#, Open and Close Date: RO 172345 6/23/18 Open
Days Down at initial Service Alert report (if applicable): 7
Most recent Repair Issue and Diagnosis: Cust says car overheated, internal engine leak, tech tearing down engine per TL

Last name	First name	VIN of 2014 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	61,197

Schaumburg IL [redacted] 06/14/2013 Dealer: IL064 Bob Rohrman Schaumburg

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

Able to Duplicate (Y or N): Y
Repeat Repair (Y/N), if so, how many times?: N
Repair History of current concern with dates (Open and Closed) and mileage: N
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 6/23/18
Dealer contacted DPSM (if needed): N
Vehicle repaired?: N
Customer has possession?: N
Dealer Code/Selling Dealer (Y or N): IL064 N
Original Owner (Y or N): N CPO

<For Internal Use Only
SVCM confirms CPO owner is still owner of car>

*** Phone - Call - Inbound commitment created on 06/29/2018 09:15:42 (GMT-07:00) Arizona with Commitment Date 06/29/2018 and created by Michael Haynes ***

*** Phone - Call - Inbound commitment fulfilled on 06/29/2018 15:03:22 (GMT-07:00) Arizona with Commitment Date 06/29/2018 closed by Michael Haynes ***

*** Phone - Call - Inbound commitment created on 06/29/2018 15:03:34 (GMT-07:00) Arizona with Commitment Date 07/02/2018 and created by Michael Haynes ***

*** Phone - Call - Inbound commitment fulfilled on 07/03/2018 15:17:37 (GMT-07:00) Arizona with Commitment Date 07/02/2018 closed by Michael Haynes ***

*** Phone - Call - Outbound created on 07/03/2018 15:17:38 (GMT-07:00) Arizona and created by Michael Haynes ***
The writer leaves VM for Mr. [redacted] with case #

The writer states:
1. Apologizes overheating issues
2. Escalations will contact you in three business days

*** Phone - Others created on 07/03/2018 15:18:48 (GMT-07:00) Arizona and created by Michael Haynes ***
Call to Action:
1. Joseph [redacted] owns a CPO 14 Cadenza with 61k miles, [redacted]
2. It has been at IL064 for 11 days for an overheating concern
3. Dispatching to ECR to contact Mr. [redacted]

*** Case [redacted] is sent on 7/3/2018 15:21:56 by Michael Haynes
To: TTREACY@KIAUSA.COM
Cc: MHaynes@kiaconsumeraffairs.com
Title: NO ACTION REQUIRED - Case Escalation:IL064, [redacted] [redacted]

*** 07/03/2018 15:22:25 (GMT-07:00) Arizona ***
Dispatched from WIPBin = D Premium to Queue Central Region ECR by Michael Haynes
Reason:

Last name	First name	VIN of 2014 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	61,197

Schaumburg IL [redacted] 06/14/2013 Dealer: IL064 Bob Rohrman Schaumburg

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

*** 07/05/2018 06:42:46 (GMT-07:00) Arizona ***
Accepted from Queue Central Region ECR to WIPBin Tuesday-1 by Randy Chacon

*** 07/05/2018 06:50:27 (GMT-07:00) Arizona ***
Case moved into WIPBin Tuesday-1 and Sub Status of Working

*** 07/05/2018 06:51:39 (GMT-07:00) Arizona ***
Assigned to WIPBin Default of Morgan Morgan by Randy Chacon
Reason:

*** Phone - Call - Outbound created on 07/10/2018 18:15:13 (GMT-05:00) Eastern Time (US & Canada) and created by Morgan Morgan ***
Wrt called [redacted] 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 commitment created on 07/10/2018 18:15:42 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 07/13/2018 and created by Morgan Morgan ***

*** Phone - Call - Outbound created on 07/10/2018 18:23:39 (GMT-05:00) Eastern Time (US & Canada) and created by Morgan Morgan ***
Wrt called IL064 @ 847.908.0502, [redacted] for extended time before releasing call

*** Phone - Call - Outbound commitment fulfilled on 07/30/2018 17:34:09 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 07/27/2018 closed by Morgan Morgan ***
Wrt called [redacted] 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 07/30/2018 17:34:12 (GMT-05:00) Eastern Time (US & Canada) and created by Morgan Morgan ***
Wrt called IL064 @ 847.908.0502, left message with reception

Wrt states:
1. RO info needed for Joseph [redacted] engine overheating.
2. Case number, contact info, last 8 of VIN.
3. Please contact KCAC with RO info.

<For Internal Use Only
Should dealership call back, please take service template.>

*** Phone - Call - Outbound created on 07/31/2018 11:35:15 (GMT-05:00) Eastern Time (US & Canada) and

Last name	First name	VIN of 2014 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	61,197

Schaumburg IL [redacted] 06/14/2013 Dealer: IL064 Bob Rohrman Schaumburg

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

created by Morgan Morgan ***
Wrt called [redacted] spoke with [redacted]

Wrt states:
1. Introduced self.
2. Apologized for delay.

Cust states:
1. Our vehicle overheated over 6 weeks ago.
2. We were back and forth about the issue.
3. We bought the extended warranty.
4. They found that the leak is internal.
5. They were very nice, gave us an optima to drive a new one.
6. It is nice, but we want our luxury vehicle back.
7. They asked for permission to test drive the vehicle.
8. I'm worried that there is something shady going on.
9. I talked to the dealership and they said that they were waiting for our approval to tear it down.
10. I had given it to them the week before.
11. They told me last time that they haven't had time to get to my vehicle almost 8 days later.
12. I don't feel like my car is a priority.
13. It is super unfair.
14. After 6 weeks this is ridiculous.
15. I sent a message through the Bob Rohrman Shaumburg.
16. We have owned our car for 2 years and our vehicle has been in to the shop for 2 months overall.
17. I feel like this vehicle is a Lemon.

Wrt states:
1. Apologized for overheating and extended repair time.
2. Wrt will reach out to dealership and pool resources as needed.
3. Wrt will be more than happy to review for possible GW after repair is completed.
4. Regarding Lemon Law, please review WCIM for state specific information.

Cust states:
1. That is fine.

Wrt states:
1. Wrt understands that you are in a rental, is there any other concern Wrt can assist with?

Cust states:
1. No other concerns, just keep me updated.

Wrt states:
1. Does cust prefer email or call?

Cust states:
1. Call is fine, at this number.

Wrt states:
1. Wrt will follow up.

Cust states:
1. Thank you.

Last name	First name	VIN of 2014 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	61,197

Schaumburg IL [redacted] 06/14/2013 Dealer: IL064 Bob Rohrman Schaumburg

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

2. No other questions.

Wrt states:
1. Thank you.

*** Phone - Call - Outbound created on 07/31/2018 12:05:45 (GMT-05:00) Eastern Time (US & Canada) and created by Morgan Morgan ***
Wrt called IL064 @ 847.908.0502, spoke with Melina

Customer Name: Joseph [redacted]
Customer phone : [redacted]
Customer address: 1202 Jodi Court, Bartlett IL 60103
VIN: [redacted]
MY and Mileage: 2014 // 61,197
Most recent RO#, Open and Close Date: 172345, 6/18/18
Days Down at initial Service Alert report (if applicable):
Rental / Loaner Provided? If so, since when?:
Most recent Repair Issue and Diagnosis:
Customer states: vehicle overheats
Diag/Repair: waiting for heads to come back to see if they are warped, ETA unknown
Able to Duplicate (Y or N): yes

Melina states:
1. The extended warranty company had to have the customer's permission to tear down the head.
2. The head had to be sent out and that is what we are waiting on.
3. SM Don has taken over this repair and I don't have any other info about the repair.
4. He is currently in a meeting, he will be available in about an hour.

Wrt states:
1. Will call back, thank you.

*** Phone - Call - Outbound created on 07/31/2018 13:53:48 (GMT-05:00) Eastern Time (US & Canada) and created by Morgan Morgan ***
Wrt called IL064 @ 847.908.0502, spoke with SM Don

Wrt states:
1. Calling regarding Joseph [redacted] 2014 Cadenza.

Don states:
1. This is being processed by extended warranty.

Wrt states:
1. Understood, customer is concerned due to length of time at dlr.

Don states:
1. The extended warranty needed customer's permission to teardown to head.
2. Head had to be sent for review.
3. We do not have an ETA for the return of the head.

Wrt states:

Last name	First name	VIN of 2014 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	61,197

Schaumburg IL [redacted] 06/14/2013 Dealer: IL064 Bob Rohrman Schaumburg

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

1. Understood.
2. Is this a repeat concern?

Don states:
1. No this is the first time for this concern.

Wrt states:
1. Will follow up, thank you.

*** Phone - Call - Outbound created on 07/31/2018 16:47:19 (GMT-05:00) Eastern Time (US & Canada) and created by Morgan Morgan ***
Wrt called [redacted] LVM

Wrt states:
1. Identified.
2. Calling with update.
3. Repair is being processed by extended warranty and dealership is waiting to receive head in order to proceed.
4. No current ETA, but wrt will continue to follow up and pool resources as needed, will follow up in 5 business days.
5. If you have questions or concerns, please contact Wrt.
6. Case number and contact info.

*** Phone - Call - Outbound commitment created on 07/31/2018 16:48:04 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 08/07/2018 and created by Morgan Morgan ***

*** Phone - Call - Inbound created on 08/16/2018 08:00:17 and created by Edward Hunter ***
Customer called
1. I have not had this car for a long time
2. What is the hangup on this?
3. I expected a call back last week, no contact
4. What is going on???

Writer states:
1. I am sorry to hear this
2. I skyped your ECM but not in at this time
3. I will request she call you back

*** Phone - Call - Inbound created on 08/16/2018 15:27:15 (GMT-07:00) Arizona and created by Amanda Cromer ***
Customer states:
1. I was supposed to get a call back today from Morgan but I never got a call back

writer states:
1. thanked and apologized
2. advised customer ECR Morgan is in our escalated office
3. advised customer will transfer to her

customer states:
1 thank you

Last name	First name	VIN of 2014 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	61,197

Schaumburg IL [redacted] 06/14/2013 Dealer: IL064 Bob Rohrman Schaumburg

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

*** Phone - Call - Inbound created on 08/16/2018 15:39:12 and created by Susan Torborg ***
Customer calling for updates

Writer states
1 .Let me see if CM is available.
2. She is not responding, I can request a call back

Customer states
1. I tried to get into her ext.
2. It sounded like someone different

Writer statse
1. I can update case and try to transfer you again
Transferred and someone answered. No response.
Advised customer I will update the case and request a call back

Customer states
1.Ok thank you for trying

Writer states
1. Thank you for calling Kia

*** Phone - Call - Inbound created on 08/17/2018 14:35:37 and created by Roberto Salazar ***
Customer States:
1. Requesting to speak with Morgan.

Writer States:
1. Offered to transferred.

*** Phone - Call - Inbound created on 08/17/2018 14:55:52 and created by Issac Carrillo ***
Customer States
1. So I have not been able to get a hold of Morgan.
2. You know what I think it is crazy how I am not getting
3. What Morgan promised she told she would use all resources
4. To get this fixed.

Writer States
1. Apologized.
2. Advised that wrt would send email to Morgan & sup.
3. Let her know that you've had no f/u.

Customer States
1. Am I able to request a call back from her sup?
2. Or can I speak to her now.

Writer States
1. Explained sent email to sup.

Custmoer States
1. Thank you

*** Phone - Call - Inbound created on 08/20/2018 16:19:11 (GMT-05:00) Eastern Time (US & Canada) and created

Last name	First name	VIN of 2014 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	61,197

Schaumburg IL [redacted] 06/14/2013 Dealer: IL064 Bob Rohrman Schaumburg

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

by Morgan Morgan ***
Joseph [redacted] – [redacted]

Cust states:
1. I have heard nothing from anyone about my car.
2. This has been going on for 10 weeks.

Wrt states:
1. Apologized for delay in response.
2. Dlr confirmed that repair is covered by extended warranty.

Cust states:
1. The dealership has said that they are replacing my engine.
2. I am tired of dealing with this.

Wrt states:
1. Apologized for delay.
2. With repair being handled by extended warranty, wrt has no way to gauge process.
3. Can contact dlr to be able to provide updates as they are available.
4. Wrt cannot give any status not available by dealership as KCAC is not extended warranty company.

Cust states:
1. I want to speak with your manager.

Wrt states:
1. Apologized.
2. Callback will come from wrt once there is an update from the dealership which in turn comes from extended warranty.

Cust states:
1. No one calls me back.

Wrt states:
1. Apologized for delay.
2. Will contact dlr and keep you updated.

Cust states:
1. I want to speak with your manager, I will hold until they are available.

Wrt states:
1. Apologized.
2. Updates will come from Wrt, and will contact you back as soon as they are available.
3. Thank you.

*** Phone - Call - Outbound commitment fulfilled on 08/20/2018 16:22:44 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 08/07/2018 closed by Morgan Morgan ***
Wrt called IL064 @ 847.908.0502, spoke with Don.

Wrt states:
1. Calling for update on Mr. [redacted] Cadenza.

Last name	First name	VIN of 2014 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	61,197

Schaumburg IL [redacted] 06/14/2013 Dealer: IL064 Bob Rohrman Schaumburg

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

Don states:
1. There multiple headbolts were loose.
2. We are waiting on the head to come back, to see whether or not it can be reused.
3. If there is no damage from the overheating, it can be reused.
4. If there was damage then we have to order a new longblock.
5. Thursday of last week I explained it to our customer.
6. This is not a quick process.
7. This RO has been open since 6/23/18.
8. It was an intermittent overheating issue.
9. He has been taken care of, but he just doesn't feel like it.

Wrt states:
1. When was the last communication with extended warranty company?
2. Any update?

Don states:
1. It was Thursday or Friday of last week.
2. The biggest problem in this entire process was that it was an intermittent issue.
3. Then we had to wait weeks for the customer to authorize a teardown.

Wrt states:
1. Similar situations, when will you hear about the outcome?

Don states:
1. We don't know what the extended warranty will authorize.
2. What kind of engine, it may be a used engine.
3. We should hear back in a couple days.

Cust states:
1. Thank you.
2. Will follow up.

*** Phone - Call - Outbound commitment created on 08/20/2018 16:26:26 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 08/21/2018 and created by Morgan Morgan ***

*** Phone - Call - Outbound commitment updated on 08/21/2018 11:36:19 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 08/24/2018 and updated by Morgan Morgan ***
Wrt called [redacted] LVM

Wrt states:
1. Identified.
2. Calling with update.
3. Dlr confirmed waiting on extended warranty company to determine if head had damage and if the engine has to be replaced due to intermittent overheating.
4. Will keep following up.
5. Case number and contact info.

*** 08/23/2018 06:05:42 (GMT-05:00) Eastern Time (US & Canada) ***
Case moved into WIPBin 2. Tuesday and Sub Status of Assigned

Last name	First name	VIN of 2014 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	61,197

Schaumburg IL [redacted] 06/14/2013 Dealer: IL064 Bob Rohrman Schaumburg

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

*** Phone - Call - Outbound created on 09/18/2018 10:32:27 (GMT-07:00) Mountain Time (US & Canada) and created by Julie Miller ***
Writer Called dealer: Tim
1. Status?

Tim States:
1. Vehicle is completed, pending customer pick up

Writer Advised:
1. When was it completed?
2. Customers been contacted for pick up?

Melina states:
1. Contacted on Saturday, and once yesterday
2. Finished up last week, Friday

Write Advised:
1. Thanked for assistance

*** Phone - Call - Outbound created on 09/18/2018 10:36:23 (GMT-07:00) Mountain Time (US & Canada) and created by Julie Miller ***
Writer Called customer @ [redacted] Left VM
1. Vehicle ready for pick up at dealer
2. Upon pick up if further assistance needed please call
3. Left MMorgan contact info

*** Phone - Call - Outbound commitment fulfilled on 09/18/2018 10:37:49 (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 08/24/2018 closed by Julie Miller ***

*** 09/18/2018 10:37:52 (GMT-07:00) Mountain Time (US & Canada) ***
Closed by Julie Miller with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia America
Customer Care Department

Last name	First name	VIN of 2014 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	42,201

San Diego , CA [redacted] 06/17/2013 Dealer: CA198 Kearny Mesa Kia

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

Case History

Dealer : Kearny Pearson Kia
Technician : Jose Lira
Service Manager : DANTON CRAMER
Dealer Phone :
DPSM : Robert Leal
Vehicle Model : CADENZA V6 AUTO
Model Year : 2014
Mileage : 42201
Initial comments by Technician found in TL Case #12767767 :

[Problem Description]
CUSTOMER STATES VEHICLE OVERHEATS AFTER 10 MIN OF DRIVING, WHILE DRIVING CUSTOMER CAN SEE VAPOR COMING OUT OF ENGINE AREA.

[Diagnostics Performed]
once i got to car and looked at it i pulled codes and found 2 for misfire on 3 and 5. i had car running and i can see that on the coolant bottle reservoir was lots of bottles coming out and it smell like exhaust gases and it has a leaking head gasket and also noticed that on back head gasket its leaking coolant and engine oil.also back of engine is making noise.

*** Assigned to WIPBin Default of Yeimy Armenta on 06/26/2018 07:06:21 (PST)
*** 06/27/2018 10:45:50 (GMT-07:00) Mountain Time (US & Canada) ***
Case moved into WIPBin Default and Sub Status of Working

*** 06/28/2018 08:43:45 (GMT-07:00) Mountain Time (US & Canada) ***
Dispatched from WIP Yeimy to Queue ZZ Yeimy Armenta by

*** 06/28/2018 08:45:44 (GMT-07:00) Arizona ***
Accepted from Queue ZZ Yeimy Armenta to WIPBin Default by Yeimy Armenta

*** Case note has been appended from duplicated auto-case on 06/30/2018 01:01:18 (PST)

Comments from UPER

Part ordered for customer vehicle has been placed into the UPER status on06/29/2018 00:00:00

Dealer Name : SUNROAD AUTO LLC Kearny Pearson Kia
Dealer Contact name : JAMES CARNELL
Dealer Phone : 858 560 5544
Part No# : 167W1 3CS00R Kearny Pearson Kia
Order No# : KS0627D
Order Qty# : 1

Dealer Comment : THIS VEHICLE IS DOWN IN OUR SHOP AND THE CUSTOMER IS VERY AGITATED THAT WE CANNOT COMPLETE THE REPAIR. ANY HELP WITH PROCURING THIS ENGINE WOULD BE APPRECIATED.

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

Kia America
Customer Care Department

Last name	First name	VIN of 2014 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	42,201

San Diego , CA [redacted] 06/17/2013 Dealer: CA198 Kearny Mesa Kia

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

*** Phone - Call - Outbound commitment created on 07/06/2018 11:16:12 (GMT-07:00) Arizona with Commitment Date 07/10/2018 and created by Yeimy Armenta ***
writer states:
1 call customer
2 calling to follow up
3 no answer left VM

*** Phone - Call - Outbound commitment updated on 07/10/2018 08:37:15 (GMT-07:00) Arizona with Commitment Date 07/10/2018 and updated by Yeimy Armenta ***
Check AS400 no ETA available for part

*** Phone - Call - Outbound commitment updated on 07/10/2018 13:49:36 (GMT-07:00) Arizona with Commitment Date 07/17/2018 and updated by Yeimy Armenta ***
writer states:
1 call customer
2 calling to follow up
3 no answer left VM

*** Phone - Call - Outbound commitment fulfilled on 07/24/2018 05:15:07 (GMT-07:00) Arizona with Commitment Date 07/17/2018 closed by Yeimy Armenta ***

*** 07/24/2018 05:15:23 (GMT-07:00) Arizona ***
Closed by Yeimy Armenta with Resolution Code : No Cust Contact
[Resolution Summary]
sent CML

Kia America
Customer Care Department

Last name	First name	VIN of 2014 CADENZA	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	89,548

Irvine , CA [redacted] 11/12/2013 Dealer: CA273 Kia of Irvine

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

Case History

Dealer : Kia of Irvine
Technician : Phil Ramirez
Service Manager : DAVID BEST
Dealer Phone :
DPSM : Janet Lawyer
Vehicle Model : CADENZA V6 LIMITED AUTO
Model Year : 2014
Mileage : 89548
Initial comments by Technician found in TL Case # [redacted] :

[Problem Description]
CUSTOMER STATES VEHICLE IS OVERHEATING.

[Diagnostics Performed]
PERFORMED COOLANT SYSTEM PRESSURE TEST AND IT [redacted] PRESSURE, REPLACED COOLANT CAP AND THERMOSTAT AND VEHICLE STILL OVERHEATS, ADDED COOLANT TO RADIATOR AND BUBBLES KEPT COMING UP.

*** Assigned to WIPBin AA HOT CASES of [redacted] Morales on 07/08/2018 07:06:24 (PST)
*** 07/08/2018 15:32:46 (GMT-07:00) Arizona ***
Dispatched from WIP AA HOT CASES to Queue ZZ Yeimy Armenta by

*** 07/09/2018 05:12:33 (GMT-07:00) Arizona ***
Accepted from Queue ZZ Yeimy Armenta to WIPBin Default by Yeimy Armenta

*** Phone - Call - Outbound created on 08/02/2018 10:19:17 (GMT-07:00) Arizona and created by Yeimy Armenta ***
writer states:
1 call customer
2 calling to follow up on repair

customer stats:
1 car still at the dealer
2 i think your putting a new engine on it

writer states:
1 understand
2 will follow up

customer states:
1 Thank you

*** Phone - Call - Outbound created on 08/02/2018 10:26:01 (GMT-07:00) Arizona and created by Yeimy Armenta ***
Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] ANAHEIM HILLS CA [redacted]
VIN: [redacted]
MY and Mileage: 2014 89548

This investigation document contains the first fifty pages. You may request the full version through NHTSA.ODI.CED@dot.gov. Requests are answered as resources allow and in the order they are received.