

Kia America Customer Care Department

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE7H7	[REDACTED]	[REDACTED]	8,167
Jamaica	, NY	11432	04/06/2017	Dealer: NY097	Nemet Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Other

Case History

*** 06/12/2019 06:43:28 ***

Contact = [REDACTED] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 06/12/2019 06:41:37 and created by Alexis Tate ***

Mr. [REDACTED] (Owner) states

1. I'd like to know where to service the veh at.
2. Went to nearest dealer and no tech on site.

Wrt states

1. Verified cust info.
2. Apologized, what issues?

Cust states

1. Veh rolls when going into park.
2. I hear something, going on.

Wrt states

1. Has Kia seen it?

Cust states

1. No.

Wrt states

1. Checking VIN, and locating a dealer.
2. Advised of no SC/ Recalls.
3. Advised of closest EV dealer.

Cust states

1. I went to Plaza, and no tech.

Wrt states

1. Showing dealer as a authorized sales and service EV.
2. Let me call the dealer.

*****CALL TO NY118*****

Wrt called to speak with Service Adviser @ (718) 253-8400

1. I am calling from KCAC, Wanted to confirm that you are a EV dealer?

Service Manager states

1. I have a trained tech here.
2. Recently became qualified.

*****BACK TO CUST*****

Wrt states

1. Apologized for hold.
2. Advised spoke to dealer.
3. Spoke to Service Manager who confirmed a trained tech is at the dealer.

Cust states

1. Took to dealer a few weeks ago, and was told they did not do the work.
2. I will call the dealer.

Kia America Customer Care Department

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[REDACTED]	[REDACTED]	KNDJP3AE7H7	[REDACTED]	[REDACTED]	8,167
Jamaica	, NY	11432	04/06/2017	Dealer: NY097	Nemet Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Wrt states

1. Can transfer to dealer?

Cust states

1. Thanks.

*****TRANS TO NY118*****

*** 06/12/2019 06:54:51 ***

Closed by Alexis Tate with Resolution Code : Referred to Dlr
[Resolution Summary]

*** 06/18/2019 07:21:03 ***

Reopened by Jacob Adams with Sub Status of Working

*** Phone - Call - Inbound created on 06/18/2019 07:21:07 and created by Jacob Adams ***
customer states

1 the dealer is now advising they down have an EV tech

writer states

1 apologized

2 let me call them

** called NY118 **

3 asked about have an EV tech

dealer states

1 no we do not have one

2 only a Hybrid tech

writer states

1 thank you

** ended call with dealer **

2 advised customer

3 referred to Nemet KIA

*** 06/18/2019 07:28:34 ***

Closed by Jacob Adams with Resolution Code : Referred to Dlr
[Resolution Summary]

Kia America Customer Care Department

Page 1 of 4

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE6H7	██████████	██████████	18,000
Milford	, CT 06460	05/24/2017		Dealer: CT032	Napoli Kia

Kia Case Type Lvl1: Inquiry

Kia Case Type Lvl3: Brake

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Noise(Brake)

Case History

*** 01/27/2020 11:23:00 ***

Contact = ██████████ Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 01/27/2020 11:23:03 and created by Margarita Ballesteros ***

██████████ son of owner states

1. while driving the car went into park
2. car kept going after being in park
- 3 had to use emergency parking break
4. waiting to know if having to reset like father has in the past

Writer

1. asked and suggested he press the parking assistance button.

cust states

1. the car keeps going back like in neutral as we live up on a hill

writer

1. did the car come to a stop when driving then after you were able to drive it home?
2. are any of the lights on dash?

cust states

1. no lights are coming on dash
2. made squeaking noise after car was driven home

writer

1. suggest that car be taken in to the nearest KIA dealer for proper set up and diagnosis. especially for safety.
2. i can give you that case number for future reference. ██████████

cust states:

1. thank you

*** 01/27/2020 11:30:32 ***

Closed by Margarita Ballesteros with Resolution Code : Referred to Dlr
[Resolution Summary]

*** 02/13/2020 08:32:37 ***

Reopened by Jason Walters with Sub Status of Working

*** Phone - Call - Inbound created on 02/13/2020 08:33:47 and created by Jason Walters ***

Name: Mr. ██████████

Relationship: Owner

Best contact Method: Phone ██████████

Customer States:

1. car is in for repair.
2. when in park typically the car is locked in gear.
3. when on incline, and place in park - it doesnt lock the wheels.
4. the dlr tested it, it rolled either forward or back ward.
5. Dlr sates they have o goet approvlato work on the vehicle.

Kia America
Customer Care Department

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE6H7	██████████	██████████	18,000
Milford	, CT 06460	05/24/2017		Dealer: CT032	Napoli Kia

Kia Case Type Lvl1: Inquiry
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Noise(Brake)

Wrt States:

1. Apologized
2. Where is the vehicle currently? CT032
3. Is there someone you have been dealing with at the dealership? Luis Service Advisor
4. Has the Vehicle been diagnosed? yes
5. What is the Dealerhsip saying? not going into park, slips per pawl doesnt grab
6. Does the customer need help setting up an appointment? no
7. Does the customer need a rental? yes, but dealership is to put in one.
8. What is the customer requesting of KMA? get intouch with dealer about rental.

Wrt states:

1. adv dealership is suppose to be putting him in a rental if under warranty.
2. we will call back.

Cusotmer States:

1. thank you

*** 02/13/2020 08:41:13 ***

Email is sent on 02/13/2020 08:39:59 by Jason Walters

To: luisa@napolimotors.com

Cc:

Title:

*** Email - External Email Sent created on 02/13/2020 08:39:59 and created by Jason Walters ***
Luis, We will authorize a 3 day rental for customer ██████████ RO: ██████████

*** Phone - Call - Outbound created on 02/13/2020 08:37:13 and created by Jason Walters ***

wrt called dealerhsip sw/Luis

1. advised reason fro call.
2. we can authorize 3 days rental.

Luis says:

1. send to him
2. sent email
3. Luis, We will authorize a 3 day rental for customer ██████████ RO: ██████████

*** Case note has been appended from duplicated auto-case on 02/21/2020 02:05:26 (PST)

Comments from UPER

Part ordered for customer vehicle has been placed into the UPER status on 02/20/2020 00:00:00

Dealer Name : NAPOLI INDOOR AUTO OUTLET, LLC Napoli Kia

Dealer Contact name : LUIS ARBOLEDA

Dealer Phone : 203 783 5850

Part No# : 46790 E4001 Napoli Kia

Order No# : ██████████

Order Qty# : 1

Kia America Customer Care Department

Page 3 of 4

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██████████	██████████	KNDJX3AE6H7	██████████	██████████	18,000
Milford	, CT 06460	05/24/2017		Dealer: CT032	Napoli Kia

Kia Case Type Lvl1: Inquiry

Kia Case Type Lvl3: Brake

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Noise(Brake)

Dealer Comment : CAR DOWN NEEDS SHIFTER CABLE

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

*** Phone - Call - Inbound created on 02/21/2020 08:42:00 and created by Jason Walters ***

wrt called customer:

1. adv the dealership has got part on order and has place into UPER status.
2. adv meaning of UPER

*** Phone - Call - Outbound created on 02/24/2020 11:56:31 and created by Jason Walters ***

wrt called dlr w/Marsha

1. adv reason for call.

Marsha states:

1. let me check with Lewis since he is working on this.
2. Still on back order no new eta's

*** Phone - Call - Outbound created on 02/24/2020 11:58:43 and created by Jason Walters ***

wrt called customer: LMM

1. adv reason for call.

*** Case note has been appended from duplicated auto-case on 03/03/2020 01:05:02 (PST)

Comments from Service Alert - TL

Dealer : Napoli KIA

Technician : Kyle Johnson

Service Manager : Reuben Burgos

Dealer Phone :

DPSM : Robert Speer

Vehicle Model : SOUL EV+

Model Year : 2017

Mileage : 19202

Initial comments by Technician found in TL Case # ██████████ :

[Problem Description]

When parking vehicle, vehicle rolls forward or backwards when vehicle is parked in slight incline.

[Diagnostics Performed]

Check data for shifter selector in all gears, all gears working normally. Remove shifter cable and manually apply pressure to shifter gear lever on trans, it will go into its park position.

*** Phone - Call - Outbound created on 03/03/2020 06:56:36 and created by Jason Walters ***

wrt called dlr sw/Marissa

1. adv reason for call.

sw/

1. techlline open.

Kia America Customer Care Department

Page 4 of 4

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE6H7	██████████	██████████	18,000
Milford	, CT 06460	05/24/2017		Dealer: CT032	Napoli Kia

Kia Case Type Lvl1: Inquiry

Kia Case Type Lvl3: Brake

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Noise(Brake)

2. order part did come in , didnt solve issue
3. PWA for the transmission is pending approval thru DPSM
- 4.

*** Phone - Call - Outbound created on 03/05/2020 13:46:37 and created by Jason Walters ***

wrt called dlr sw/Marissa

1. adv reason for call.

Marissa states:

1. DPSM approves the Transmission.
2. will be in Friday or Monday,
3. should be ready ETA By wednesday

*** Phone - Call - Outbound created on 03/05/2020 13:49:12 and created by Jason Walters ***

wrt called customer:

1. advised reason for call.
2. advised transmission was approved DPSM

*** Phone - Call - Inbound created on 03/12/2020 07:23:44 and created by Jason Walters ***

wrt called customer: LMM

1. advised reason for call.
2. advised transmission was approved DPSM

*** Phone - Call - Inbound created on 03/12/2020 07:24:27 and created by Jason Walters ***

wrt called dlr sw/Ruben

1. adv reason for call.
2. adv DPSM approved the Transmission on the car.

Ruben states:

1. customer will be picking up 03/13/2020

*** Phone - Call - Inbound created on 03/17/2020 08:39:50 and created by Jason Walters ***

wrt called customer:

1. adv reason for call.

customer states:

1. yes, got veh back,
2. evrything ok, delaership great.

*** 03/17/2020 08:42:39 ***

Closed by Jason Walters with Resolution Code : Referred to Dlr

[Resolution Summary]

check on customer

*** Case ██████████ is sent on 10/6/2023 16:3:56 by Legal User KMA

To: yvonne.dalton@lhlaw.com

Cc:

Title: CA- ██████████

Kia America Customer Care Department

Page 1 of 1

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████	██████	KNDJX3AE1G7	██████	██████	22,584
Kirkland	, WA 98033	01/28/2016		Dealer: WA029 Lee Johnson Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Performance

Case History

Dealer : Lee Johnson KIA

Technician : Wyatt Plumb

Service Manager : Greg Bednarz

Dealer Phone :

DPSM : Mark White

Vehicle Model : SOUL EV+

Model Year : 2016

Mileage : 22584

Initial comments by Technician found in TL Case # ██████ :

[Problem Description]

Vehicle rolls after being put into park

[Diagnostics Performed]

rolling confirmed by service manager and tech multiple times, first time vehicle rolled back about 2 feet then stopped rolling, second time, vehicle rolled back about 6 feet before tech applied brakes and shifted out of park and back into park. vehicle will roll after being put into park with key on. scanned for codes, no codes found relating to this symptom. issue seems to be intermittent. shifting out of park and back into park seems to engage the parking pall and allows it to no longer roll. Concern occurred before epb update as well as after the update had been performed

*** Dispatched to Queue Service Alert / Techline on 09/18/2020 01:06:08 (PST)

*** 11/30/2020 09:45:51 ***

Accepted from Queue Service Alert / Techline to WIPBin Working by Christina Steir

*** 11/30/2020 09:46:26 ***

Dispatched from WIPBin Working to Queue ZZ Deanna Harkleroad by Christina Steir

*** 11/30/2020 10:12:02 ***

Accepted from Queue ZZ Deanna Harkleroad to WIPBin 1. Monday by Deanna Harkleroad

*** 12/03/2020 06:37:59 ***

Case moved into WIPBin 3. Wednesday and Sub Status of Working

*** 12/03/2020 08:33:34 ***

Case moved into WIPBin 4. Thursday and Sub Status of Working

*** 12/03/2020 08:34:57 ***

Closed by Deanna Harkleroad with Resolution Code : Repaired at Dlr

[Resolution Summary]

Kia America
Customer Care Department

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE8H7	[REDACTED]	[REDACTED]	22,500
Salem	VA 24153	09/19/2016		Dealer: VA007 Hart Kia	

Kia Case Type Lvl1: Inquiry
Kia Case Type Lvl2: Service

Kia Case Type Lvl3: Warranty
Kia Case Type Lvl4: Warranty Condition/Coverage

Case History

*** 03/02/2021 10:10:34 ***

Contact = [REDACTED] Priority = Standard, Sub Status = Working

*** 03/02/2021 10:12:36 ***

Email is sent on 03/02/2021 10:10:36 by Lyndsey Shaffer

To: [REDACTED]

Cc:

Title: Kia Consumer Assistance Center Case# [REDACTED]

Attachments:

2017 WICM.pdf

*** Email - External Email Sent created on 03/02/2021 10:10:36 and created by Lyndsey Shaffer ***

Dear [REDACTED] Good afternoon! I have attached a copy of your warranty and consumer information manual as promised. If you have any further questions or concerns please feel free to call us at (800) 333-4542 option 2 then option 5. Have a wonderful day!

Sincerely, Lyndsey
Kia Motors America

REPLY INSTRUCTIONS: If further communication is desired with a Kia Consumer Assistance agent, please reply directly to this e-mail without altering or deleting any information. This will allow for your response to be routed to the appropriate agent in a timely manner. Case# [REDACTED]

*** 03/02/2021 10:30:18 ***

Email is sent on 03/02/2021 10:28:55 by Lyndsey Shaffer

To: [REDACTED]

Cc:

Title: Kia Consumer Assistance Center Case# [REDACTED]

Attachments:

2017 Soul EV r1.pdf

*** Email - External Email Sent created on 03/02/2021 10:28:55 and created by Lyndsey Shaffer ***

Dear [REDACTED] Good afternoon. I apologize. the warranty and consumer information manual we sent previously was for regular vehicles. I have attached the warranty and consumer information manual for the Electric Vehicles.

Sincerely,
Kia Motors America

REPLY INSTRUCTIONS: If further communication is desired with a Kia Consumer Assistance agent, please reply directly to this e-mail without altering or deleting any information. This will allow for your response to be routed to the appropriate agent in a timely manner. Case# [REDACTED]

Kia America
Customer Care Department

Page 2 of 8

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE8H7	[REDACTED]	[REDACTED]	22,500
Salem	VA 24153	09/19/2016		Dealer: VA007 Hart Kia	

Kia Case Type Lvl1: Inquiry
Kia Case Type Lvl2: Service

Kia Case Type Lvl3: Warranty
Kia Case Type Lvl4: Warranty Condition/Coverage

*** 03/02/2021 10:38:05 ***

Email is sent on 03/02/2021 10:33:46 by Lyndsey Shaffer

To: [REDACTED]

Cc:

Title: Kia Consumer Assistance Center Case# [REDACTED]

Attachments:

2017 Soul EV OM sm.pdf

*** Email - External Email Sent created on 03/02/2021 10:33:46 and created by Lyndsey Shaffer ***

Dear [REDACTED]

Good Afternoon, I have attached a copy of the owners manual for your Kia Soul EV+.

Sincerely,

Kia Motors America

REPLY INSTRUCTIONS: If further communication is desired with a Kia Consumer Assistance agent, please reply directly to this e-mail without altering or deleting any information. This will allow for your response to be routed to the appropriate agent in a timely manner. Case# [REDACTED]

*** Phone - Call - Inbound created on 03/02/2021 10:53:39 and created by Lyndsey Shaffer ***

Inbound call from Customer

KNDJX3AE8H7 [REDACTED]

Writer states

1. Introduced self
2. How may i assist

Customer states

1. i am the second owner of the car
2. i want to find out what the date the 5/60 warranty ends
3. are their any recalls

Writer states

1. Apologized for concerns
2. informed warranty start date was 11/19/2017
3. advised there are no open SC's

Customer states

1. the local dealer is very uninformed on the EV vehicle
2. there is nobody in roanoke VA that has my car
3. hart is the closest kia near me
4. can i also get full written details about the warranties on my car

Kia America Customer Care Department

Page 3 of 8

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE8H7	██████████	██████████	22,500
Salem	, VA 24153	09/19/2016		Dealer: VA007	Hart Kia

Kia Case Type Lvl1: Inquiry

Kia Case Type Lvl3: Warranty

Kia Case Type Lvl2: Service

Kia Case Type Lvl4: Warranty Condition/Coverage

Writer states

1. apologized
2. advised we are showing Koons kia as the closest EV Kia dealer and service department near you
3. writer can email you a copy of your WCIM

Customer states

1. i have already looked it up and its more than 200 miles and a couple days trip

Writer states

1. are you experiencing any problems at this time

Customer states

1. no im not i just want to make sure everything is taken care of
2. do you have record of the previous services done on this vehicle

Writer states

1. apologized
2. advised if there is a problem occurring with the vehicle then we can discuss arrangements for trasport to the dealer
3. we have record of previous SC's on the vehicle but service records would be at the dealer

Customer states

1. thats understandable
2. im just worried about if i do have to have service done
3. its 214 miles from me i would have to stop and recharge for 24 hrs then recharge after service
4. it would be a couple days trip

Writer states

1. apologized
2. advised if something does occur with the vehicle we can then discuss transport options

Customer states

1. awesome
2. what about normal maintenance
3. do you have info on when that is supposed to be done
4. can that be done at the hart kia

Writer states

1. advised can email copy of OM
2. maintenance schedule is in section 7
3. advised if services are needed and they do not relate to the EV component of the vehicle the repairs will need to be approved by the DPMS before they are completed

Customer states

1. it doesnt see there is much maintenance on this vehicle that would be needed
2. this looks like a really good car

call went silent then disconnected

*** 03/03/2021 17:03:12 ***

Closed by Lyndsey Shaffer with Resolution Code : Information Given

Kia America Customer Care Department

Page 4 of 8

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE8H7	[REDACTED]	[REDACTED]	22,500
Salem	, VA 24153	09/19/2016		Dealer: VA007	Hart Kia

Kia Case Type Lvl1: Inquiry

Kia Case Type Lvl3: Warranty

Kia Case Type Lvl2: Service

Kia Case Type Lvl4: Warranty Condition/Coverage

[Resolution Summary]

*** 03/08/2021 13:12:01 ***

Reopened by Robert Rea with Sub Status of Working

*** Phone - Call - Inbound created on 03/08/2021 13:13:21 and created by Robert Rea ***

*** Hard Copy Documents From 2/22/21

Customer states:

1. As the 2nd owner I know I have 5/60 but what is the warranty start date?
2. And if there are recalls.
3. And if its due for the ecu update.
4. Also want to know of maintenance history.

Writer states:

1. Advised cust due to system issues we will document and f/u
2. Apologies

Cust states:

1. Thats fine'
2. Car is fine so can email me when you can
3. Thanked

*** 03/08/2021 13:15:01 ***

Closed by Robert Rea with Resolution Code : Information Given

[Resolution Summary]

07/05/2022 09:18:42

Email is received on 07/05/22 09:18:34 from [REDACTED]

*** 07/05/2022 10:39:15 ***

Accepted from Queue Reopen Queue to WIPBin Call Center by Christina Steir

*** 07/05/2022 10:39:38 ***

Dispatched from WIPBin Call Center to Queue Callcenter by Christina Steir

*** 07/05/2022 10:42:48 ***

Accepted from Queue Callcenter to WIPBin Call Center by Christina Steir

*** 07/05/2022 10:45:39 ***

Dispatched from WIPBin Call Center to Queue ZZ Brittany Curtis by Christina Steir

*** 07/06/2022 08:56:30 ***

Accepted from Queue ZZ Brittany Curtis to WIPBin Default by Brittany Curtis

07/11/2022 05:35:21

Kia America Customer Care Department

Page 5 of 8

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE8H7	[REDACTED]	[REDACTED]	22,500
Salem	, VA 24153	09/19/2016		Dealer: VA007	Hart Kia

Kia Case Type Lvl1: Inquiry

Kia Case Type Lvl3: Warranty

Kia Case Type Lvl2: Service

Kia Case Type Lvl4: Warranty Condition/Coverage

Email is received on 07/11/22 05:35:16 from [REDACTED]

*** 07/11/2022 06:48:28 ***

Web - Note created on 07/11/2022 06:48:28 and created by [REDACTED]
On Tue, Jul 5, 2022 I sent the following email to Kia-Consumer-Assistance-Center@kiausa.com and have yet to receive a response.

Kia CASE # [REDACTED]
WARRANTY started 11-19-2017 and ends 11-19-2022
VIN: KNDJX3AE8H7 [REDACTED] 2017 Kia Soul EV+

Hello Kia, I tried calling 800-333-4542 this morning, but was on hold for over 45 minutes when I got disconnected before getting to talk to an agent.

1. Could you provide me with a list of all outstanding service alert #s and descriptions pending on my vehicle? I'm only aware of SA427 PSEV-BMS Logic Improvement FATC
2. Could you provide me with a list of all outstanding recall #s and descriptions pending on my vehicle? does the (2022-01-24 recall # 22V031000 - Air bags) apply to my vehicle
3. Could you tell me the current version # of the ECU ROM on my vehicle AND the latest available ECU ROM version #?
4. Is there a needed ECU ROM upgrade for my vehicle?
5. Is there any other service alert/recall related issue pending on my vehicle?
6. On 05-21-2022, I placed my 2017 Kia Soul EV+ in park, got out, and the car began to roll away. Does the 201085 EPB SC191 upgrade apply to the problem listed above? If not, is there another known fix for this problem?
7. I've also noticed that the regenerative braking makes rubbing/squealing sound when the wheels are turning. Is there a known fix for this issue?

Thanks, [REDACTED]

*** 07/19/2022 09:25:16 ***

Web - Note created on 07/19/2022 09:25:16 and created by [REDACTED]
Another week has passed with no response. Will someone be responding to my questions?

07/19/2022 09:26:26

Email is received on 07/19/22 09:26:18 from [REDACTED]

*** 07/25/2022 13:08:13 ***

Web - Note created on 07/25/2022 13:08:13 and created by [REDACTED]
This is really bad when no one responds for 3 weeks. Please escalate.

*** Note - Others created on 07/26/2022 07:30:54 and created by Lacey Moore ***

***Dup Case notes [REDACTED]

*** 07/25/2022 13:14:24 ***

Web - Note created on 07/25/2022 13:14:24 and created by [REDACTED]

PLEASE ESCALATE - it's really bad when a company does not respond to multiple communications over a period of the 3 weeks. Emails & Case updates on 7/5, 7/11, 7/19 with no response.

Original Kia CASE # [REDACTED]
WARRANTY started 11-19-2017 and ends 11-19-2022

Kia America
Customer Care Department

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██████████	██████████	KNDJX3AE8H7	██████████	██████████	22,500
Salem	, VA 24153	09/19/2016		Dealer: VA007	Hart Kia

Kia Case Type Lvl1: Inquiry
Kia Case Type Lvl2: Service

Kia Case Type Lvl3: Warranty
Kia Case Type Lvl4: Warranty Condition/Coverage

1. Could you provide me with a list of all outstanding service alert #s and descriptions pending on my vehicle? I'm only aware of SA427 PSEV-BMS Logic Improvement FATC
2. Could you provide me with a list of all outstanding recall #s and descriptions pending on my vehicle? does the (2022-01-24 recall # 22V031000 - Air bags) apply to my vehicle
3. Could you tell me the current version # of the ECU ROM on my vehicle AND the latest available ECU ROM version #?
4. Is there a needed ECU ROM upgrade for my vehicle?
5. Is there any other service alert/recall related issue pending on my vehicle?
6. On 05-21-2022, I placed my 2017 Kia Soul EV+ in park, got out, and the car began to roll away. Does the 201085 EPB SC191 upgrade apply to the problem listed above? If not, is there another known fix for this problem?
7. I've also noticed that the regenerative braking makes rubbing/squealing sound when the wheels are turning. Is there a known fix for this issue?

Thanks, ██████████

*** Email - External Email Received created on 07/19/2022 09:26:24 and created by Brittany Curtis ***
Another week has passed with no response. Will someone be responding to my email below?

*** Email - External Email Received created on 07/05/2022 09:18:40 and created by Brittany Curtis ***

1. Could you provide me with a list of all outstanding service alert #s and descriptions pending on my vehicle?
* I'm only aware of SA427 PSEV-BMS Logic Improvement FATC
2. Could you provide me with a list of all outstanding recall #s and descriptions pending on my vehicle?
* does the (2022-01-24 recall # 22V031000 - Air bags) apply to my vehicle
3. Could you tell me the current version # of the ECU ROM on my vehicle AND the latest available ECU ROM version #?
4. Is there a needed ECU ROM upgrade for my vehicle?
5. Is there any other service alert/recall related issue pending on my vehicle?
6. On 05-21-2022, I placed my 2017 Kia Soul EV+ in park, got out, and the car began to roll away.
* Does the 201085 EPB SC191 upgrade apply to the problem listed above? If not, is there another known fix for this problem?
7. I've also noticed that the regenerative braking makes rubbing/squealing sound when the wheels are turning.
* Is there a known fix for this issue?

Thanks, ██████████

*** Email - External Email Received created on 07/11/2022 05:35:19 and created by Brittany Curtis ***
CAUTION: This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

It has been a week with no response. Will someone be responding to my email below?

On Tue, Jul 5, 2022 at 12:17 PM ██████████ > wrote:
Kia CASE # ██████████
WARRANTY started 11-19-2017 and ends 11-19-2022
VIN: KNDJX3AE8H7 ██████████ 2017 Kia Soul EV+

Hello Kia, I tried calling 800-333-4542 this morning, but was on hold for over 45 minutes when I got disconnected

Kia America
Customer Care Department

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE8H7	██████████	██████████	22,500
Salem	, VA 24153	09/19/2016		Dealer: VA007	Hart Kia

Kia Case Type Lvl1: Inquiry

Kia Case Type Lvl3: Warranty

Kia Case Type Lvl2: Service

Kia Case Type Lvl4: Warranty Condition/Coverage

before getting to talk to an agent.

1. Could you provide me with a list of all outstanding service alert #s and descriptions pending on my vehicle?
* I'm only aware of SA427 PSEV-BMS Logic Improvement FATC
2. Could you provide me with a list of all outstanding recall #s and descriptions pending on my vehicle?
* does the (2022-01-24 recall # 22V031000 - Air bags) apply to my vehicle
3. Could you tell me the current version # of the ECU ROM on my vehicle AND the latest available ECU ROM version #?
4. Is there a needed ECU ROM upgrade for my vehicle?
5. Is there any other service alert/recall related issue pending on my vehicle?
6. On 05-21-2022, I placed my 2017 Kia Soul EV+ in park, got out, and the car began to roll away.
* Does the 201085 EPB SC191 upgrade apply to the problem listed above? If not, is there another known fix for this problem?
7. I've also noticed that the regenerative braking makes rubbing/squealing sound when the wheels are turning.
* Is there a known fix for this issue?

Thanks, ██████████

*** 07/29/2022 10:06:45 (GMT-05:00) Eastern Time (US & Canada) ***

Assigned to WIPBin INBOX of Marcel Mayo by Ashley Lewis

Reason:

*** Phone - Call - Outbound created on 07/29/2022 08:19:40 and created by Marcel Mayo ***

Writer called ██████████ ██████████

Writer states

1. Introduced self as ECR
2. Following up on customer's questions

Wife states

1. ██████████ is sleep
2. May I take a message?

Writer states

1. Marcel from consumer affairs called

Wife states

1. What is this pertaining?

Writer states

1. Customer sent a list of questions into consumer affairs

Wife states

1. He's waking up now, just a moment

Customer states

1. Hello?

Writer states

1. Introduced self as ECR
2. Speaking with ██████████

Kia America Customer Care Department

Page 8 of 8

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE8H7	██████████	██████████	22,500
Salem	, VA 24153	09/19/2016		Dealer: VA007	Hart Kia

Kia Case Type Lvl1: Inquiry

Kia Case Type Lvl3: Warranty

Kia Case Type Lvl2: Service

Kia Case Type Lvl4: Warranty Condition/Coverage

Customer states

1. Yes, what is this about?

Writer states

1. ECR following up on the list of questions customer sent into consumer affairs

Customer states

1. Customer didn't send in a list
2. What are the questions?

Writer states

1. Customer asked about SA427 Logic Improvement that is on the vehicle
2. Also asked if there were anymore SA or recalls and there isn't on your vehicle
3. Asked about ECU ROM latest version on your vehicle which the dlr can provide more information on that

Customer states

1. Customer didn't send in these questions
2. This is all fabricated and lies----disconnected call

*** 07/29/2022 08:40:15 ***

Closed by Marcel Mayo with Resolution Code : Information Given

[Resolution Summary]

Kia America Customer Care Department

Page 1 of 30

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
Los Angeles	CA	90007	01/29/2016	Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

Case History

*** 07/01/2021 14:05:16 ***

Contact = [REDACTED] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 07/01/2021 14:04:16 and created by Amanda Moser ***

Cust stats:

1. so many things hav happened with veh since I bought it
2. purchased at a KIA dlr in Irvine
3. When I drove off lot it was only charged about 70% ended up barely making it home
4. Called the dlr they said it just needed to be charged
5. never charged to even 95
6. EV light came on not even 5 mins after leaving home
7. battery not charging
8. I parked at work and the veh started rolling and almost crashed as I was walking away
9. No dlr cant find anything wrong with the veh
10. Dlr charged it and it got up to 94 and thought it was fixed but went right back to same issue
11. My daughter was driving she is [REDACTED] she went to park it and it rolled again on her
12. EV light goes
13. back and forth to dlr, dlr states nothin is wrong every time
14. we have a history with KIA we love our KIAs but this is not right something is wrong
15. I want another car at this point something is wrong and I need it fixed
16. Dlr just say they can not see anything wrong with it, they can not diag
17. I am going out of town and I told them that they could hold it to try to diag while I am gone

Wtr states:

1. I would try taking it to another dlr ship if they are not doing it for you
2. We can not guarantee anything until its diag

Cust states:

1. thank you

*** 07/01/2021 14:15:53 ***

Closed by Amanda Moser with Resolution Code : Referred to Dlr
[Resolution Summary]

*** 08/04/2021 09:26:20 ***

Reopened by Vincent Norris with Sub Status of Working

*** Phone - Call - Inbound created on 08/04/2021 09:30:07 and created by Vincent Norris ***

Customer (owner) [REDACTED] called in and states

1. Vehicle is at Kia of Downtown LA
2. I left it with them for 1 month while I went out of town
3. Now I'm back in town, vehicle will not be ready until next week
4. This is my 3rd KIA, I've been really loyal
5. No one is compensating

Writer states

1. Apologize for the vehicle concerns
2. Verified customer information and mileage
3. No open SC's
4. What is your preferred method of contact?

Kia America
Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE7G7	[REDACTED]	[REDACTED]	20,000
Los Angeles	CA 90007	01/29/2016		Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

Customer states

1. Phone Email

Writer states

1. Wtr will reach out to dlr

*** Called CA308 - See Activity ***

Writer states

1. No ETA available, SA will call customer when she is back in the office today
2. Advised dlr does offer loaners, but there is a waiting list
3. Cust can self rent and submit for reimbursement
4. \$38/\$40 per day plus taxes, no add-ons
5. Provide invoice to dlr once repairs are completed
6. If dlr declined, please call KCAC
7. Gave case number

Customer states

1. Thank you

*** Phone - Call - Outbound created on 08/04/2021 09:30:13 and created by Vincent Norris ***

WRITER CALLED : CA308

Service Advisor: Christine

Customer Name: [REDACTED]

Customer phone #: [REDACTED]

Customer address: [REDACTED]

VIN: KNDJX3AE7G7

Year/Model: 2016 Soul EV

Mileage: 27288

Most recent RO#: [REDACTED]

Open Date: 06/28/2021

Close date (if applicable): Open

Days Down(if applicable): 10+

>>>Customer states: Vehicle not charging properly; while driving loses power; when in park vehicle continues to move

>>>Cause: Hybrid battery failure; Could not duplicate power lose;

>>>Correction: Replaced EV battery replacement

Able to Duplicate (Y or N): Y and N

Repeat Repair (Y/N): Y

>>>Repair History of current concern RO# [REDACTED]

>>>Open: 06/04/2021

>>>Closed: Cannot see

>>>Mileage: 26678

ETA for completion of repairs: TBD

Parts on order (Y/N): Unsure

Techline Case: [REDACTED]

Rental or Loaner Provided: N

Date put in rental/loaner: NA

Dealer contacted DPSM: N

Vehicle repaired: N

Customer has possession: N

Kia America
Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE7G7	[REDACTED]	[REDACTED]	20,000
Los Angeles	CA 90007	01/29/2016		Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

Original Owner (Y or N): N

SVCA states

1. Loaner waiting list
2. SA email: christine.romero@kiaofdtla.com
3. Christine is not in the office right now, but I just called her cell and she will reach out to the customer when she gets in (approx 15-30 minutes)

*** Note - Others created on 08/04/2021 09:54:58 and created by Vincent Norris ***

****Call to Action****

Forward to ECR

- 1 Customer contact
- 2 CA308 states hybrid battery replacement
- 3 Dispatching for days down
- 4 Please review and follow up accordingly

*** 08/04/2021 09:57:11 ***

Email is sent on 08/04/2021 09:57:03 by Vincent Norris

To: [REDACTED]

Cc:

Title: Kia Consumer Assistance Center Case# [REDACTED]

*** Email - External Email Sent created on 08/04/2021 09:57:03 and created by Vincent Norris ***

Your Case Number: [REDACTED]

VIN: KNDJX3AE7G7 [REDACTED]

Dear [REDACTED]

Thank you for the opportunity to address your concerns. At this time, your case will be escalated for additional review and you will get a call back in 2 to 3 business days with an updated status.

If you have any questions in the meantime, please feel free to contact the Kia Consumer Assistance Center at (800) 333-4542, please refer to your case number and we will be happy to assist you. If it is more convenient for you, please feel free to respond to this email and we will be happy to follow up with you regarding the matter.

In the event that you believe Kia has been unable to satisfactorily address the concern, a special alternative resolution program called BBB AUTO LINE is available to you. This independent program is administered by BBB National Programs and is provided at no cost to you. You may contact them at: BBB AUTO LINE a Division of BBB National Programs, Inc. 1676 International Drive, Suite 550, McLean, VA 22102; Ph: (800) 955-5100.

Thank you for working with Kia America regarding the concern with your vehicle.

Sincerely,

Kia America

*** Email - External Email Sent created on 08/04/2021 09:57:03 and created by Vincent Norris ***

Your Case Number: [REDACTED]

VIN: KNDJX3AE7G7 [REDACTED]

Dear [REDACTED]

Kia America Customer Care Department

Page 4 of 30

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE7G7	[REDACTED]	[REDACTED]	20,000
Los Angeles	CA 90007	01/29/2016		Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

Thank you for the opportunity to address your concerns. At this time, your case will be escalated for additional review and you will get a call back in 2 to 3 business days with an updated status.

If you have any questions in the meantime, please feel free to contact the Kia Consumer Assistance Center at (800) 333-4542, please refer to your case number and we will be happy to assist you. If it is more convenient for you, please feel free to respond to this email and we will be happy to follow up with you regarding the matter.

In the event that you believe Kia has been unable to satisfactorily address the concern, a special alternative resolution program called BBB AUTO LINE is available to you. This independent program is administered by BBB National Programs and is provided at no cost to you. You may contact them at: BBB AUTO LINE a Division of BBB National Programs, Inc. 1676 International Drive, Suite 550, McLean, VA 22102; Ph: (800) 955-5100.

Thank you for working with Kia America regarding the concern with your vehicle.

Sincerely,

Kia America

*** 08/04/2021 09:58:14 ***

Dispatched from WIPBin = 00.Default to Queue Western Region ECR by Vincent Norris
Reason:

*** 08/05/2021 04:44:49 ***

Accepted from Queue Western Region ECR to WIPBin 11. Western by Kayla Erwin

*** 08/05/2021 05:18:04 ***

Assigned to WIPBin 02. New/Intro Call of Kyran Johal by Kayla Erwin
Reason:

*** Email - External Email Sent created on 08/05/2021 07:54:55 and created by Kyran Johal ***
ECR requested vehicle/repair status. Requested order # from CA308 Christina.

*** Phone - Call - Outbound created on 08/06/2021 13:35:36 and created by Kyran Johal ***
ECR contacted customer on [REDACTED]

Customer left voicemail:

1. Introduced self
2. Case escalated to me
3. Understand vehicle pending repairs at CA308
4. Wanted to touch base with you
5. Left CB#

*** 08/06/2021 14:01:14 ***

Email is sent on 08/06/2021 13:57:37 by Kyran Johal

To: [REDACTED]

Cc:

Title: Kia Consumer Assistance Center Case# [REDACTED]

*** Email - External Email Sent created on 08/06/2021 13:57:37 and created by Kyran Johal ***

Good afternoon, As per our conversation, please provide a copy of your monthly car payment. A copy of your sales contract will suffice either a scanned copy or photo upload. Any out of pocket expenses such as Uber receipts etc, please also submit those for review. Once I get an update on the status of the vehicle I will update you accordingly.

Kia America Customer Care Department

Page 5 of 30

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE7G7	[REDACTED]	[REDACTED]	20,000
Los Angeles	CA 90007	01/29/2016		Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Battery Capacity

Sincerely, Kyran
Kia America

*** Phone - Call - Inbound created on 08/06/2021 14:01:33 and created by Kyran Johal ***
ECR received call from customer on [REDACTED]

Writer:

1. Greeted

Customer:

1. Missed call
2. I am the wife
3. Following up on VM

Writer:

1. yes
2. Vehicle is at CA308 pending repairs to battery
3. I have yet to receive an update on status
4. Wanted to follow up if you had any questions or concerns

Customer:

1. Dealer contacted me stating possibly next week
2. We have been without a car and rentals are not available it is crazy.

Writer:

1. yes I understand
2. Unfortunately rental companies sold a lot of fleet last year and now car market is booming and demand is high.
3. What I can do is review your car payments you been making on the vehicle and reimburse you for those when vehicle is repaired.

Customer:

1. I understand
2. Yes that would be great
3. Thank you ever so much
4. Appreciate the help
5. Verified email

Writer:

1. Will email you
2. Follow up next week with an update.

Customer:

1. Great thank you

08/09/2021 10:20:15

Email is received on 08/09/21 10:20:06 from [REDACTED]

Attachments:

Screen Shot 2021-08-09 at 10.03.48 AM.png

*** Email - External Email Received created on 08/09/2021 10:20:12 and created by Kyran Johal ***

Kia America
Customer Care Department

Last name	First name	VIN of 2016 SOUL EV	Case Number	Mileage
Los Angeles	CA	90007	01/29/2016	20,000
		KNDJX3AE7G7	Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

Dear Kyran,

Thank you again for your help. I have attached the bank info regarding our payments on the 2016 Kia Soul EV. I also just put a call in to Kia of Downtown Los Angeles and there is no word on the status of when the part is arriving. As well as the young lady Christine, who has been handling this issue, is on vacation. Hoping someone gets back to me today. I still have yet to find a vehicle but it is Monday and I am keeping my fingers crossed.

I also wanted to know if I found a car through Turo.com, can I be reimbursed for the cost? I also have Uber receipts I can put together for you as well.

Look forward to hearing from you and I can't thank you enough for your assistance in this matter.

*** Email - External Email Sent created on 08/11/2021 11:15:17 and created by Kyran Johal ***
ECR requested update from service advisor at CA308

*** Email - External Email Received created on 08/12/2021 07:54:32 and created by Kyran Johal ***
Good afternoon car will be ready tomorrow customer is aware they wont be here till Friday .

*** 08/12/2021 07:58:07 ***
Email is sent on 08/12/2021 07:55:38 by Kyran Johal
To: [REDACTED]
Cc:
Title: Kia Consumer Assistance Center Case# [REDACTED]

*** Email - External Email Sent created on 08/12/2021 07:55:38 and created by Kyran Johal ***
Good morning, To confirm I did receive your document regarding monthly payments, I also did receive an update from the service advisor stating that the vehicle should be ready by end of today. As per our conversation, I would like to review for goodwill assistance regarding reimbursement of monthly car payment for while your vehicle was down. Firstly I would like to ensure you are satisfied with the repairs to the vehicle once you have retrieved it,
Sincerely, Kyran
Kia America

08/12/2021 11:00:29
Email is received on 08/12/21 11:00:20 from [REDACTED]

*** Email - External Email Received created on 08/12/2021 11:00:26 and created by Kyran Johal ***
Dear Kyran,

I just called Kia to pick up my car and I was told the car will not be ready till next week. I was able to get a car rental on Tuesday and will extend till next Friday. I do want you to be aware that I am the one calling for information. No one has been calling me for updates. Again, I appreciate you helping me with this matter.

Kind regards,

Kia America
Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE7G7	[REDACTED]	[REDACTED]	20,000
Los Angeles	CA	90007	01/29/2016	Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

[REDACTED]

Sent from my iPhone

*** Email - External Email Received created on 08/12/2021 12:11:33 and created by Kyran Johal ***
The car is ready to be picked up, however customer is out of town. Once customer picks up and the repair order is closed I will send you a copy of the RO.

*** Case note has been appended from duplicated auto-case on 08/19/2021 01:06:19 (PST)

Comments from Service Alert - TL

Dealer : KIA Downtown Los Angeles
Technician : alexis montano
Service Manager : Jose Duran
Dealer Phone :
DPSM : Janet Lawyer
Vehicle Model : SOUL EV+
Model Year : 2016
Mileage : 27288
Initial comments by Technician found in TL Case # [REDACTED] :

[Problem Description]
Customer states vehicle battery is not charging properly.

[Diagnostics Performed]
Verified concern, placed vehicle on charger overnight. Battery range is 60 miles, using kds verified vehicle is running latest bms update. Using kds, looked at bms data analysis found battery charge to be at 93.5% and battery state of health to be at 60.9%. Attached photos of bms

*** Email - External Email Sent created on 08/19/2021 08:37:20 and created by Kyran Johal ***
ECR contacted CA308

Checking on the status of the vehicle. Has the vehicle been repaired and released? If so, please forward me the repair order.

*** Email - External Email Sent created on 08/23/2021 09:09:50 and created by Kyran Johal ***
Requested update from CA308

*** 08/23/2021 09:12:54 ***
Email is sent on 08/23/2021 09:10:38 by Kyran Johal
To: [REDACTED]
Cc:
Title: Kia Consumer Assistance Center Case# [REDACTED]

*** Email - External Email Sent created on 08/23/2021 09:10:38 and created by Kyran Johal ***
Good morning, I am checking in to see if you have retrieved the vehicle and the vehicle is operating as designed. Please let me know at your earliest convenience. I would like to ensure you are satisfied with repairs before

Kia America
Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE7G7	[REDACTED]	[REDACTED]	20,000
Los Angeles	CA 90007	01/29/2016		Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Battery Capacity

reviewing goodwill assistance as previously stated.
Sincerely, Kyran
Kia America

08/23/2021 10:48:12

Email is received on 08/23/21 10:48:00 from [REDACTED]

Attachments:
Enterprise Rental 2021.pdf

*** Email - External Email Received created on 08/23/2021 10:48:09 and created by Kyran Johal ***
Hi Kyran,

I have received the car and the new refurbished battery is operating great. It is getting full charge. I have attached a copy of the rental car agreement. Unfortunately, due to the car shortage I was unable to find a car in the price range of \$35 non Kia and \$40 for a Kia. I had an economy for \$59.99 a day. I have attached the invoice for the rental. Please get back to me at your earliest convenience.

Thank you for all your help.

[REDACTED]

*** 08/24/2021 09:26:24 ***

Email is sent on 08/24/2021 09:24:23 by Kyran Johal

To: [REDACTED]
Cc:
Title: Kia Consumer Assistance Center Case# [REDACTED]
Attachments:
[REDACTED] - [REDACTED] (Goodwill Offer Letter).pdf

*** Email - External Email Sent created on 08/24/2021 09:24:23 and created by Kyran Johal ***

Good morning, Attached is the offer letter for a one time goodwill offer for the inconvenience with your vehicle. Please confirm the name and address on the offer letter is correct, review, sign, and return all 3 pages to me via e-mail to proceed. Please also provide a copy of the vehicle registration for processing purposes.
Sincerely, Kyran
Kia America

08/24/2021 14:45:56

Email is received on 08/24/21 14:45:47 from [REDACTED]

*** Email - External Email Received created on 08/24/2021 14:45:53 and created by Kyran Johal ***
Hi Kyran,

Thank you so much for the offer letter but I would like to request \$1500 please. There were numerous times I was without a car and unable to rent a vehicle or be offered a vehicle from Kia. I struggled to find transportation for my daughter and for myself. I can pursue the many uber

Kia America
Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE7G7	[REDACTED]	[REDACTED]	20,000
Los Angeles	CA	90007	01/29/2016	Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

receipts and send them to you if you would prefer. Again, I appreciate the time you have put into this issue and hope you may take the time to reevaluate the offer.

Sincerely,

[REDACTED]

*** 08/25/2021 09:00:41 ***

Email is sent on 08/25/2021 08:59:34 by Kyran Johal

To: [REDACTED]

Cc:

Title: Kia Consumer Assistance Center Case# [REDACTED]

*** Email - External Email Sent created on 08/25/2021 08:59:34 and created by Kyran Johal ***

Good morning, As it stands our offer of \$1,200.00 still stands. I would be happy to review any additional documents stating out of pocket expenses during the time your vehicle was down. I cannot guarantee anything at this time; however, I would like to further review. Please forward those documents at your earliest convenience in direct response to this email.

Sincerely, Kyran

Kia America

*** 08/30/2021 15:09:03 ***

Email is sent on 08/30/2021 15:08:17 by Kyran Johal

To: [REDACTED]

Cc:

Title: Kia Consumer Assistance Center Case# [REDACTED]

*** Email - External Email Sent created on 08/30/2021 15:08:17 and created by Kyran Johal ***

Good afternoon, I would be happy to review any additional documents stating out of pocket expenses during the time your vehicle was down. Please forward those documents at your earliest convenience in direct response to this email. Sincerely, Kyran

Kia America

Sincerely,

Kia America

09/07/2021 09:22:19

Email is received on 09/07/21 09:21:45 from [REDACTED]

Attachments:

IMG_3158.PNG

IMG_3159.PNG

IMG_3160.PNG

IMG_3161.PNG

IMG_3162.PNG

IMG_3163.PNG

IMG_3164.PNG

IMG_3165.PNG

IMG_3166.PNG

Kia America Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE7G7	[REDACTED]	[REDACTED]	20,000
Los Angeles CA	90007	01/29/2016		Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

IMG_3167.PNG
IMG_3168.PNG
IMG_3169.PNG
IMG_3170.PNG
IMG_3171.PNG
IMG_3172.PNG

*** Email - External Email Received created on 09/07/2021 09:21:51 and created by Kyran Johal ***

Dear Kyran,

I apologize for the delay in getting back to you. Just to update you, the car has been charging fine now though I am a little weary because the car again has drifted while in park. It has happened one time thus far and I have been beyond busy with back to school and an extremely hectic time with work, therefore I just can't go without a car again. The last time this happened, the technician claimed it was corrected and told me they fixed it and didn't see any problems. This has been beyond stressful, as you can imagine. I absolutely love this car but I am extremely concerned about the longevity and safety of this vehicle. Though the battery is working fine thus far, it has been replaced with a used refurbished battery with only a 1 year warranty. AS of the recall on this vehicle, the drifting while in park, it is still happening randomly. My concern is, if I settle on a reimbursement amount what happens if the drifting happens again? And what happens if the battery falters after 1 year? When I bought this car, I spent \$18,746.31 on 3/31/2020. The car only had 19680 miles on it. I left the Kia dealer with the car only charged to 74miles, and they told me that it hadn't been charging long enough to reach it's max charge. Which they stated, 96 miles. I barely made it home as this dealership was 45 miles away. We called immediately after and mentioned that I only had 6 miles left by the time I made it home. They said this was normal. Granted this was my first electric car and I trusted in the salesmen at Kia. I immediately took the car in again to the Kia of Downtown Los Angeles, near me and they said the battery was fine. Due to Covid, I wasn't driving very much as schools and work were closed down. But moving forward, post Covid the continuous problem with the battery and soon to be, the drifting while in park while the engine is turned off, this has been an ongoing nightmare and extremely stressful. I purchased this car because I have had two other Kia's and believed in this company. The fact that I have to take so much time out of my life and my work to deal with this issue is not worth an \$18746.31 vehicle. This car I share with my daughter who recently received her drivers license. She is a minor and I am her transportation to school and all other events and needs. My main concern is the safety of my child let alone any other persons in this vehicle. I feel like I have been taken advantage of. This is a major corporation and I believed in Kia to do the right thing. At this point, \$1500 doesn't even come close to covering the cost of what I have been dealing with.

In the meantime, I thank for all your time in this and have attached the Uber receipts from my daughter and myself. The receipts are under her account name, Seven [REDACTED]

Kia America Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE7G7	[REDACTED]	[REDACTED]	20,000
Los Angeles	CA 90007	01/29/2016		Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

I would also appreciate you hearing my concerns and helping find some additional resolutions. If there are any questions or concerns regarding this matter please let me know. Look forward to hearing from you and again thank you for your assistance.

Sincerely,

[REDACTED]

09/20/2021 13:25:08

Email is received on 09/20/21 13:24:59 from [REDACTED]

*** Email - External Email Received created on 09/20/2021 13:25:05 and created by Kyran Johal ***

Dear Kyran,

I just wanted to contact you regarding my case # [REDACTED] I have contacted you via telephone in regards to some recent changes in my vehicle. I am waiting to hear back from you.

Thank you for your time

[REDACTED]

*** 09/20/2021 14:21:52 ***

Email is sent on 09/20/2021 14:20:57 by Kyran Johal

To: [REDACTED]

Cc:

Title: Kia Consumer Assistance Center Case# [REDACTED]

*** Email - External Email Sent created on 09/20/2021 14:20:57 and created by Kyran Johal ***

Good afternoon, I would like to schedule a call tomorrow 9/21 regarding your concerns. Please let me know what time works for you.

Sincerely, Kyran
Kia America

09/20/2021 14:31:24

Email is received on 09/20/21 14:31:16 from [REDACTED]

*** Phone - Call - Inbound created on 09/20/2021 14:26:56 and created by Victoria Orr ***

Cust [REDACTED] Owner called and states

- 1 just got email from ECR CM
- 2 hes going to call me tomorrow
- 3 is he available now?

Wrt states

- 1 not able to reach ECR CM via chat
- 2 apologized no direct phone nbr on email he sent to call

Kia America Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE7G7	[REDACTED]	[REDACTED]	20,000
Los Angeles	CA 90007	01/29/2016		Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

3 suggest reply to ECR CM email

Cust states

1 Thank you

Wrt states

1 thanked

09/20/2021 14:32:39

Email is received on 09/20/21 14:31:16 from [REDACTED]

*** Email - External Email Received created on 09/20/2021 14:31:22 and created by Kyran Johal ***
When is a good time for you?

*** Email - External Email Received created on 09/20/2021 14:31:22 and created by Kyran Johal ***
I have available time today as well.

*** Email - External Email Received created on 09/20/2021 14:32:37 and created by Kyran Johal ***
When is a good time for you?

09/21/2021 08:32:49

Email is received on 09/21/21 08:32:28 from [REDACTED]

*** Email - External Email Received created on 09/21/2021 08:32:45 and created by Kyran Johal ***
Hi Kyran,

I am available now through 10:15 am. [REDACTED]

[REDACTED]

*** Phone - Call - Outbound created on 09/21/2021 08:56:22 and created by Kyran Johal ***
ECR contacted customer on [REDACTED].

Writer:

1. Introduced self
2. Following up on veh concerns.
3. Understand you have outstanding concerns with vehicle since repairs.

Customer:

1. Yes running into the same problem
2. Vehicle is not charging fully
3. It is only charging up to 80 miles
4. Put the charger on 8pm last night and this morning only had 80 miles.

Writer:

1. Are you using external power cable?
2. How long after did this appear since recent repair.

Kia America Customer Care Department

Page 13 of 30

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE7G7	[REDACTED]	[REDACTED]	20,000
Los Angeles	CA	90007	01/29/2016	Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

Customer:

1. No it plugs directly into socket
2. Charger is the Kia one they gave me
3. It is not the charger because it happens with all ports.
4. Happened around a couple of weeks later.

Writer:

1. Ok
2. Have you taken the vehicle back since?
3. Would need the dealership to further diag vehicle to see what is going on with it.
4. I would advise to schedule day/time to have it looked at.

Customer:

1. Ok I have a feeling that this will keep occurring what is my next step?
2. Don't want to get a attorney involved.

Writer:

1. Provided customer info on next department (ECA)
2. Review on case to case basis
3. Will send ack letter anyway in prep if you did want it escalated.
4. We would like to work with you directly.

Customer:

1. Ok thank you so much
2. Appreciate your help

Writer:

1. Thank you

*** 09/21/2021 09:19:38 ***

Email is sent on 09/21/2021 09:16:00 by Kyran Johal

To: [REDACTED]

Cc:

Title: Kia Consumer Assistance Center Case# [REDACTED]

Attachments:

[REDACTED] - [REDACTED] (Akw Ltr and Information Request).pdf

*** Email - External Email Sent created on 09/21/2021 09:16:00 and created by Kyran Johal ***

Dear [REDACTED] Thank you for speaking with me earlier. Per our conversation, attached is a letter in response to your request. Please review and return the requested information for further review. In addition, when you do schedule a time/day for the vehicle to be further diagnosed, please let me know so I can follow up accordingly.

Sincerely, Kyran

Kia America

09/21/2021 09:32:16

Email is received on 09/21/21 09:32:07 from [REDACTED]

*** Email - External Email Received created on 09/21/2021 09:32:13 and created by Kyran Johal ***

Thank you Kyran. I will review and send back to you ASAP.

Kia America
Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE7G7	[REDACTED]	[REDACTED]	20,000
Los Angeles	CA 90007	01/29/2016		Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Battery Capacity

[REDACTED]

*** 10/05/2021 13:19:09 ***
KIA EV contract.pdf added by [REDACTED] on 10/05/2021 13:19:08

*** 10/05/2021 13:19:11 ***
KIA EV Service Docs.pdf added by [REDACTED] on 10/05/2021 13:19:10

*** 10/05/2021 13:19:11 ***
KIA EV Proof of Insurance.pdf added by [REDACTED] on 10/05/2021 13:19:11

*** 10/05/2021 13:19:12 ***
KIA EV Cert PreOwned.pdf added by [REDACTED] on 10/05/2021 13:19:11

*** 10/05/2021 13:19:12 ***
KIA EV DMV.pdf added by [REDACTED] on 10/05/2021 13:19:12

*** 10/05/2021 13:19:13 ***
KIA EV DMV Info 1.pdf added by [REDACTED] on 10/05/2021 13:19:13

*** 10/05/2021 13:22:57 ***
KIA CONSUMER AFFAIRS REQUEST FORM 2.pdf added by [REDACTED] on 10/05/2021 13:22:57

*** 10/05/2021 13:22:58 ***
KIA CONSUMER AFFAIRS REQUEST FORM 1.pdf added by [REDACTED] on 10/05/2021 13:22:58

*** 10/05/2021 13:22:59 ***
KIA CONSUMER AFFAIRS REQUEST FORM.pdf added by [REDACTED] on 10/05/2021 13:22:59

*** 10/05/2021 13:23:00 ***
KIA EV Email Correspondence.pdf added by [REDACTED] on 10/05/2021 13:22:59

10/05/2021 13:30:32
Email is received on 10/05/21 13:30:02 from [REDACTED]

*** Email - External Email Received created on 10/05/2021 13:30:25 and created by Kyran Johal ***
Dear Kyran,

I have submitted all forms to KIA Consumer Affairs. I also went to the dealership last Tuesday 9/28/21. They acknowledged the battery not charging sufficiently and stated it charged to 96miles at the time of release. And working "at this time". They had the car for 3 days. Thank you and looking forward to hearing from you.

[REDACTED]

*** 10/07/2021 10:36:00 ***
Email is sent on 10/07/2021 10:35:40 by Kyran Johal

Kia America Customer Care Department

Page 15 of 30

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE7G7	[REDACTED]	[REDACTED]	20,000
Los Angeles	CA 90007	01/29/2016		Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

To: [REDACTED]

Cc:

Title: Kia Consumer Assistance Center Case# [REDACTED]

*** Email - External Email Sent created on 10/07/2021 10:35:40 and created by Kyran Johal ***

Good morning, I just completed putting your information together for the Escalated Case Administrator team that handles these types of requests. Please allow 1-2 weeks for them to review your case and follow up. If you require immediate assistance in the period during which your claim is being escalated, please contact your local Kia dealership and/or 800-333-4542.

Sincerely, Kyran

Kia America

*** 10/07/2021 10:39:15 ***

Dispatched from WIPBin = 04. Recap to Queue Western Region Admin by Kyran Johal

Reason:

*** 10/08/2021 16:24:37 ***

Accepted from Queue = Western Region Admin to WIPBin Default

*** 10/15/2021 10:51:55 ***

Email is sent on 10/15/2021 10:48:43 by Gavin LaBeet

To: [REDACTED]

Cc:

Title: RE: Kia Consumer Assistance Center Case# [REDACTED]

Attachments:

[REDACTED] Offer Letter.pdf

*** Email - External Email Sent created on 10/15/2021 10:48:43 and created by Gavin LaBeet ***

Dear [REDACTED]

Your case has been escalated to my attention due to your concerns with your 2016 Kia Soul EV. After review, Kia America would like to extend an offer to repurchase your vehicle. Should you have any incidental expenses related to your vehicle's repair, please forward me the receipts for review. Please review the attached offer and let me know if you have any questions.

*** Phone - Call - Inbound created on 10/15/2021 13:50:35 and created by Gavin LaBeet ***

Cust LVM for ECA C/B

*** Phone - Call - Inbound created on 10/15/2021 15:22:27 and created by Kyran Johal ***

ECR received call from customer on [REDACTED]

Writer:

1. Greeted

Customer:

1. Sorry to bother you

2. Wanted to clarify offer letter

3. I am little confused.

Kia America Customer Care Department

Page 16 of 30

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
Los Angeles	CA	90007	01/29/2016	Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

Writer:

1. Ok would be best to speak to CM

Customer:

1. Just want you to walk me through it
2. Could you explain option 1

Writer:

1. Settlement includes your payments that you have been making subject to verification from your finance company
3. All less optional are not Kia America items
4. Kia would not refund those items since they are not a Kia product
5. Per the offer letter you maybe entitled to a refund
6. You would need to contact the dealer regarding that.

Customer:

1. Got it
2. So I would have to contact the dealer?
3. Kia pay off the remainder of the loan?

Writer:

1. Correct you would need to contact the dealer.
2. Yes per the letter Kia would pay off the underlying vehicle loan

Customer:

1. Do you know if they would be able to increase the offer based on the experience we had?
2. Paid for rentals and that is not included.

Writer:

1. Not sure and can't comment on that.
2. That is something you would need to discuss with case manager
3. Would advise to send case manager an email for further review.

Customer:

1. Ok thank you for clarifying
2. How long is this process?

Writer:

1. per the letter approx 60 days.

Customer:

1. Thank you for your help
2. Appreciate it

*** Phone - Call - Inbound created on 10/18/2021 11:37:43 and created by Gavin LaBeet ***
Cust LVM for ECA C/B

*** Phone - Call - Inbound created on 10/22/2021 11:12:38 and created by Gavin LaBeet ***
Cust called ECA

cust

1. following up about case

Kia America Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
Los Angeles	CA	90007	01/29/2016	Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

writer

1. see that I sent you an offer
2. have any questions about the offer?

cust

1. yes
2. don't see that my uber/rental was included

writer

1. was that sent in?

cust

1. yes to the previous rep

writer

1. will look for those documents
2. if they are related to the repair, would be willing to have them included in offer

cust

1. so about these contracts
2. can you have them canceled?

writer

1. not KA products
2. I cant cancel them on your behalf
3. you would need to contact the dealership
4. typically would have paperwork to sign
5. would give you a prorated amount

cust

1. ok
2. also had another question
3. could the mileage deduction be waived?
4. we've gone through so much with this
5. also had issues with the dealership not having loaner cars

writer

1. would not be offering to waive mileage deduction
2. equation provided under the state for reasonable use of the vehicle
3. this offer was made in part due to inconvenience and concerns with vehicle
4. had this not happened, no offer would've been provided.

cust

1. ok
2. do want to go forward with repurchase
3. will put together documents and get them back to you
4. thanked

writer

1. thanked

Kia America Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE7G7	[REDACTED]	[REDACTED]	20,000
Los Angeles	CA 90007	01/29/2016		Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

10/22/2021 11:43:26

Email is received on 10/22/21 11:42:50 from [REDACTED]

Attachments:

IMG_3158.PNG

IMG_3158_10222021_114308.PNG

IMG_3159.PNG

IMG_3159_10222021_114310.PNG

IMG_3160.PNG

IMG_3160_10222021_114310.PNG

IMG_3161.PNG

IMG_3161_10222021_114311.PNG

IMG_3162.PNG

IMG_3162_10222021_114312.PNG

IMG_3163.PNG

IMG_3163_10222021_114313.PNG

IMG_3164.PNG

IMG_3164_10222021_114313.PNG

IMG_3165.PNG

IMG_3165_10222021_114314.PNG

IMG_3166.PNG

IMG_3166_10222021_114316.PNG

IMG_3167.PNG

IMG_3167_10222021_114316.PNG

IMG_3168.PNG

IMG_3168_10222021_114317.PNG

IMG_3169.PNG

IMG_3169_10222021_114318.PNG

IMG_3170.PNG

IMG_3170_10222021_114319.PNG

IMG_3171.PNG

IMG_3171_10222021_114320.PNG

IMG_3172.PNG

IMG_3172_10222021_114320.PNG

Rental while Kia in shop.pdf

*** Email - External Email Received created on 10/22/2021 11:42:55 and created by Gavin LaBeet ***

Dear Gavin,

Thank you for your recent offer. I have read over the conditions of Option 1, the repurchase of the vehicle, and would like to accept this offer under the conditions of reimbursement for the incidental expenses. These expenses include full refund for car rental and transportation such as Uber & Lyft. I have attached these items below. Per our conversation, I would like to request a waiver of the mileage fee \$746.16 as a goodwill gesture considering the numerous times I was unable to have transportation assistance, such as a loaner through Kia, or the availability of a car rental within the price range Kia was allowing as well as the difficulty of finding a rental car due to the shortage of vehicles during this time. Due to these unnecessary inconveniences, I was scrambling to find rides to and

Kia America Customer Care Department

Page 19 of 30

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE7G7	[REDACTED]	[REDACTED]	20,000
Los Angeles	CA 90007	01/29/2016		Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

from work for myself and transportation for my daughter to get to school and extracurricular activities. I appreciate you taking the time to reevaluate this request and look forward to hearing from you soon.

*** 10/22/2021 15:33:30 ***

Email is sent on 10/22/2021 15:31:04 by Gavin LaBeet

To: [REDACTED]

Cc:

Title: RE: Kia Consumer Assistance Center Case# [REDACTED]

*** Email - External Email Sent created on 10/22/2021 15:31:04 and created by Gavin LaBeet ***

[REDACTED]
Some of these uber receipts look like duplicates and some of them were not taken while the vehicle was in for service. Could you please provide a detailed trip history? You can find this by going to Uber's website on a pc and clicking my trips then pressing the + to show details.

*** Email - External Email Sent created on 10/22/2021 15:31:04 and created by Gavin LaBeet ***

[REDACTED]
Some of these uber receipts look like duplicates and some of them were not taken while the vehicle was in for service. Could you please provide a detailed trip history? You can find this by going to Uber's website on a pc and clicking my trips then pressing the + to show details.

10/22/2021 16:24:55

Email is received on 10/22/21 16:24:48 from [REDACTED]

*** Email - External Email Received created on 10/22/2021 16:24:52 and created by Gavin LaBeet ***

Hi Gavin, I will go over them to verify and get back to you.

10/25/2021 17:56:27

Email is received on 10/25/21 17:56:07 from [REDACTED]

Attachments:

Screen Shot 2021-10-25 at 5.00.55 PM.png

Screen Shot 2021-10-25 at 5.01.16 PM.png

Screen Shot 2021-10-25 at 5.01.29 PM.png

Screen Shot 2021-10-25 at 5.08.11 PM.png

Screen Shot 2021-10-25 at 5.08.33 PM.png

Screen Shot 2021-10-25 at 5.08.50 PM.png

Screen Shot 2021-10-25 at 5.09.02 PM.png

Screen Shot 2021-10-25 at 5.10.15 PM.png

Screen Shot 2021-10-25 at 5.10.53 PM.png

Screen Shot 2021-10-25 at 5.11.05 PM.png

Screen Shot 2021-10-25 at 5.11.18 PM.png

ride_report_2021_09_02.pdf

ride_report_2021_09_07.pdf

ride_report_2021_09_27.pdf

*** Email - External Email Received created on 10/25/2021 17:56:12 and created by Gavin LaBeet ***

Dear Gavin,

Kia America
Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE7G7	[REDACTED]	[REDACTED]	20,000
Los Angeles	CA 90007	01/29/2016		Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

Here are the revised Uber & Lyft receipts during the time the Kia Soul EV was being serviced. This includes myself and my daughter Seven [REDACTED] Lyft total=\$59.40. Uber total=\$272.02. Thank you. [REDACTED]

*** 11/16/2021 09:44:31 ***

Assigned to WIPBin Default of Sandra Beshai by Gavin LaBeet
Reason:

11/18/2021 17:47:36

Email is received on 11/18/21 17:47:26 from [REDACTED]

*** 11/22/2021 16:27:59 ***

Email is sent on 11/22/2021 16:13:32 by Sandra Beshai

To: [REDACTED]

Cc:

Title: RE: Kia Consumer Assistance Center Case# [REDACTED]

Attachments:

[REDACTED] Offer Letter.docx

*** Email - External Email Sent created on 11/22/2021 16:13:32 and created by Sandra Beshai ***

Dear [REDACTED]

My name is Sandra and I am your new case manager. I have reviewed your Uber / Lyft receipts and found that some of these receipts are duplicates, dated during a time period when your vehicle was not at the dealership, or when you had a rental. The total of the receipts that were during the time when your vehicle was at the dealership was \$168.09. I have added your incidental expenses (rental & Uber) to the offer letter attached to this email. Please respond at your earliest convenience.

Sincerely,
Sandra B.
Kia America

12/06/2021 22:47:51

Email is received on 12/06/21 22:47:43 from [REDACTED]

*** Email - External Email Received created on 12/06/2021 22:47:47 and created by Sandra Beshai ***

Dear Sandra,

I put a call into you today and left a message. I did take notice to 2 duplicate receipts that I had sent to you. These were dated June 29th, 2021 in the amount of \$25.66 & June 30th, 2021 in the amount of \$26.18. Subtracting these items leave a total amount of Lyft & Uber receipts to \$279.58.

You came up with a very different figure of \$168.09. Can you tell me how you came up with this number? Also, the cost of the rental car during the time of service was \$803.63. So the total of reimbursement for Incidental Expenses should be \$1083.21. Please get back to me ASAP so that we can proceed with a settlement.

Kia America
Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE7G7	[REDACTED]	[REDACTED]	20,000
Los Angeles	CA	90007	01/29/2016	Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Battery Capacity

Sincerely,

[REDACTED]

*** 12/07/2021 12:01:31 ***

Email is sent on 12/07/2021 11:45:42 by Sandra Beshai

To: [REDACTED]

Cc:

Title: RE: Kia Consumer Assistance Center Case# [REDACTED]

*** Email - External Email Sent created on 12/07/2021 11:45:42 and created by Sandra Beshai ***

Dear [REDACTED]

I was unable to get through when I called so I will try to explain through email. Below are all the dates and amounts of all the Uber/Lyft receipts you have sent me in order. All the ones that are not highlighted are the ones I could reimburse you for. I hope this helps clarify my calculations.

Yellow - No record of vehicle at dealership during this time

Blue - Rental was provided during this time

Green - Duplicate

Sept 2 -- \$19.98 Sept 7 -- \$20.39 Sept 27 -- \$19.03 June 29 -- \$25.66 June 30 -- \$26.18 July

1 -- \$24.94 Aug 5 -- \$26.32 Aug 6 -- \$25.98 Aug 6 -- \$26.86 Aug 10 -- \$28.95 Sept 28 -- \$12.15 June 23 -- \$23.12 June

30 -- \$26.18 June 29 -- \$25.66

Sincerely,

Sandra B.

Kia America

12/07/2021 13:34:08

Email is received on 12/07/21 13:33:59 from [REDACTED]

*** Email - External Email Received created on 12/07/2021 13:34:04 and created by Sandra Beshai ***

Hi Sandra,

I understand you put a call into my husband. Unfortunately, he is not dealing with this. Could you please call me at [REDACTED] I appreciate the information you have provided and will have to go over the dates of when the car was being inspected. I am at work and unable to access that information. Can we postpone the date of contract until I am able to look the forms?

Looking forward to hearing from you.

[REDACTED]

*** 12/07/2021 13:48:26 ***

Email is sent on 12/07/2021 13:45:07 by Sandra Beshai

To: [REDACTED]

Cc:

Title: RE: Kia Consumer Assistance Center Case# [REDACTED]

Kia America
Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE7G7	[REDACTED]	[REDACTED]	20,000
Los Angeles	CA 90007	01/29/2016		Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Battery Capacity

Attachments:

[REDACTED] Updated Offer Letter.pdf

*** Email - External Email Sent created on 12/07/2021 13:45:07 and created by Sandra Beshai ***
Dear [REDACTED]

I have extended the offer until December 14th and have attached the new offer letter. My direct line is (949) 468-4797. Please let me know if you have anymore questions.

Sincerely,
Sandra B.
Kia America

12/07/2021 14:19:54

Email is received on 12/07/21 14:19:45 from [REDACTED]

*** Email - External Email Received created on 12/07/2021 14:19:51 and created by Sandra Beshai ***
Thank you. I appreciate it.

12/13/2021 09:53:09

Email is received on 12/13/21 09:52:56 from [REDACTED]

Attachments:
Kia Case # [REDACTED].pdf

*** Email - External Email Received created on 12/13/2021 09:53:03 and created by Sandra Beshai ***
Dear Sandra,

After reviewing all the invoices of service dates again, I concur with dates in question and agree to the terms offered. I have attached the offer letter with my signature. Please let me know how to proceed from here.

Thank you and I look forward to hearing from you.

*** 12/14/2021 15:58:01 ***

Email is sent on 12/14/2021 15:53:07 by Sandra Beshai

To: [REDACTED]
Cc:
Title: RE: Kia Consumer Assistance Center Case# [REDACTED]
Attachments:
Authorization to Release Loan-Lease Information 20210518.pdf

*** Email - External Email Sent created on 12/14/2021 15:53:07 and created by Sandra Beshai ***
Dear [REDACTED]

Kia America
Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE7G7	[REDACTED]	[REDACTED]	20,000
Los Angeles	CA	90007	01/29/2016	Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

Thank you for signing the offer. Please sign the form attached to this email so we can proceed. Also, while reviewing your documents I noticed that your registration is expired. Have you renewed it? If yes, please send me your current registration. If not, please renew your registration, send me your receipt and we will reimburse you for it in an additional supplemental check.

Sincerely,
Sandra B.
Kia America

12/17/2021 13:30:26

Email is received on 12/17/21 13:30:17 from [REDACTED]

Attachments:
EmbeddedMsg1.txt
texthtml1.0.htm

12/17/2021 13:42:39

Email is received on 12/17/21 13:42:30 from [REDACTED]

Attachments:
Auth Release Kia Soul EV.pdf

*** Email - External Email Received created on 12/17/2021 13:30:21 and created by Sandra Beshai ***
Hi Sandra, here is the receipt from the DMV. stating the registration was renewed on February 27th, 2021. I can get you a picture of the card by Monday. Let me know if you have any further questions.

[REDACTED]

*** Email - External Email Received created on 12/17/2021 13:42:36 and created by Sandra Beshai ***
Attached is the Authorization to release.. Thank you, [REDACTED]

*** 12/20/2021 14:40:44 ***

Email is sent on 12/20/2021 14:38:17 by Sandra Beshai

To: [REDACTED]
Cc:
Title: RE: Kia Consumer Assistance Center Case# [REDACTED]

*** Email - External Email Sent created on 12/20/2021 14:38:17 and created by Sandra Beshai ***

Dear [REDACTED]
Thank you for the document. Unfortunately, since the registration was renewed prior to signing the offer letter, it will not be reimbursed.

Sincerely,
Sandra B.
Kia America

*** 12/20/2021 15:27:59 ***

Email is sent on 12/20/2021 15:27:00 by Sandra Beshai

To: [REDACTED]

Kia America
Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE7G7	[REDACTED]	[REDACTED]	20,000
Los Angeles	CA 90007	01/29/2016		Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Battery Capacity

Cc:

Title: RE: Kia Consumer Assistance Center Case# [REDACTED]

*** Email - External Email Sent created on 12/20/2021 15:27:00 and created by Sandra Beshai ***
Dear [REDACTED]

Please provide me with a photo of your registration.

Sincerely,
Sandra B.
Kia America

12/27/2021 10:05:28

Email is received on 12/27/21 10:05:19 from [REDACTED]

*** Email - External Email Received created on 12/27/2021 10:05:23 and created by Sandra Beshai ***
Here is a picture of the registration . Thank you , [REDACTED]

*** 12/28/2021 10:00:00 ***

Email is sent on 12/28/2021 09:46:48 by Sandra Beshai

To: [REDACTED]

Cc:

Title: RE: Kia Consumer Assistance Center Case# [REDACTED]

*** Email - External Email Sent created on 12/28/2021 09:46:48 and created by Sandra Beshai ***
Dear [REDACTED]

I am in the process of obtaining the information below from your lender. It has been a few days with no response. If you can help me by requesting the information below from your lender that would be greatly appreciated.

- Payoff amount and good-through date
- Total amount financed
- Monthly payment amount
- Number of payments made
- Date of last payment
- Daily per diem
- Interest paid to date
- Late fees
- Please include a copy of payment history

Sincerely,
Sandra B.
Kia America

01/02/2022 11:59:18

Email is received on 01/02/22 11:59:07 from [REDACTED]

01/02/2022 12:01:18

Email is received on 01/02/22 12:01:10 from [REDACTED]

Kia America
Customer Care Department

Last name	First name	VIN of 2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE7G7 [REDACTED]	[REDACTED]	20,000
Los Angeles CA	90007	01/29/2016	Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Battery Capacity

Attachments:

KIA EV Payoff Letter_ [REDACTED].pdf
KIA SOUL EV for Golden 1 Loan-2.pdf
SFFCU Payment History_ [REDACTED].pdf

01/02/2022 12:23:57

Email is received on 01/02/22 12:23:41 from [REDACTED]

Attachments:

G1 10_20-12_20.pdf
G1 4_20-6_20.pdf
G1 7_20-9_20.pdf

*** Email - External Email Received created on 01/02/2022 12:01:14 and created by Sandra Beshai ***
Hi Sandra,

Here is the information you requested from my bank and the original Loan from Golden 1. Please let me know if you have any further questions.

[REDACTED]

*** Email - External Email Received created on 01/02/2022 12:23:50 and created by Sandra Beshai ***
Hi Sandra,

I realized I only gave you the 7/20 - 9/20 statements from Golden 1 in the previous email. I have attached ALL statement history from Golden1 below.
Thank you.

[REDACTED]

*** 01/03/2022 11:31:44 ***

Email is sent on 01/03/2022 11:24:08 by Sandra Beshai

To: [REDACTED]

Cc:

Title: RE: Kia Consumer Assistance Center Case# [REDACTED]

*** Email - External Email Sent created on 01/03/2022 11:24:08 and created by Sandra Beshai ***
Dear [REDACTED]

Thank you for all the documents. I have submitted your file today (January 3rd, 2022). Please note, the process takes approximately 60-90 days. Once your file has been processed, you will be contacted to schedule a time and place for the surrender of your vehicle. Hope you have a great year.

Sincerely,
Sandra B.
Kia America

*** Note - Others created on 01/03/2022 11:32:06 and created by Sandra Beshai ***
VRS 116130 Submitted.

01/03/2022 11:50:28

Kia America
Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE7G7	[REDACTED]	[REDACTED]	20,000
Los Angeles	CA 90007	01/29/2016		Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

Email is received on 01/03/22 11:50:18 from [REDACTED]

*** Email - External Email Received created on 01/03/2022 11:50:24 and created by Sandra Beshai ***
Hi Sandra, what happens to loan payments for the next 60-90 days? Also I have another payment for the dmv due in the beginning of March. Look forward to hearing from you. [REDACTED]

*** 01/03/2022 13:14:27 ***

Email is sent on 01/03/2022 13:13:13 by Sandra Beshai

To: [REDACTED]

Cc:

Title: RE: Kia Consumer Assistance Center Case# [REDACTED]

*** Email - External Email Sent created on 01/03/2022 13:13:13 and created by Sandra Beshai ***

Dear [REDACTED]

You can notify me once you submit the payments and I will make note of them.

Sincerely,
Sandra B.
Kia America

02/07/2022 17:23:29

Email is received on 02/07/22 17:23:20 from [REDACTED]

02/07/2022 20:10:13

Email is received on 02/07/22 20:10:03 from [REDACTED]

Attachments:

KIA Soul Reg RECEIPT DMV.pdf

*** Email - External Email Received created on 02/07/2022 17:23:25 and created by Sandra Beshai ***

Here is the current payment information for renewal of registration for this vehicle of case # [REDACTED]. Please add this to reimbursement as discussed.

Thank you,

[REDACTED]

*** 02/09/2022 08:59:43 ***

Email is sent on 02/09/2022 08:54:57 by Sandra Beshai

To: [REDACTED]

Cc:

Title: Kia Consumer Assistance Center Case# [REDACTED]

*** Email - External Email Sent created on 02/09/2022 08:54:57 and created by Sandra Beshai ***

Dear [REDACTED]

I wanted to provide you with an update regarding your case. Your file is currently still processing. I wanted to confirm with you that I have requested that your registration renewal cost be added to your total settlement amount. Thank you for your patience and please let me know if you have any questions.

Kia America
Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE7G7	[REDACTED]	[REDACTED]	20,000
Los Angeles	CA	90007	01/29/2016	Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Battery Capacity

Sincerely,
Sandra B.
Kia America

*** 03/02/2022 13:50:22 ***

Email is sent on 03/02/2022 13:43:19 by Sandra Beshai

To: [REDACTED]
Cc:
Title: Kia Consumer Assistance Center Case# [REDACTED]
Attachments:
[REDACTED] Offer Letter.pdf

*** Email - External Email Sent created on 03/02/2022 13:43:19 and created by Sandra Beshai ***
Dear [REDACTED]

I wanted to provide you with an update regarding your case. It looks like your file is in the final stages of processing and is expected to complete soon. I have been notified that both signatures of [REDACTED] and [REDACTED] are necessary on the offer letter. I have reattached the offer letter to this email. Please sign it and returned a signed copy to my attention at your earliest convenience.

Sincerely,
Sandra B.
Kia America

03/06/2022 11:46:41

Email is received on 03/06/22 11:46:30 from [REDACTED]

*** Email - External Email Received created on 03/06/2022 11:46:34 and created by Sandra Beshai ***
Hi Sandra,
Thanks for the update. I just want to confirm that this is not a final draft as the figures are incorrect.

My original loan payment was from April 2020- Oct 2020 with a monthly payment of \$290.00. A total of \$2030.00 for the year 2020. The loan was refinanced through SFFCU And I began payments in January 2021. The monthly payment to SFFCU is \$303.72 monthly. Please verify and let me know when I can expect to return the vehicle as I am trying to prepare to purchase another vehicle.

Thank you,

[REDACTED]

*** 03/07/2022 08:27:44 ***

Email is sent on 03/07/2022 08:22:19 by Sandra Beshai

To: [REDACTED]
Cc:
Title: RE: Kia Consumer Assistance Center Case# [REDACTED]

Kia America
Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE7G7	[REDACTED]	[REDACTED]	20,000
Los Angeles	CA 90007	01/29/2016		Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

*** Email - External Email Sent created on 03/07/2022 08:22:19 and created by Sandra Beshai ***

Dear [REDACTED]

This is not the final draft. This is the original offer letter you had signed. The settlement amount has changed to include all payments made up to date. I was informed we needed both signatures on the offer letter to proceed. Please include both signatures in the spaces provided at your earliest convenience.

Sincerely,
Sandra B.
Kia America

03/07/2022 09:05:50

Email is received on 03/07/22 09:05:40 from [REDACTED]

*** Email - External Email Received created on 03/07/2022 09:05:45 and created by Sandra Beshai ***

Hi Sandara, Thank you for the clarification. ! Will get this to you this afternoon. [REDACTED]

*** 03/07/2022 15:52:37 ***

Email is sent on 03/07/2022 15:52:07 by Sandra Beshai

To: [REDACTED]

Cc:

Title: RE: Kia Consumer Assistance Center Case# [REDACTED]

*** Email - External Email Sent created on 03/07/2022 15:52:07 and created by Sandra Beshai ***

Dear [REDACTED]

Thank you, will be on the look out for your email.

Sincerely,
Sandra B.
Kia America

03/07/2022 19:57:03

Email is received on 03/07/22 19:56:53 from [REDACTED]

Attachments:

kia 3_7_22.pdf

kia 3_7_22 1.pdf

*** Email - External Email Received created on 03/07/2022 19:56:57 and created by Sandra Beshai ***

Attached is our signatures. Thank you, [REDACTED]

*** Phone - Call - Inbound created on 03/08/2022 14:11:53 and created by Sandra Beshai ***

Customer called ECA

Customer:

1. Car market is expensive
2. Surprised you didn't offer replacement

Writer:

Kia America Customer Care Department

Page 29 of 30

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE7G7	[REDACTED]	[REDACTED]	20,000
Los Angeles	CA 90007	01/29/2016		Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

1. Explained we are currently not offering replacements due to market/ low inventory

Customer:

1. How much longer for process?
2. How will I receive money?
3. Will loan be paid off?

Writer:

1. File is in final stages
2. Explained surrender process

Customer:

1. Thank you so much, I appreciate your help.

*** Phone - Call - Inbound created on 04/25/2022 08:35:05 and created by Sandra Beshai ***
Transmitted Morley Case # [REDACTED]

*** 04/25/2022 08:38:17 ***

Email is sent on 04/25/2022 08:36:12 by Sandra Beshai

To: [REDACTED]

Cc:

Title: Kia Consumer Assistance Center Case# [REDACTED]

Attachments:

Repurchase Release, [REDACTED].pdf

*** Email - External Email Sent created on 04/25/2022 08:36:12 and created by Sandra Beshai ***
Dear [REDACTED]

Please be advised that settlement checks for your repurchase have been issued and we are now proceeding with surrender scheduling for your Kia Soul. Kia America works with our outside vendor, Morley VSPC, to accomplish this process.

Please expect contact from a Morley representative within approximately 5-10 business days to schedule a date for your vehicle to be turned in at Car Pros Kia Huntington Beach. A Morley representative will meet with you at the dealership to ensure that all appropriate paperwork is completed before you will be provided with your settlement check. A walk-around will be completed on the vehicle at the time of surrender. As a reminder, you may be held fiscally responsible for any damage and/or excessive wear and tear to the vehicle so, if possible, please address any such service before the surrender date.

Please note that since the settlement checks have been issued, any additional payments made by you will result in an over-payment of the balance due on the loan when the payoff check is processed by your lender, following the vehicle surrender. Any such overage would then be refunded to you from your lender directly. If the overage refunded to you is insufficient to cover the amount of any additional payment(s) made, we will issue a subsequent check to you for the difference, after you provide verification of both the amounts paid and refunded.

Please sign the release attached to this email prior to your surrender. Feel free to contact me with any questions or concerns you may have.

Sincerely,
Sandra B.

Kia America Customer Care Department

Page 30 of 30

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE7G7	[REDACTED]	[REDACTED]	20,000
Los Angeles	CA 90007	01/29/2016		Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

Kia America

*** 06/21/2022 09:36:08 ***

Closed by Sandra Beshai with Resolution Code : Repurchase/SOC
[Resolution Summary]

*** Case [REDACTED] is sent on 10/6/2023 15:56:9 by Legal User KMA

To: yvonne.dalton@lhlaw.com

Cc:

Title: CA-[REDACTED]

Kia America Customer Care Department

Page 1 of 7

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AEXG7	[REDACTED]	[REDACTED]	31,490
Henderson,	NV 89014	12/08/2015		Dealer: NV012	Towbin Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

Case History

*** 08/12/2021 13:55:33 (GMT-07:00) Arizona ***

Contact = [REDACTED] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 08/12/2021 13:36:04 (GMT-07:00) Arizona and created by Roxana Montano ***

Cust

1. I believe battery needs to be replaced
2. is my veh under wty

Wrt

1. Please visit serv dept for diagnosis
2. you have the remainder of the 10/100 wty

Cust

1. I will visit Towbin Kia
2. thank you

*** 08/12/2021 13:55:58 (GMT-07:00) Arizona ***

Closed by Roxana Montano with Resolution Code : Referred to Dlr
[Resolution Summary]

*** 09/08/2021 15:21:17 (GMT-07:00) Mountain Time (US & Canada) ***

Reopened by Linda Welter with Sub Status of Working

*** Phone - Call - Outbound created on 09/08/2021 15:24:13 (GMT-07:00) Mountain Time (US & Canada) and created by Linda Welter ***

Writer called the customer to introduce and advise following repair.

1. LVM request callback with any questions.
2. Provided case and contact number.

*** Phone - Call - Inbound created on 09/16/2021 11:38:48 (GMT-07:00) Arizona and created by Debra Rustin ***

Caller [REDACTED] (owner)

writer states

1. introduced self
2. Verified all information
3. how can we help you today?

Customer states

1. can you tell me the status?

writer states

1. Apologised
2. did you take the vehicle in to the dlr?

Customer states

1. yes waiting on a battery

writer states

1. Linda will follow up with you

Kia America Customer Care Department

Page 2 of 7

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AEXG7	[REDACTED]	[REDACTED]	31,490
Henderson,	NV 89014	12/08/2015		Dealer: NV012	Towbin Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

Customer states

1.ok, thank you

*** Note - Others created on 09/20/2021 10:13:07 (GMT-07:00) Mountain Time (US & Canada) and created by Linda Welter ***

<For Internal Use Only

KGIS battery status referred>

*** Phone - Call - Inbound created on 09/21/2021 10:10:17 and created by Rasheed Hardman ***

Owner states

1. looking for an u[date
2. 3 weeks at dlr
3. no car

Wrtr states

1. will reach out to cm
2. one moment
- 3.advised cp rental / submit for reimbursement once veh is completed

Cm states

1. Battery is arriving from Korea, not showing at warehouse yet.

cust states

1. cant afford
2. thank you
3. can i request a call back

Wrtr states

1. cm stated theyll looking into it again and f/u

cust states

1. thank you

*** Phone - Call - Outbound created on 09/22/2021 08:53:51 (GMT-07:00) Mountain Time (US & Canada) and created by Linda Welter ***

Writer called [REDACTED] to advised on estimate for battery to ship from the warehouse.

Customer States:

1. OK Thank you.
2. I have been borrowing a friends vehicle and is getting inconvenient.

Writer States:

1. Advised will contact the DLR to see if loaner/ rental is an option and will callback with update.

Customer States:

1. OK Thank you, call ended.

*** Phone - Call - Outbound created on 09/22/2021 09:04:51 (GMT-07:00) Mountain Time (US & Canada) and created by Linda Welter ***

Kia America Customer Care Department

Page 3 of 7

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AEXG7	[REDACTED]	[REDACTED]	31,490
Henderson,	NV 89014	12/08/2015		Dealer: NV012	Towbin Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

Writer called NV012 to check for rental options.

1. LVM with SVM to contact customer with any options.
2. Provided cas and contact information.

*** Phone - Call - Outbound created on 09/22/2021 09:05:48 (GMT-07:00) Mountain Time (US & Canada) and created by Linda Welter ***

Writer called back to the customer to advise LVM for SVM.

1. Advised if no option can rent , provided rental rates and submit invoice to the DLR for reimbursement.

Customer States:

1. OK will callback to DLR if I do not hear anything, call ended.

*** Phone - Call - Outbound created on 09/29/2021 14:27:11 (GMT-07:00) Mountain Time (US & Canada) and created by Linda Welter ***

Writer called [REDACTED] to advise on port delay for battery arrival.

1. LVM requested callback with any questions.
2. Provided case and contact information.

*** Phone - Call - Inbound created on 10/15/2021 14:52:29 (GMT-07:00) Arizona and created by Debra Rustin ***
Caller: [REDACTED] (owner)

writer states

1. introduced self
2. Verified all information
3. how can we help you today?

Customer states

1. said by mid october id have an answer

writer states

1. Apologised
2. can document that your requesting a callback

Customer states

1. thank you

*** Phone - Call - Outbound created on 10/19/2021 13:04:49 (GMT-07:00) Mountain Time (US & Canada) and created by Linda Welter ***

Writer called [REDACTED] to advise port arrival.

1. Advised monitoring for next move to the DLR.
2. Advised will callback with update.

Custoemr States:

1. Ok Thank you for the call, call ended.

*** Phone - Call - Outbound created on 10/29/2021 08:37:47 (GMT-07:00) Mountain Time (US & Canada) and created by Linda Welter ***

Writer called [REDACTED] to advise battery arrival to warehouse and shipping to the DLR.

Customer States:

Kia America Customer Care Department

Page 4 of 7

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AEXG7	[REDACTED]	[REDACTED]	31,490
Henderson,	NV 89014	12/08/2015		Dealer: NV012	Towbin Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

1. Awesome thank you, calle ended.

*** Phone - Call - Outbound created on 11/05/2021 12:32:09 (GMT-07:00) Mountain Time (US & Canada) and created by Linda Welter ***

Writer called [REDACTED] to advise battery shipping to

Customer States:

1. Ok great, I did call the DLR and they did not have that update.

Writer States:

1. Advised the battery could still be enroute.

2. Once received, an EV trach will be installing and then the DLR should be in contact.

Customer States:

1. Thanked for the update, call ended.

*** Case note has been appended from duplicated auto-case on 11/11/2021 01:07:33 (PST)

Comments from Service Alert - TL

Dealer : Towbin KIA

Technician : KEVIN WILLIAMS

Service Manager : Peter Gonzalez

Dealer Phone :

DPSM : Paul Ortiz

Vehicle Model : SOUL EV+

Model Year : 2016

Mileage : 31542

Initial comments by Technician found in TL Case # [REDACTED] :

[Problem Description]

when in park the vehicle still rolls

[Diagnostics Performed]

Verified when the vehicle is shifted into park the vehicle will roll

Removed the shift cable from the trans gear assy and manually shifted to park and the vehicle still rolls

*** Phone - Call - Outbound created on 11/15/2021 16:43:25 (GMT-07:00) Mountain Time (US & Canada) and created by Linda Welter ***

Writer called NV012 to check status of repair, requested SVM, transferred to SA Ed.

DLR States:

1. The battery is in, now it is waiting for a transmission.

2. It is on national B/O.

Writer States:

1. Thanked for the update, call ended.

Kia America
Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AEXG7	[REDACTED]	[REDACTED]	31,490
Henderson,	NV 89014	12/08/2015		Dealer: NV012	Towbin Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Battery Capacity

*** Case note has been appended from duplicated auto-case on 11/16/2021 01:02:12 (PST)

Comments from UPER

Part ordered for customer vehicle has been placed into the UPER status on 11/15/2021 00:00:00

Dealer Name : AUTOMALL CARS LLC Towbin Kia
Dealer Contact name : JESSICA
Dealer Phone : 702 567 8000
Part No# : 44500 18410 Towbin Kia
Part Name : GEAR DRIVE UNIT ASSY
Order No# : [REDACTED]
Order Qty# : 1

*** Phone - Call - Outbound created on 11/17/2021 09:23:22 (GMT-07:00) Mountain Time (US & Canada) and created by Linda Welter ***

Writer Called NV012

Svc Adv States:

1. The EV battery was replaced, now waiting for the transmission on B/O

Customer Name: [REDACTED]
Customer phone #: [REDACTED]
Customer address: Same
VIN: KNDJX3AEXG7 [REDACTED]
MY and Mileage: 2016 Soul EV+
Most recent RO#, [REDACTED]
Open /Close Date: 11/10/21
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis:
C/S Vehicle rolls when in park.
Able to Duplicate (Y or N): Y
Repeat Repair (Y/N), N
if so, how many times?
Repair History of current concern with dates (Open and Closed) and mileage:
ETA for completion of repairs (if applicable):
Are Parts on order (Y/N), Y
if so obtain
P/N#, 44500 18410
Order#: [REDACTED]
Techline Case (if applicable): Y
Rental / Loaner Provided? N
If so, since when?
Dealer contacted DPSM (if needed): N
Vehicle repaired? N
Customer possession of the Vehicle (Y/N)? N
Dealer Code/Selling Dealer (Y/N): CA267 N
Original Owner (Y/N): N

Kia America Customer Care Department

Page 6 of 7

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AEXG7	[REDACTED]	[REDACTED]	31,490
Henderson,	NV 89014	12/08/2015		Dealer: NV012	Towbin Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

What is current Customer Request (if needed):

*** Phone - Call - Outbound created on 12/03/2021 13:36:40 (GMT-07:00) Mountain Time (US & Canada) and created by Linda Welter ***

Writer called [REDACTED] to advise part still showing B/O.

Customer States:

1. I am driving the vehicle because I need to.
2. It is a safety concern , if I do not remember to put on the emergency brake.
3. What happens now.

Writer States:

1. Advised Will move case to ECR due to safety concern.
2. Advised a case manager will be in contact.

Customer States:

1. OK Thank you, call ended.

*** Note - Others created on 12/03/2021 13:33:15 (GMT-07:00) Mountain Time (US & Canada) and created by Linda Welter ***

*** Call to Action***

1. Customer states vehicle rolls in park and battery range decrease.
 2. NV012 states the EV battery was approved and replaced, the transmission is approved and on B/O. P/N 44500 18410
- Order, [REDACTED]
3. Dispatch due safety concern.
 4. Please follow up accordingly.

*** 12/03/2021 14:02:54 (GMT-07:00) Mountain Time (US & Canada) ***

Dispatched from WIPBin = 5 Friday to Queue Western Region ECR by Linda Welter
Reason:

*** 12/06/2021 04:59:58 ***

Accepted from Queue Western Region ECR to WIPBin 10. Western by Kayla Erwin

*** 12/06/2021 05:11:06 ***

Case moved into WIPBin 10. Western and Sub Status of Working

*** 12/06/2021 05:12:29 ***

Assigned to WIPBin Inbox of Jessica Weaver by Kayla Erwin

Reason:

*** Phone - Call - Outbound created on 02/09/2022 17:13:55 (GMT-07:00) Arizona and created by Jessica Weaver ***

Writer called [REDACTED] @ [REDACTED]

Writer states:

1. Introduced writer

Kia America Customer Care Department

Page 7 of 7

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AEXG7	[REDACTED]	[REDACTED]	31,490
Henderson,	NV 89014	12/08/2015		Dealer: NV012	Towbin Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

2. Apologized for battery and transmission concerns

Customer states:

1. Its actually working better than used to
2. Thanked for call

Writer states:

1. Call if questions
2. Provided writer phone number

Customer thanked

<For Internal Use Only
Vehicle repaired 01/07/2022.>

*** 02/09/2022 17:23:41 (GMT-07:00) Arizona ***

Closed by Jessica Weaver with Resolution Code : Repaired at Dlr
[Resolution Summary]

*** Case [REDACTED] is sent on 10/6/2023 15:58:38 by Legal User KMA

To: yvonne.dalton@hlaw.com

Cc:

Title: CA-[REDACTED]

Kia America
Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE9G7	[REDACTED]	[REDACTED]	34,486
Brunswick, GA	31525	07/02/2015		Dealer: GA070	Mike Murphy Kia of

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Other

Case History

*** 11/24/2021 09:40:08 ***

Contact = [REDACTED] Priority = Standard, Sub Status = Working

*** Case [REDACTED] is sent on 11/24/2021 9:49:57 by Jayden Sluss

To: jbruton@kiausa.com

Cc: jsluss@kiaconsumeraffairs.com

Title: ACTION REQUIRED - Goodwill (Out of Warranty) :GA070, [REDACTED] [REDACTED]

*** Phone - Call - Inbound created on 11/24/2021 09:50:34 and created by Jayden Sluss ***

[REDACTED] (Mother of Owner) states

1. We discovered that the car keeps rolling when put in park
2. They said there was a recall and did those
3. But they couldn't fix the parking problem b/c there was a broken pawl or something like that and that it's cust pay

Wrt

1. Apologized, who did you speak to at the dlr?

Cust

1. Mike

Wrt

1. Do you have the veh w/ you?

Cust

1. W/ me

Wrt

1. One moment

Calling dlr GA070 to get svc template

Wrt

1. Calling for RO info on [REDACTED]

Dir Dan in svc states

1. They've already damaged the parking brake and it's not covd under SC191

-Wrt went back to cust-

Wrt

1. Thanks for your patience
2. We did confirm the gear drive unit has to be replaced which is outside of wty at this time
3. It's not covd by the recall and anything outside of wty is the consumer's responsibility
4. We did submit for assistance review though and will f/u w/ an update
5. What's your preferred method of contact?

Cust

1. Email

Wrt

1. Case--- [REDACTED]

Kia America
Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJP3AE9G7	██████████	██████████	34,486
Brunswick, GA	31525	07/02/2015		Dealer: GA070	Mike Murphy Kia of

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

Cust

1. The problem has started before, but we just didn't have time to take it down
2. We live about 75 miles away
3. Thank you

>>Customer Name: ██████████

>>Customer phone #: ██████████

>>Customer address: ██████████ RINCON GA ██████████

>>VIN: KNDJP3AE9G7 ██████████

>>MY and Mileage: 2016 Soul EV--- 34,468

>>Repeat concern? Y

>>Most recent RO#: ██████████

>>RO#: (RO#: ██████████ -11/08/21--Still open for wty processing- Concern: SA473 & SC191-Gear shift lever- It has no description to fix if cust damaged)

>>Open date: 11/11/21

>>Closed date: 11/22/21

>>Concern: Has to turn car off and on- Car wont stop- has to use emergency brake

>>Diagnosis: The parking pawl is damaged -Only available as part of entire gear drive unit

>>Correction: To replace the gear drive unit --Cust declined repairs and paid diag charge.

>>Estimate (if needed): \$6,489.00 +Tax

>>Days Down at initial Service Alert report (if applicable): N/A

>>Able to Duplicate (Y or N): Y

>>ETA for completion of repairs (if applicable): None

>>Parts on order (Y/N), if so obtain part#, order#: N/A

>>Techline Case (if applicable): N

>>Rental / Loaner Provided? If so, since when?: N

>>Dealer contacted DPSPM (if needed): N

>>Vehicle repaired?: N

>>Customer has possession?: Y

Kia America
Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJP3AE9G7	██████████	██████████	34,486
Brunswick, GA	31525	07/02/2015		Dealer: GA070	Mike Murphy Kia of

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

>>Dealer Code/Selling Dealer (Y or N): GA070
>>Original Owner (Y or N): N
>>What is current Customer Request (if needed): COVG
>>If HEV vehicle, is dealer HEV certified (if needed): N/A

*** Case ██████████ is sent on 11/30/2021 13:16:18 by Jayden Sluss
To: jbruton@kiausa.com
Cc: jsluss@kiaconsumeraffairs.com
Title: ACTION REQUIRED - Goodwill (Out of Warranty) :GA070, ██████████ ██████████

*** 12/07/2021 12:44:41 ***
Email is sent on 12/07/2021 12:44:36 by Jayden Sluss
To: ██████████
Cc:
Title: Kia Consumer Assistance Center Case# ██████████

*** Email - External Email Sent created on 12/07/2021 12:44:36 and created by Jayden Sluss ***
Your Case Number: ██████████
VIN: KNDJP3AE9G7 ██████████

Dear ██████████

Thank you for the opportunity to address your concerns. At this time, your case will be escalated for additional review and you will get a call back in 2 to 3 business days with an updated status.

If you have any questions in the meantime, please feel free to contact the Kia Consumer Assistance Center at (800) 333-4542, please refer to your case number and we will be happy to assist you. If it is more convenient for you, please feel free to respond to this email and we will be happy to follow up with you regarding the matter.

In the event that you believe Kia has been unable to satisfactorily address the concern, a special alternative resolution program called BBB AUTO LINE is available to you. This independent program is administered by BBB National Programs and is provided at no cost to you. You may contact them at: BBB AUTO LINE a Division of BBB National Programs, Inc. 1676 International Drive, Suite 550, McLean, VA 22102; Ph: (800) 955-5100.

Thank you for working with Kia America regarding the concern with your vehicle.

Sincerely,

Kia America

*** Note - Others created on 12/07/2021 12:44:54 and created by Jayden Sluss ***
Call to Action..

1. Cust states veh will roll in park.

Kia America
Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE9G7	[REDACTED]	[REDACTED]	34,486
Brunswick, GA	31525	07/02/2015		Dealer: GA070	Mike Murphy Kia of

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

- 2. GA070 advised to replace the gear drive unit
- 3. Cust advised of escalation
- 5. Please review and follow up accordingly escalation
- 4. No response from DPSM

*** 12/07/2021 12:45:42 ***

Dispatched from WIPBin = 2. Tuesday to Queue Southern Region ECR by Jayden Sluss
Reason:

*** 12/08/2021 04:29:55 ***

Accepted from Queue Southern Region ECR to WIPBin 09. Southern by Kayla Erwin

*** 12/08/2021 06:49:03 ***

Case moved into WIPBin 09. Southern and Sub Status of Working

*** 12/08/2021 06:51:22 ***

Assigned to WIPBin 0 Swecker Inbox of Eric Swecker by Kayla Erwin
Reason:

*** Phone - Call - Outbound created on 12/22/2021 15:29:25 and created by Jayden Sluss ***
DPSM advised cust is multi owner- will approve GW

Calling cust@[REDACTED] to advise GW approved

Wrt

- 1. Calling for [REDACTED]

Cust

- 1. No answer- no VM option

*** Phone - Call - Outbound created on 12/31/2021 10:28:45 and created by Jayden Sluss ***

Calling dlr GA070 to get update on GW repairs

Wrt

- 1. Calling for update on RO#: [REDACTED]

Svc is closed today

*** Case note has been appended from duplicated auto-case on 01/22/2022 01:01:00 (PST)

Comments from UPER

Part ordered for customer vehicle has been placed into the UPER status on 01/21/2022 00:00:00

Dealer Name : HOMETOWN MOTORS, IV, INC. Mike Murphy Kia of Brunswick

Dealer Contact name : BRIAN HARRIS

Dealer Phone : 912 342 4190

Part No# : 44500 18410 Mike Murphy Kia of Brunswick

Part Name : GEAR DRIVE UNIT ASSY

Order No# : [REDACTED]

Order Qty# : 1

Kia America
Customer Care Department

Last name	First name	VIN of 2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJP3AE9G7██████████	██████████	34,486
Brunswick, GA 31525		07/02/2015	Dealer: GA070 Mike Murphy Kia of	

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

*** Phone - Call - Outbound created on 02/02/2022 10:38:39 and created by Jayden Sluss ***
Calling dlr GA070 to get update on GW repairs

Wrt

1. Calling for update on RO#: ██████████

Dlr

1. No answer -left VM req CB for RO update

*** Case ██████████ is sent on 2/2/2022 10:39:59 by Jayden Sluss

To: jbruton@kiausa.com

Cc: jsluss@kiaconsumeraffairs.com

Title: ACTION REQUIRED - No Dealer Contact:GA070, ██████████ ██████████

*** Phone - Call - Inbound created on 02/02/2022 11:29:37 and created by Sandra Taylor ***
Dan at GA070 called in:

1. Returning call for ██████████

Wtr states:

1. Apologized
2. Notes show wanting update on GW

SM states:

1. Waiting on parts
2. Part# - 4450018410
3. Order# - ██████████
4. DPSM authorized repairs
5. Ordered Jan 4th
6. No ETA

VIN#/MY: KNDJP3AE9G7██████████

Mileage: 34468

Most recent RO #: ██████████

Open Date - 11/11/2021

Close Date - 11/22/2021

Most recent Repair Issue and Diagnosis:

Concern - Cust states has to turn car off & back on and will not stop unless use emergency brake.

Cause - Whole gear drive unit

Correction -

Repeat Repair (Y/N), if so, how many times?: N

Repair History of current concern with dates (Open and Closed) and mileage: N

Techline case: Y

ETA for completion of repairs (if applicable): N

Parts on order (Y/N), if so obtain part#, order#: N

Rental / Loaner Provided? If so, since when?: N

Vehicle repaired?: N

Customer has possession?: N

Kia America Customer Care Department

Page 6 of 21

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJP3AE9G7	██████████	██████████	34,486
Brunswick, GA	31525	07/02/2015		Dealer: GA070	Mike Murphy Kia of

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Transmission

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

*** Phone - Call - Outbound created on 02/19/2022 05:51:42 and created by Jayden Sluss ***
Calling dlr GA070 @(912) 342-4190 to get update

Wrt

1. Calling for update on parts for RO #: ██████████

Dir

1. No answer -No VM option

*** Note - Others created on 02/19/2022 13:49:00 and created by Jayden Sluss ***
DPSM advised parts on order-WATING ON ADD'L UPDATES

*** Note - Others created on 02/21/2022 17:24:19 and created by Jayden Sluss ***
DPSM advised: Part#: 44500 18410
Order#: ██████████
Date: 01/04/22
UPER STATUS W/ NO ETA

*** Phone - Call - Outbound created on 02/24/2022 09:59:34 and created by Jayden Sluss ***
Calling dlr GA070 @(912) 342-4190 to get update

Wrt

1. Calling for update on parts for RO #: ██████████

Dir

1. No answer- left VM req RO update

*** Phone - Call - Outbound created on 02/28/2022 12:36:53 and created by Jayden Sluss ***
Calling dlr GA070 @(912) 342-4190 to get update

Wrt

1. Calling for update on parts for RO #: ██████████

Dir

1. No answer- left VM req RO update

*** Note - Others created on 02/28/2022 12:38:44 and created by Jayden Sluss ***
Kdealer shows no ETA

*** Phone - Call - Inbound created on 03/01/2022 10:48:54 and created by Amanda Moser ***
Dan called in from dlr

Parts On uper- still no ETA

*** Phone - Call - Inbound created on 03/01/2022 17:00:31 and created by Jayden Sluss ***
N/a

*** Phone - Call - Outbound created on 03/07/2022 09:37:16 and created by Jayden Sluss ***
Calling dlr GA070 to get RO update

Wrt

Kia America
Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJP3AE9G7	██████████	██████████	34,486
Brunswick, GA	31525	07/02/2015		Dealer: GA070	Mike Murphy Kia of

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Transmission

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

1. Calling for update on RO#: ██████████

Dir

1. No answer- left VM req CB for update

*** Note - Others created on 03/07/2022 09:38:41 and created by Jayden Sluss ***
Kdealer shows no ETA on part

*** Note - Others created on 03/08/2022 12:22:52 and created by Jayden Sluss ***
Kdealer shows no ETA on part

*** Phone - Call - Outbound created on 03/11/2022 10:33:45 and created by Jayden Sluss ***
Calling dlr GA070 to get RO update

Wrt

1. Calling for update on RO#: ██████████

Dir

1. No answer- left VM req CB for update

KEALER Shows no ETA

*** Note - Others created on 03/15/2022 17:59:06 and created by Jayden Sluss ***
No info on Kdealer

*** Phone - Call - Outbound created on 03/16/2022 10:30:49 and created by Jayden Sluss ***
Calling dlr GA070 to get RO update

Wrt

1. Calling for update on RO#: ██████████

Dir

1. No answer- left VM req CB for update

*** Phone - Call - Outbound created on 03/17/2022 10:29:56 and created by Jayden Sluss ***
Calling dlr GA070 to get RO update

Wrt

1. Calling for update on RO#: ██████████

Dir Aaron in svc states

1. Let me get svc mgr

-Wrt placed on hold-

Dir

1. No answer- left VM req CB for update

*** Case ██████████ is sent on 3/17/2022 10:33:14 by Jayden Sluss

To: jbruton@kiausa.com

Cc: jsluss@kiaconsumeraffairs.com

Title: ACTION REQUIRED - No Dealer Contact:GA070, ██████████ ██████████

Kia America
Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJP3AE9G7	██████████	██████████	34,486
Brunswick, GA	31525	07/02/2015		Dealer: GA070	Mike Murphy Kia of

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

*** Phone - Call - Inbound created on 03/17/2022 13:08:02 and created by Victoria Orr ***

Dealer GA070 called and states

1 Svc Mgr Daniel calling back

Wrt states

1 calling for update on RO ██████████

Dealer states

1 DPSM said to order part - gear drive unit

2 Cust has vehicle- its driveable

3 ordered 1-4-22 and UPER status

4 Part nbr - 44500 18410

5 Order nbr is RO ██████████

Wrt states

1 see in notes you called us 3-1-22 advised UPER-No ETA

2 and DPSM advised same part info noted 2-21-22

3 thanked

Dealer states

1 thank you

*** Phone - Call - Inbound created on 03/17/2022 13:14:29 and created by Victoria Orr ***

<For Internal Use Only

Wrt checked AS400=Red Flashing with ETA 3-30-22

Subject to change

>

*** 03/18/2022 15:42:36 ***

Email is sent on 03/18/2022 15:42:27 by Jayden Sluss

To: ██████████

Cc:

Title: Kia Consumer Assistance Center Case# ██████████

*** Email - External Email Sent created on 03/18/2022 15:42:27 and created by Jayden Sluss ***

Your Case Number: ██████████

VIN: KNDJP3AE9G7 ██████████

Dear ██████████

Thank you for the opportunity to address your concerns. At this time, your case will be escalated for additional review. A representative will be notified and will follow up accordingly.

If you have any questions in the meantime, feel free to contact the Kia Consumer Assistance Center at (800) 333-4542 and reference your case number and we will be happy to assist you. If it is more convenient for you, you may also reply directly to this email for further assistance.

Thank you for working with Kia America regarding your concerns.

Kia America
Customer Care Department

Last name	First name	VIN of 2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJP3AE9G7██████████	██████████	34,486
Brunswick, GA	31525	07/02/2015	Dealer: GA070 Mike Murphy Kia of	

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

Sincerely,

Kia America

*** 03/18/2022 15:44:27 ***

Email is sent on 03/18/2022 15:43:42 by Jayden Sluss

To: ██████████

Cc:

Title: Kia Consumer Assistance Center Case# ██████████

*** Email - External Email Sent created on 03/18/2022 15:43:42 and created by Jayden Sluss ***

Your Case Number: ██████████

VIN: KNDJP3AE9G7 ██████████

Dear ██████████

Please disregard prior email-we're not escalating your case-We're sorry for the confusion, but we did want to let you know current eta is 03/30.

This email is a status update to your case. We wanted to let you know we are still working with the dealer to try to research your concerns as quickly as possible. As soon as additional information has been obtained, we will reach back out to you with updated status.

If you have any questions in the meantime, please feel free to contact the Kia Consumer Assistance Center at (800) 333-4542 and refer to your case number and we will be happy to assist you. If it is more convenient for you, please feel free to respond to this email and we will be happy to follow up with you regarding the matter.

Thank you for patiently working with Kia America regarding your concerns.

Sincerely,

Kia America

*** Note - Others created on 03/18/2022 15:45:03 and created by Jayden Sluss ***

Wrt error-wrong email sent- we will check for add'l info on parts

*** Phone - Call - Inbound created on 03/18/2022 15:43:20 and created by Jayden Sluss ***

n/a

*** Phone - Call - Outbound created on 03/30/2022 12:26:03 and created by Jayden Sluss ***

Calling dlr GA070 to get update

Wrt

1. Calling for update on RO#: ██████████

Dlr Dan in svc states

1. We're still waiting on part

Kia America
Customer Care Department

Last name	First name	VIN of 2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE9G7 [REDACTED]	[REDACTED]	34,486
Brunswick, GA	31525	07/02/2015	Dealer: GA070	Mike Murphy Kia of

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

2. No ETA

*** Phone - Call - Outbound created on 04/04/2022 12:04:58 and created by Jayden Sluss ***
Calling dlr GA070 to get update

Wrt

1. Calling for update on RO#: [REDACTED]

Dlr

1. No answer- left VM req CB for RO update

*** Phone - Call - Outbound created on 04/06/2022 09:47:49 and created by Jayden Sluss ***
Calling dlr GA070 to get update

Wrt

1. Calling for update on RO#: [REDACTED]

Dlr

1. No answer- left VM req CB for update

*** Case [REDACTED] is sent on 4/6/2022 9:49:14 by Jayden Sluss

To: jbruton@kiausa.com

Cc: jsluss@kiaconsumeraffairs.com

Title: ACTION REQUIRED - No Dealer Contact:GA070, [REDACTED] [REDACTED]

*** Case [REDACTED] is sent on 4/8/2022 12:59:2 by Jayden Sluss

To: jbruton@kiausa.com

Cc: jsluss@kiaconsumeraffairs.com

Title: ACTION REQUIRED - No Dealer Contact:GA070, [REDACTED] [REDACTED]

*** 04/11/2022 11:36:21 ***

Email is sent on 04/11/2022 11:36:16 by Jayden Sluss

To: [REDACTED]

Cc:

Title: Kia Consumer Assistance Center Case# [REDACTED]

*** Email - External Email Sent created on 04/11/2022 11:36:16 and created by Jayden Sluss ***

Your Case Number: [REDACTED]

VIN: KNDJP3AE9G7 [REDACTED]

Dear [REDACTED]

Thank you for the opportunity to address your concerns. At this time, your case will be escalated for additional review. A representative will be notified and will follow up accordingly.

If you have any questions in the meantime, feel free to contact the Kia Consumer Assistance Center at (800) 333-4542 and reference your case number and we will be happy to assist you. If it is more convenient for you, you may also reply directly to this email for further assistance.

Thank you for working with Kia America regarding your concerns.

Kia America
Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE9G7	[REDACTED]	[REDACTED]	34,486
Brunswick, GA	31525	07/02/2015		Dealer: GA070	Mike Murphy Kia of

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Transmission

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Sincerely,

Kia America

*** Note - Others created on 04/11/2022 11:36:25 and created by Jayden Sluss ***
Call to Action..

1. Cust states veh rolls in park
2. GA070 did diagnosis
3. Cust advised of escalation
5. Please review and follow up accordingly escalation
4. No response from DPSM/ dlr

*** 04/11/2022 12:10:53 ***

Dispatched from WIPBin = 2. Tuesday to Queue Southern Region ECR by Jayden Sluss
Reason:

*** 04/12/2022 04:19:19 ***

Accepted from Queue Southern Region ECR to WIPBin 09. Southern by Kayla Erwin

*** 04/12/2022 05:06:40 ***

Dispatched from WIPBin = 09. Southern to Queue ECR Lite by Kayla Erwin
Reason:

*** 05/12/2022 14:22:53 (GMT-05:00) Eastern Time (US & Canada) ***

Accepted from Queue ECR Lite to WIPBin Case Distribution by Ashley Lewis

*** 05/12/2022 14:23:40 (GMT-05:00) Eastern Time (US & Canada) ***

Dispatched from WIPBin Case Distribution to Queue ZZ Andrea Rodriguez by Ashley Lewis

*** 05/16/2022 05:13:19 ***

Accepted from Queue ZZ Andrea Rodriguez to WIPBin 1. Monday by Andrea Rodriguez

*** Phone - Call - Inbound created on 05/16/2022 09:17:01 and created by Andrea Rodriguez ***
wrt called Cust

wrt states

1. no answer
2. no vm option

****gear drive unit is on b/o eta is 5/20/22****

*** 05/16/2022 09:21:28 ***

Email is sent on 05/16/2022 09:19:28 by Andrea Rodriguez

To: [REDACTED]

Cc:

Title: Kia Consumer Assistance Center Case# [REDACTED]

*** Email - External Email Sent created on 05/16/2022 09:19:28 and created by Andrea Rodriguez ***

Kia America
Customer Care Department

Page 12 of 21

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE9G7	[REDACTED]	[REDACTED]	34,486
Brunswick, GA	31525	07/02/2015		Dealer: GA070 Mike Murphy Kia of	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Transmission

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Your Case Number: [REDACTED]

VIN: KNDJP3AE9G7 [REDACTED]

Dear [REDACTED]

This email is a status update to your case. We wanted to let you know we are still working with the dealer to try to get your backordered part to the dealer as quickly as possible. Your part has been moved to the most expedited status and is still currently on backorder. The estimated time of arrival is 5/05/22. We will be happy to continue to update you on the status of your backordered parts until they ship. Once the part has been shipped and we have determined an estimated repair time, we will be happy to contact you back with updated status.

If you have any questions in the meantime, please feel free to contact the Kia Consumer Assistance Center at (800) 333-4542 and refer to your case number and we will be happy to assist you. If it is more convenient for you, please feel free to respond to this email and we will be happy to follow up with you regarding the matter.

Thank you for your patience.

Sincerely,

Kia America

*** Phone - Call - Outbound created on 05/23/2022 07:13:44 and created by Andrea Rodriguez ***
wrt called GA070 @(912) 342-4190

wrt states

spoke to Dan S/A

1. introduced self as ECR
2. advised calling for status update on veh
3. provided cust info and veh info

Dan states

1. We have her under a different name
2. [REDACTED]
3. let me check, i believe we have an ETA for that one too
**** checks info ****
4. hmm, it's not on here anymore
5. It must be on it's way because I know it was at the top of my list for b/o
6. Its the only gear box we ordered so I know

wrt states

1. ok, I'll ,make note of that and notify the cust.
2. Thank you so much

*** Phone - Call - Outbound created on 05/23/2022 07:20:49 and created by Andrea Rodriguez ***

Kia America
Customer Care Department

Last name	First name	VIN of 2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE9G7 [REDACTED]	[REDACTED]	34,486
Brunswick, GA	31525	07/02/2015	Dealer: GA070 Mike Murphy Kia of	

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

wrt called cust [REDACTED]

wrt states
1. no answer
2. no vm option

*** 05/23/2022 07:32:59 ***
Email is sent on 05/23/2022 07:21:59 by Andrea Rodriguez
To: [REDACTED]
Cc:
Title: Kia Consumer Assistance Center Case# [REDACTED]

*** Email - External Email Sent created on 05/23/2022 07:21:59 and created by Andrea Rodriguez ***
Your Case Number: [REDACTED]
VIN: KNDJP3AE9G7 [REDACTED]

Dear [REDACTED]

This email is a status update to your case. We wanted to let you know we are still working with the dealer to try to research your concerns as quickly as possible. As soon as additional information has been obtained, we will reach back out to you with updated status.

If you have any questions in the meantime, please feel free to contact the Kia Consumer Assistance Center at (800) 333-4542 and refer to your case number and we will be happy to assist you. If it is more convenient for you, please feel free to respond to this email and we will be happy to follow up with you regarding the matter.

Thank you for patiently working with Kia America regarding your concerns.

Sincerely,

Kia America

*** Phone - Call - Outbound created on 06/02/2022 10:57:06 and created by Andrea Rodriguez ***
wrt called GA070 @(912) 342-4190

LVM for Dan SRVCM
wrt states
1. introduced
2. advised calling for an update on veh status
3. provided veh and customer info
4. requested cb
5. Thank you

*** Phone - Call - Outbound created on 06/02/2022 11:13:36 and created by Andrea Rodriguez ***
wrt called cust [REDACTED] [REDACTED] [REDACTED]

wrt states
1. no ansewer, no vm option

*** Phone - Call - Outbound created on 06/06/2022 09:01:38 and created by Andrea Rodriguez ***
wrt called cust [REDACTED]

Kia America
Customer Care Department

Last name	First name	VIN of 2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE9G7 [REDACTED]	[REDACTED]	34,486
Brunswick, GA	31525	07/02/2015	Dealer: GA070	Mike Murphy Kia of

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Other

wrt states

1. No answer ****
2. no vm; disconnect***

*** 06/06/2022 09:06:58 ***

Email is sent on 06/06/2022 09:02:55 by Andrea Rodriguez

To: [REDACTED]

Cc:

Title: Kia Consumer Assistance Center Case# [REDACTED]

*** Email - External Email Sent created on 06/06/2022 09:02:55 and created by Andrea Rodriguez ***

Your Case Number: [REDACTED]

VIN: KNDJP3AE9G7 [REDACTED]

Dear [REDACTED]

This is Andrea with Kia's consumer affairs escalations department. Your case was escalated and I have received it to review. I have tried getting in contact with you but have not had success. Please call me at 1-800-333-4542 or if you prefer, you may email me directly to follow up on your case. Thank you

Best regards,

Andrea ECR

Kia America

*** Phone - Call - Outbound created on 06/21/2022 09:44:36 and created by Andrea Rodriguez ***

wrt called Cust [REDACTED] [REDACTED]

****no answer ; no vm ****

*** Phone - Call - Outbound created on 06/21/2022 09:57:47 and created by Andrea Rodriguez ***

wrt called GA070 @(912) 342-4190

spoke to Brittney in svc dept.

wrt states

1. introduced self as ECR
2. advising calling for update on ETA
3. provideed cust info

Brittney states

1. ok, let me transfer you to Dan

placed on hold

wrt states

lvm

1. introduced
2. advised calling for cust veh update
3. provided cust info
4. requested cb
5. provided wrt contact info

Kia America
Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE9G7	[REDACTED]	[REDACTED]	34,486
Brunswick, GA	31525	07/02/2015		Dealer: GA070	Mike Murphy Kia of

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Other

6. Thank you.

*** Email - External Email Sent created on 06/23/2022 08:22:05 and created by Andrea Rodriguez ***
Email sent to SM Daniel

Hi Daniel, I've been trying to contact service department . Do you have an update ? Thank you

Best regards,
Andrea ECR

*** Phone - Call - Outbound created on 06/23/2022 08:26:27 and created by Andrea Rodriguez ***
wrt called cust [REDACTED] [REDACTED]

wrt states

1. lvm
2. intro
3. advised calling to update
4. advised wrt has not been able to speak with someone in service
5. advised email Service Manager
6. advised will contact as soon as i hear back.
7. contact me if you have any questions.
8. provided wrt contact info
9. Thank you

*** Email - External Email Received created on 06/23/2022 10:07:10 and created by Andrea Rodriguez ***
****Email received from SM Daniel****

Hi Andrea, other than having the part in , we are still several weeks from getting to it. Cust can drop off vehicle and if we have to wait on other parts for another car we may be able to get to it sooner.

*** Email - External Email Sent created on 06/23/2022 10:09:50 and created by Andrea Rodriguez ***
****Email sent to SM Daniel GA070****

Thank you Daniel for the update. I will notify the cust.

*** 06/24/2022 09:54:05 ***

Email is sent on 06/24/2022 09:50:56 by Andrea Rodriguez

To: [REDACTED]

Cc:

Title: Kia Consumer Assistance Center Case# [REDACTED]

*** Email - External Email Sent created on 06/24/2022 09:50:56 and created by Andrea Rodriguez ***

Your Case Number: [REDACTED]

VIN: KNDJP3AE9G7 [REDACTED]

Dear [REDACTED]

This is Andrea with Kia's escalations department. I tried reaching out to you by phone and could not leave a message. I wanted to update you on the status of your vehicle. They have received the engine but it will still be

Kia America Customer Care Department

Page 16 of 21

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJP3AE9G7	██████████	██████████	34,486
Brunswick, GA	31525	07/02/2015		Dealer: GA070	Mike Murphy Kia of

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Transmission

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

several weeks before they can get to it. If you have any further questions in the meantime, please contact me at 1-800-333-4542 or reply to this email. Thank you for your patience

Sincerely,

Andrea ECR

Kia America

*** 07/05/2022 10:56:00 ***

Dispatched from WIPBin 5. Friday to Queue ZZ Andrea Rodriguez by Andrea Rodriguez

*** 07/13/2022 11:28:45 ***

Accepted from Queue ZZ Andrea Rodriguez to WIPBin 2. Tuesday by Andrea Rodriguez

*** 07/14/2022 09:56:56 ***

Dispatched from WIPBin 2. Tuesday to Queue ZZ Andrea Rodriguez by Andrea Rodriguez

*** 07/15/2022 07:57:14 (GMT-05:00) Eastern Time (US & Canada) ***

Accepted from Queue ZZ Andrea Rodriguez to WIPBin Inbox by Jada Jones

*** 07/15/2022 07:58:29 (GMT-05:00) Eastern Time (US & Canada) ***

Dispatched from WIPBin Inbox to Queue ECR Lite by Jada Jones

*** 07/19/2022 10:02:43 ***

Accepted from Queue ECR Lite to WIPBin 07. Assigned by Kayla Erwin

*** 07/19/2022 10:13:21 ***

Dispatched from WIPBin = 07. Assigned to Queue ZZ Michael Jablonowski by Kayla Erwin

Reason:

*** Phone - Call - Outbound created on 07/28/2022 09:30:54 and created by Michael Jablonowski ***

Wtr contacted cust @ ██████████

Wtr states

1. Phone rang multiple times and hung up
2. Unable to leave message

*** Phone - Call - Inbound created on 07/28/2022 09:42:29 and created by Michael Jablonowski ***

Wtr contacted cust @ ██████████

Wtr states

1. Left VM with cust
2. Follow up on Dlr repairs
3. Will contact Dlr
4. Will follow up with Dlr and cust
5. Gave case and 800#

*** Phone - Call - Outbound created on 08/03/2022 06:35:17 and created by Michael Jablonowski ***

Wtr contacted GA070

Kia America Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE9G7	[REDACTED]	[REDACTED]	34,486
Brunswick, GA	31525	07/02/2015		Dealer: GA070	Mike Murphy Kia of

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Transmission

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Wtr states

1. Spoke to Dan (SVCM)
2. Follow up on repair

Dan states

1. We have parts
2. Cust is going to try to get vehicle up here

Wtr states

1. Thank you for the update
2. Will follow up with cust

*** Phone - Call - Outbound created on 08/03/2022 06:40:56 and created by Michael Jablonowski ***

Wtr contacted cust @ [REDACTED]

Wtr states

1. Phone rang multiple times and hung up
2. Unable to leave message

*** Phone - Call - Outbound created on 08/03/2022 06:46:04 and created by Michael Jablonowski ***

Wtr contacted cust @ [REDACTED]

Wtr states

1. Left VM with cust
2. Spoke to Dan @ Dlr
3. Parts are in
4. Just waiting on cust to get vehicle in
5. Will follow up with Dlr and cust

*** Phone - Call - Outbound created on 08/09/2022 05:11:54 and created by Michael Jablonowski ***

Wtr contacted GA070

Wtr states

1. Spoke to Dan (SVCM)
2. Follow up with repair

Dan states

1. Cust is bring in vehicle Saturday

Wtr states

1. Thank you for the information
2. Will follow up with cust

*** Phone - Call - Outbound created on 08/09/2022 06:04:23 and created by Michael Jablonowski ***

Wtr contacted cust @ [REDACTED]

Wtr states

1. Phone rang multiple times and hung up
2. Unable to leave message

*** Phone - Call - Outbound created on 08/09/2022 06:06:09 and created by Michael Jablonowski ***

Wtr contacted cust @ [REDACTED]

Kia America
Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJP3AE9G7	██████████	██████████	34,486
Brunswick, GA	31525	07/02/2015		Dealer: GA070 Mike Murphy Kia of	

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

Wtr states

1. Left VM with cust
2. Spoke to Dan SVCM
3. Was told that cust was bring in vehicle in Saturday
4. Will follow up next week
5. Gave case and 800#

*** 08/09/2022 06:09:32 ***

Email is sent on 08/09/2022 06:09:11 by Michael Jablonowski

To: ██████████
Cc: ██████████
Title: Kia Consumer Assistance Center Case# ██████████

*** Email - External Email Sent created on 08/09/2022 06:09:11 and created by Michael Jablonowski ***

Your Case Number: ██████████
VIN: KNDJP3AE9G7 ██████████ Dear ██████████ Thank you for contacting Kia America. We appreciate your feedback and the opportunity to address your concerns. Kia America has been informed that you may have a question or a concern regarding your Kia vehicle and you are requesting assistance. We apologize, but we have not been able to reach you by telephone to discuss the matter. If you still have questions that have not been resolved by your Kia dealer, please feel free to contact the Kia Consumer Assistance Center at (800) 333-4542 and refer to your case number and we will be happy to assist you. If it is more convenient for you, please feel free to respond to this email and we will be happy to follow up with you regarding the matter. Thank you for contacting Kia. Sincerely, Michael J. Kia America

-----REPLY

INSTRUCTIONS: If further communication is desired with a Kia Consumer Assistance agent, please reply directly to this e-mail without altering or deleting any information. This will allow for your response to be routed to the appropriate agent in a timely manner.

Case# ██████████

*** Phone - Call - Inbound created on 08/15/2022 11:30:58 and created by Michael Jablonowski ***

Wtr contacted cust @ ██████████

Wtr states

1. Follow up on repairs

Cust states

1. Took vehicle in on Saturday
2. They should have vehicle done in the next few days

Wtr states

- 1 That is good
2. Will follow up with cust on Friday

Cust states

1. Will be looking forward to your call
2. Thank you

*** Phone - Call - Outbound created on 08/19/2022 11:01:08 and created by Michael Jablonowski ***

Wtr contacted cust @ ██████████

Kia America Customer Care Department

Page 19 of 21

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE9G7	[REDACTED]	[REDACTED]	34,486
Brunswick, GA	31525	07/02/2015		Dealer: GA070 Mike Murphy Kia of	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Transmission

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Wtr states

- 1 Has cust picked up vehicle?
- 2 Haven't has a chance yet

Wtr states

1. Will follow up next week

Cust states

1. That would be great
2. Thank you

*** Phone - Call - Outbound created on 08/25/2022 13:39:39 and created by Michael Jablonowski ***

Wtr contacted cust @ [REDACTED]

Wtr states

1. Follow up on reperi. Will follow up with cust next Thursday

Cyust

1. Sounds good
2. Thank you for calling

*** Phone - Call - Outbound created on 09/01/2022 07:59:10 and created by Michael Jablonowski ***

Wtr contacted cust @ [REDACTED]

Wtr states

1. Follow up after repair

Cust states

1. Have vehicle back
2. Took test drive
3. Vehicle stall out
4. Drove with SVCA
5. Everything seems fine now
6. Thank you for everything

*** 09/01/2022 08:06:46 ***

Closed by Michael Jablonowski with Resolution Code : Repaired at Dlr
[Resolution Summary]

*** 03/27/2023 14:12:29 ***

Reopened by Amanda Snow with Sub Status of Working

*** Phone - Call - Inbound created on 03/27/2023 14:14:53 and created by Amanda Snow ***

Owner, [REDACTED] states

- 1.I called on the 16th and let know that Brunswick and who fixed the car and put the part in
- 2.When I drove it around, the motor cut off and the service manager at the time
- 3.We had taken the car down on a trailer and drove it back to the place
- 4.One day was driving down to publics and quite on me twice and nervous about driving and anyway the person I talked to the 16th called Brunswick and we dropped the car off on Saturday the 25th and so crowded and would not be able to look at the vehicle for a month
- 5.I am retired and I do not like being here with no transportation and had taken the car to and done a diagnostic and

Kia America Customer Care Department

Page 20 of 21

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJP3AE9G7	██████████	██████████	34,486
Brunswick, GA	31525	07/02/2015		Dealer: GA070	Mike Murphy Kia of

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Transmission

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

said that they had to and the vehicle will need to go back to brunswick and brunswick responsibility

6.They did not charge us a diagnostic, kia country of savannah

7.Its back at the dlr, took it two days ago and at Brunswick and the repairs at the service department said about a month to look at it

Wrt states

1.Advised cust case #

2.Advised cust case notes

2.Advised cust will note the veh is back at dlr

Cust states

1.Thank you

*** Phone - Call - Inbound created on 04/14/2023 13:35:35 and created by Pamela Hooper ***

Cust states ██████████ owner

1. Took to Bruswick and cant see for month

2. They didnt have loner

3. Last week went to Brunswick on 4/7; its 75 miles away

4. Pick up and pressed on brake and motor didnt engage

5. So, they kept vehicle

6. They are sending TL information

Wrt states:

1. Housekeeping done

2. Apologize for issues

3. Updated Case

4. Let me reach out to DRI

5. No TL case open at this time

Cust states:

1.Ok Thanks

*** Phone - Call - Outbound created on 04/14/2023 13:42:13 and created by Pamela Hooper ***

Called (912) 342-4190 at GA070 RO#: ██████████

spoke with Katyln in Service

Wrt states:

1. Update on RO?

Drl states:

1.Lets see. they Found negative battery connector lose on the RO and was fixed

2. Let me get with Mark Srv Adv, I see car is here

3. Mark states Needs Hybrid battery and will get with Manager

Wrt states:

1.Ok Thanks

*** 05/10/2023 13:10:35 ***

Closed by Amanda Snow with Resolution Code : No Cust Contact

[Resolution Summary]

Kia America Customer Care Department

Page 21 of 21

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE9G7	[REDACTED]	[REDACTED]	34,486
Brunswick, GA 31525		07/02/2015		Dealer: GA070 Mike Murphy Kia of	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Transmission

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

*** Case [REDACTED] is sent on 10/6/2023 15:41:5 by Legal User KMA

To: yvonne.dalton@hlaw.com

Cc:

Title: CA-[REDACTED]

Kia America
Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
Beaverton ,	OR	97005	04/15/2016	Dealer: OR002	Beaverton Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Parking Brake

Case History

Dealer : Beaverton KIA
Technician : Dedrick Oyamot
Service Manager : Robert Corder
Dealer Phone :
DPSM : Neal Ferdig
Vehicle Model : SOUL EV+
Model Year : 2016
Mileage : 56833
Initial comments by Technician found in TL Case # [REDACTED] :

[Problem Description]

Customer states when vehicle is park on a incline hill facing down vehicle with roll down about a foot before coming to a park. Scan vehicle for codes. no codes found or stored in any system

[Diagnostics Performed]

Able to verify customer concern. First we replaced gear shifter assembly thinking vehicle was not getting into park.. test drove vehicle and still same thing.. check for latest software. all software been updated to latest.. Unable to find anything on kgis if this normal or there any tsb? What else should I check?

*** Dispatched to Queue Service Alert / Techline on 12/03/2021 01:08:40 (PST)

*** 03/04/2022 13:56:40 ***

Closed by Cristina Isaacs with Resolution Code : Information Given

[Resolution Summary]

Kia America
Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE1G7	[REDACTED]	[REDACTED]	52,237
Philadelphia	PA 19154	12/15/2015		Dealer: PA085	Kia On The Boulevard

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Parts

Kia Case Type Lvl3: Supply
Kia Case Type Lvl4: Delivery Time

Case History

Dealer : KIA On The Boulevard
Technician : roberto norwood
Service Manager : Joshua Torres
Dealer Phone :
DPSM : Jerry Toscani
Vehicle Model : SOUL EV+
Model Year : 2016
Mileage : 52237
Initial comments by Technician found in TL Case # [REDACTED] :

[Problem Description]

CUSTOMER STATES WHEN DRIVING UP HILL VEHICLE WILL ROLL BACK AND WHEN IN PARK VEHICLE WILL ROLL THEN LOCK INTO PARK.

[Diagnostics Performed]

PERFORMED INSPECTION OF CONCERN OF VEHICLE ROLLING WHILE IN PARK. ABLE TO DUPLICATE CONCERN WHEN COMING TO A STOP AND PUTTING VEHICLE IN PARK VEHICLE WILL KEEP ROLLING. I WATCHED THE RANGE SWITCH LOCK INTO PARK AND HEARD A INTERNAL LOCK TURNING INSIDE DRIVE MOTOR ONCE NOISE OF MOTOR STOPPED VEHICLE CAME TO A COMPLETE STOP. SO MY QUESTION IS WHAT IS INSIDE THE DRIVE MOTOR THAT IS TURNING AND PUTTING VEHICLE INTO PARK/LOCK MODE BECAUSE THAT SOUNDS LIKE IT IS ACTUATING SLOW I THINK. I SEARCHED ON KGIS FOR CONCERN OF ROLLING IN PARK AND FOUND SC191 FOR ECM UPDATE. ECM UPDATE HAS ALREADY BEEN PERFORMED.

*** Dispatched to Queue Service Alert / Techline on 12/16/2021 01:08:27 (PST)

*** Case note has been appended from duplicated auto-case on 12/29/2021 01:02:07 (PST)

Comments from UPER

Part ordered for customer vehicle has been placed into the UPER status on 12/28/2021 00:00:00

Dealer Name : DESIMONE MOTOR VEHICLES, INC. Kia on the Boulevard
Dealer Contact name : RONT PARTS MANAGER
Dealer Phone : 215 671 9000
Part No# : 44500 18410 Kia on the Boulevard
Part Name : GEAR DRIVE UNIT ASSY
Order No# : [REDACTED]
Order Qty# : 1

*** Phone - Call - Inbound created on 05/02/2022 07:51:55 and created by Trinity Swangle ***

cust states danis auto/[REDACTED]
vin/case# kndjx3ae1g/[REDACTED]

wtr states

Kia America Customer Care Department

Page 2 of 3

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE1G7	██████████	██████████	52.237
Philadelphia	PA	19154	12/15/2015	Dealer: PA085	Kia On The Boulevard

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Supply

Kia Case Type Lvl2: Parts

Kia Case Type Lvl4: Delivery Time

- 1.Upper status
- 2.Do not know if over seas or not
- 3.Give case#
- 4.This is still under cliff turner

cust states

- 1.6 months now
- 2.I want this part
- 3.Josh from dlr
- 4.Will call him

join call

josh states

- 1.No eta for transmission and then another vehicle for battery
- 2.Battery last showed out of dallas

wtr states

- 1.Have we called factory

josh states

- 1.No eta sales manager called them
- 2.They said it is with corporate now
- 3.Ext for parts manager ext 2156719000 4024
- 4.Transmission no eta or movement on that one

end

calling parts manager

wtr states

- 1.Intro self
- 2.Give info

parts states

- 1.Still on bo

wtr states

- 1.Where is it coming form

parts states

- 1.Do not know where it is coming from
- 2.What is cb and name

wtr states

- 1.Gave case#
- 2.Gave cb#
- 3.Gave name

end

wtr states

Kia America Customer Care Department

Page 3 of 3

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE1G7	██████████	██████████	52.237
Philadelphia	PA	19154	12/15/2015	Dealer: PA085	Kia On The Boulevard

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Supply

Kia Case Type Lvl2: Parts

Kia Case Type Lvl4: Delivery Time

- 1.They did not have any info
- 2.I am trying to see if i can get this assigned to someone

cust expresses frustration to me

wtr states

- 1.I am cm now
- 2.The dlr will fu and i will try to fu as well

*** 07/22/2022 09:07:14 (GMT-05:00) Eastern Time (US & Canada) ***

Closed by Jada Jones with Resolution Code : No Cust Contact
[Resolution Summary]

*** Case ██████████ is sent on 10/6/2023 15:44:54 by Legal User KMA

To: yvonne.dalton@lhlaw.com

Cc:

Title: CA-██████████

Kia America Customer Care Department

Page 1 of 13

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AEXG7	██████████	██████████	44,554
Glendale, CA	91204	06/14/2016		Dealer: CA283	Car Pros Kia Glendale

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Discharging

Case History

Dealer : Car Pros KIA Glendale

Technician : Petoo Khosravian

Service Manager : EFRAIN PEREZ

Dealer Phone :

DPSM : Dennis Brown

Vehicle Model : SOUL EV+

Model Year : 2016

Mileage : 44554

Initial comments by Technician found in TL Case # ██████████ :

[Problem Description]

CUSTOMER STATES THE RANGE WITH FULLY CHARGES BATTERY HAS DROPPED TO 50 MILES ,IT USED TO BE 120

[Diagnostics Performed]

Checked and inspect scan DTC P1BA9 history code check freeze from data state of charge of battery 16.0% and charge power 90 kw and the check system no.more any upgrade check the check BMS data analysis max cell voltage 3.84 V and min cell voltage 3.82 V and social state of charged 81.5% and show state of health 43.0% and check charging system work ok,
sent BMS data thanks.

*** Dispatched to Queue Service Alert / Techline on 01/14/2022 01:04:30 (PST)

*** 05/19/2022 13:50:32 ***

Closed by Rebecca Waddel with Resolution Code : Concerns Recorded

[Resolution Summary]

TL Case # ██████████ closed sts the PWA was approved, but warranty exclusion was advised to the Guest.

*** 05/31/2022 16:54:34 ***

Reopened by Roberto Salazar with Sub Status of Working

*** Phone - Call - Inbound created on 05/31/2022 16:54:45 and created by Roberto Salazar ***

Customer States:

1. Vehicle has been at CA283 since January.
2. Requesting update.

Writer States;

1. Acknowledged.
2. I will contact DLR for an update.
3. Thank you.

Customer States:

1. Thank you.

*** Phone - Call - Outbound created on 06/02/2022 11:33:23 and created by Felicity Sierras ***

Called Dir CA283 Spoke with Aline Left Message for C/B provided 800# and Case#

*** Email - External Email Sent created on 06/02/2022 11:42:04 and created by Felicity Sierras ***

Hello Efrain,

Kia America Customer Care Department

Last name	First name	VIN of 2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AEXG7██████████	██████████	44,554
Glendale, CA 91204		06/14/2016	Dealer: CA283	Car Pros Kia Glendale

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Discharging

Please Respond with the Attached information Regarding this customer.

Vin #KNDJX3AEXG7██████████ 2016 Soul EV+.

Thank you,

Felicity

Kia Consumer Assistance Center

Kia America, Inc.

Phone: (800) 333/4542

Service Template

Customer Name:

Customer Phone:

Customer Address:

Most Recent Ro#:

RO open date:

Mileage:

Most Recent Repair Issue and Diagnosis:

Cause:

Concern:

Correction:

Repeat Repair (Y/N), N if so, how many times:

Repair History of current concern with dates (Open And closed) and mileage:

ETA for Completion of repairs (if applicable):

Parts on order(Y/N):

Part #

Order#

Rental/Loaner Provided? If so, Since when? :

Vehicle Repaired:

Customer Has Possession:

*** Phone - Call - Inbound created on 06/02/2022 11:34:47 and created by Felicity Sierras ***

Owner ██████████ states:

1. Calling for update

Kia America Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AEXG7	[REDACTED]	[REDACTED]	44,554
Glendale, CA	91204	06/14/2016		Dealer: CA283	Car Pros Kia Glendale

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Discharging

Wrt states:

1. Housekeeping
2. Apologized
3. Will call Dlr
4. Not able to Speak with anyone left msg for C/B
5. CM will follow up with update

Cust states:

1. I have Called like 4 times now with no updates

Wrt states:

1. Apologized
2. Sent email to SVM Cm will follow up with updates

Cust states:

1. ok thank you

Wrt states:

1. Offered Survey Cust

*** Email - External Email Received created on 06/03/2022 09:23:05 and created by Felicity Sierras ***

Sergeh Aghajani <sergeh@carpros.com>

7:08 AM (2 hours ago)

to Raymond, Efrain, fsierras@kiaconsumeraffairs.com

Service Template

Customer Name: [REDACTED]

Customer Phone: [REDACTED]

Customer Address: [REDACTED] LOS ANGELES CALIFORNIA [REDACTED]

Most Recent Ro#: [REDACTED]

RO open date: 01/12/22

Mileage: 44554

Most Recent Repair Issue and Diagnosis:

Cause: HIGH VOLTAGE BATTERY CELL PROBLEM

Concern: CUSTOMER STATES THE RANGE WITH FULLY CHARGES BATTERY HAS DROPPED TO 50 MILES , IT USED TO BE 120

Correction: HIGH VOLTAGE BATTERY PACK REPLACEMENT

Repeat Repair (Y/N), N if so, how many times:

Repair History of current concern with dates (Open And closed) and mileage:

Kia America Customer Care Department

Page 4 of 13

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AEXG7	[REDACTED]	[REDACTED]	44,554
Glendale , CA	91204	06/14/2016		Dealer: CA283	Car Pros Kia Glendale

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Discharging

ETA for Completion of repairs (if applicable): N/A

Parts on order(Y/N):Y

Part # 37510-E4200R

Order# [REDACTED]

Rental/Loaner Provided? If so, Since when? : YES ,SINCE 1/12/22

Vehicle Repaired: NO

Customer Has Possession: NO

Sergeh Aghajani
Assistant Service Manager
Carpros Kia Glendale

400 S. Brand Blvd
Glendale, Ca 91204
Phone#818-745-1101
Fax#818-244-0019

*** 07/09/2022 05:45:04 ***

Closed by Roberto Salazar with Resolution Code : No Cust Contact
[Resolution Summary]

*** 07/14/2022 17:19:40 ***

Reopened by Jacob Carman with Sub Status of Working

*** Phone - Call - Inbound created on 07/14/2022 17:31:54 and created by Jacob Carman ***

Owner, [REDACTED] states:

1. I'm just waiting on a call back

Wrt states:

1. informed cust case was closed

Cust states:

1. oh why I don't got my veh back

Wrt states:

1. unsure why it was closed but i just reopened it
2. care to hold while I check and see what next steps will be in your case

Cust states:

1. yes that is fine

placed cust on hold

Wrt states:

1. informed cust I am going to have to escalate your case to our ECR dept

Kia America
Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AEXG7	[REDACTED]	[REDACTED]	44,554
Glendale, CA	91204	06/14/2016		Dealer: CA283	Car Pros Kia Glendale

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

2. advised cust to be looking out for a call here in 3-5 days

Cust states:

1. ok will do
2. is it still just waiting on the battery

Wrt states:

1. yeah it still shows no ETA on it

Cust states:

1. oh dang so I guess the supply chain issue is still a thing

Wrt states:

1. yes it is a lot of people are waiting awhile on parts
2. can I help with anything else today

Cust states:

1. no that was all ill keep an eye out for that call

*** Phone - Call - Inbound created on 07/14/2022 17:36:48 and created by Jason Henry ***
Dispatching to ECR

- 1 Customer states battery life is very low
- 2 Dealer states veh needs new battery and is on B/O
- 3 Dispatching because veh down since January
- 4 Please review and follow up accordingly

*** 07/14/2022 17:58:00 ***

Dispatched from WIPBin = Inbox to Queue Western Region ECR by Jason Henry
Reason:

*** 07/15/2022 04:11:47 ***

Accepted from Queue Western Region ECR to WIPBin 12. Western by Kayla Erwin

*** 07/15/2022 04:44:39 ***

Case moved into WIPBin 12. Western and Sub Status of Working

*** 07/15/2022 04:47:04 ***

Dispatched from WIPBin = 07. Assigned to Queue Western Region Admin by Kayla Erwin
Reason:

*** 07/19/2022 13:51:16 ***

Accepted from Queue = Western Region Admin to WIPBin Default

*** Phone - Call - Inbound created on 07/21/2022 10:05:56 and created by Keith Dobyns ***
[REDACTED] calls in

states

- 1 calling to speaks to a manager
- 2 was supposed to get a call from one but not hearing anything
- 3 veh has been in shop since January, for some supply issue
- 4 but this is taking way too long

Kia America
Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AEXG7	[REDACTED]	[REDACTED]	44,554
Glendale, CA	91204	06/14/2016		Dealer: CA283	Car Pros Kia Glendale

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Discharging

wrt states

- 1 happy to assist
- 2 apologizes
- 3 can see case is being escalated
- 4 will reach out to sup, one moment

cust

- 1 ok thank you Keith

wrt calls sup line, transfers to live sup

*** Phone - Call - Inbound created on 07/21/2022 10:10:51 (GMT-07:00) Arizona and created by Brenda Hernandez ***

Sup Call

Customer states:

- 1 I am checking on my case
- 2 I was told that I would get a call back
- 3 This has been going on since January
- 4 I do not understand why nothing has been done
- 5 When I dropped of my car in January I got a call asking to purchase my vehicle
- 6 What type of compensation can I get for it being down so long

Writer states:

- 1 Apologized
- 2 Advised that case has been escalated
- 3 Advised that case manager should be following up with customer
- 4 Advised customer can have case manager review for car payments while the vehicle has been down

Customer states

- 1 Thank you

*** 07/27/2022 10:03:06 ***

Email is sent on 07/27/2022 10:00:58 by Sandra Beshai

To: [REDACTED]

Cc:

Title: Kia Consumer Assistance Center Case# [REDACTED]

*** Email - External Email Sent created on 07/27/2022 10:00:58 and created by Sandra Beshai ***

Dear [REDACTED]

Your case has been escalated to my attention regarding your concerns with your 2016 Kia Soul, as I would like to be of further assistance to you. Please provide me with the three items below as I further evaluate your case.

- All repair orders in service history
- Sales contract
- Registration

Sincerely,
Sandra B.

Kia America
Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AEXG7	[REDACTED]	[REDACTED]	44,554
Glendale, CA	91204	06/14/2016		Dealer: CA283	Car Pros Kia Glendale

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Discharging

Kia America

07/28/2022 21:39:56

Email is received on 07/28/22 21:39:44 from [REDACTED]

Attachments:

IMG_6252.PNG

IMG_6253.PNG

KIA - DMV Vehicle Transfer.pdf

KIA Car Pros Work Order.pdf

id-card.pdf

*** Email - External Email Received created on 07/28/2022 21:39:48 and created by Sandra Beshai ***

Hello Sandra,

Thank you for offering to assist, you are a beacon of hope in what has been a nightmare. Long story short the EV battery needed a replacement which is what has been communicated to be the delay, due to being on backorder. However, it also rolls forward - which I believe was a recall and was claimed to be remedied in an operating system update that was performed when I took it in to be serviced- but it most certainly has still rolled forward when in park.

I have attached emails of work orders I was able to find as well as the vehicle transfer of ownership DMV document. My registration is in the vehicle (I never imagined I would need to remove it) and I honestly do not know where they have had it stored all this time. I have included my insurance ID however, I hope that will suffice.

Service dates at KIA Car Pros leading up to this include: 9/18/2020, 1/4/2021, 6/21/2021, 1/12/2022. Vehicle left with their service team on 1/12/2022.

To provide a brief history: On 1/14/2022 it was confirmed that the battery needed to be replaced. I was informed that based on their recent experience, the battery takes a while to arrive as they are on back order - "some times takes in excess of a month." So I was prepared for a month, waited until 3/1/2022 to reach out after not hearing an update. I reached out and received "still on backorder" updates on 3/26/2022, 5/31/2022, 6/14/2022. I was given your customer affairs number then and opened a case. Was never given a call back after spending hours on the phone on multiple occasions, this email is literally the first response I have received. My case was mysteriously closed on 7/9/2022 without any communication. How very concerning and disappointing to hear that, right? I reopened the case, and asked to speak to a manager. I was promised a call from one in 3-5 days, but it didn't happen. I reached out again, another hour on hold, and finally someone wonderful escalated my case to you.

Your time is appreciated, I look forward to hearing back from you!

Thanks

[REDACTED]

*** 07/29/2022 09:35:25 ***

Email is sent on 07/29/2022 09:28:42 by Sandra Beshai

To: [REDACTED]

Cc:

Title: RE: Kia Consumer Assistance Center Case# [REDACTED]

*** Email - External Email Sent created on 07/29/2022 09:28:42 and created by Sandra Beshai ***

Dear [REDACTED]

Kia America
Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AEXG7	██████████	██████████	44,554
Glendale, CA	91204	06/14/2016		Dealer: CA283	Car Pros Kia Glendale

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Battery Discharging

Thank you for your timely response. I apologize for your experience and hope to provide you with assistance that ensures your satisfaction.

Please be informed, your Sales Contract is a different document than your DMV Vehicle Transfer and Reassignment Form. Please provide me with a clear copy of your sales contract. I will also need every repair order in your service history. You may request these from the dealership. Please let me know if you have any additional questions.

Sincerely,
Sandra B.
Kia America

08/01/2022 13:10:12

Email is received on 08/01/22 13:10:00 from ██████████

- Attachments:
- CSI-337224.3_GK_S_62e575fbb87cd.pdf
 - CSI-337224C_GK_S_62e576185bc75.pdf
 - CSI-353802.2_GK_S_62e575d5da985.pdf
 - CSI-361716_GK_S_62e575bda6de3.pdf
 - CSI-375317.2_GK_S_62e575a3b82ee.pdf

08/02/2022 12:55:40

Email is received on 08/02/22 12:55:24 from ██████████

- Attachments:
- Kia certified used vehicle contract.pdf
 - Kia of Ventura summary of purchase.pdf

*** Email - External Email Received created on 08/01/2022 13:10:05 and created by Sandra Beshai ***

Hello Sandra,

Happy Monday! I have attached the work orders I have acquired from your dealership.

Can you provide me with an example of what the Sales Contract looks like? The vehicle was purchased at Kia of Ventura I have every piece of paperwork saved from signing but do not see anything labeled exactly as such. Could you assist?

*** Email - External Email Received created on 08/02/2022 12:55:31 and created by Sandra Beshai ***

Hello Sandra,

I am also attaching what I imagine could be the Sales Contract for your review.

Thanks!

*** 08/03/2022 09:22:24 ***

Email is sent on 08/03/2022 09:20:43 by Sandra Beshai

To: ██████████

Cc:

Title: RE: Kia Consumer Assistance Center Case# ██████████

Attachments:
example.jpg

Kia America
Customer Care Department

Last name	First name	VIN of 2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AEXG7 [REDACTED]	[REDACTED]	44,554
Glendale, CA	91204	06/14/2016	Dealer: CA283	Car Pros Kia Glendale

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Discharging

example 2.jpg

*** Email - External Email Sent created on 08/03/2022 09:20:43 and created by Sandra Beshai ***
Dear [REDACTED]

Please find attached 2 examples of a sales contract. It may be labeled as "Retail Installment Sale Contract". Please let me know if you have additional questions.

Sincerely,
Sandra B.
Kia America

08/03/2022 20:12:09

Email is received on 08/03/22 20:11:52 from [REDACTED]
Attachments:
KIA Soul EV Sales Contract - [REDACTED].jpeg
KIA sale contract.pdf

*** Email - External Email Received created on 08/03/2022 20:11:58 and created by Sandra Beshai ***
Hello Sandra,

Appreciate the examples, it helped! I believe the longer document is what we are looking for but have included both.

Looking forward to hearing from you about next steps!

Thank you,
[REDACTED]

*** 08/04/2022 12:10:30 ***

Email is sent on 08/04/2022 12:07:14 by Sandra Beshai
To: [REDACTED]
Cc:
Title: RE: Kia Consumer Assistance Center Case# [REDACTED]
Attachments:
Repurchase Offer, Stepp.pdf

*** Email - External Email Sent created on 08/04/2022 12:07:14 and created by Sandra Beshai ***
Dear [REDACTED]

Thank you for providing the sales contract and for giving us the opportunity to address your concerns. I have reviewed your case and we would like to make you an offer to repurchase your vehicle. Please find the offer letter attached for details. If you choose to accept, please return a signed copy to my attention. Please let me know if you have any questions or concerns.

Sincerely,
Sandra B.
Kia America

Kia America Customer Care Department

Page 10 of 13

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
Glendale	CA	91204	06/14/2016	Dealer: CA283	Car Pros Kia Glendale

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Discharging

08/05/2022 18:10:10

Email is received on 08/05/22 18:10:03 from [REDACTED]

08/10/2022 12:48:15

Email is received on 08/10/22 12:48:09 from [REDACTED]

08/10/2022 14:18:43

Email is received on 08/10/22 14:18:37 from [REDACTED]

08/11/2022 15:35:50

Email is received on 08/11/22 15:35:44 from [REDACTED]

*** Email - External Email Received created on 08/05/2022 18:10:08 and created by Sandra Beshaj ***
Hello Sandra,

I have a couple of questions / revisions I would like to clear up in order to feel more comfortable moving forward.

- I have paid \$13,800.88 (with \$5,256.10 remaining) on my \$19,056.98 loan, can I see a revised settlement with this itemized and included?

- Can I have a breakdown on what the 'Less Optional Service/Gap/Other*' category includes?

Any "optional service" was due to the rollaway vehicle or the faulty battery. This category does not seem like something I should bear a \$2,000 responsibility for.

- After reviewing the 'Less Mileage Deduction (based on 20,820 miles)' I'm confused where this number came from and nearly doubles the reality of what was documented to you. This random number is certainly to my detriment as it deducts much more than it should based on mileage. Where did 20,820 come from and can it please be adjusted to accurately reflect the documents provided?

- It was mentioned to me by a KIA Customer Service representative that gas expenses could be covered as it was an expense I wouldn't have been paying for had I had my electric vehicle. This is a total of around \$300 for gas since January. I can provide debit card transaction records if necessary. Beyond this, I would also like to take into account my time spent dealing with this, days lost to service visits, endless calls and callbacks, Uber rides back and forth - all for a problem that never got resolved.

- The settlement states I may be entitled to a refund for any unused portion of an extended service contract or insurance product. Can you please elaborate on which applies to me?

- If moving forward once the above is discussed, could this really take an additional 60-90 days to process where I will be out of a vehicle because of this situation?

Kia America
Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AEXG7	[REDACTED]	[REDACTED]	44,554
Glendale, CA	91204	06/14/2016		Dealer: CA283	Car Pros Kia Glendale

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Discharging

Thank you for reviewing these concerns!

[REDACTED]

*** 08/11/2022 16:27:37 ***

Email is sent on 08/11/2022 16:13:36 by Sandra Beshai

To: [REDACTED]

Cc:

Title: RE: Kia Consumer Assistance Center Case# [REDACTED]

*** Email - External Email Sent created on 08/11/2022 16:13:36 and created by Sandra Beshai ***

Dear [REDACTED]

- If you choose to accept the repurchase offer, we will be obtaining your payoff information from your lender to verify all payments made.

- Optional service/gap/other are optional products sold by the dealership that you chose to purchase. You may find the details of those products on your sales contract. On the offer letter it states that you may be entitled to a refund for any unused portion of a service contract. I would recommend calling the dealership to see if you can get a full or partial refund on the \$2,000.00.

- The mileage deduction number is the mileage your vehicle was at when it needed the battery replacement minus the miles your vehicle had when you first bought it. We are only deducting miles you personally drove, which came out to 20,820.

- We are happy to reimburse you for any incidental expenses. Please provide me with receipts for your gas and Uber expenses and I will be happy to review.

- The process takes approximately 60-90 days. This is an approximation that is subject to change.

Please let me know if you have any additional questions.

Sincerely,
Sandra B.
Kia America

*** Email - External Email Received created on 08/10/2022 12:48:13 and created by Sandra Beshai ***

Hello Sandra,

Checking back in on this as I have not received a response. Looking forward to seeing revisions and moving forward.

Thanks

*** Email - External Email Received created on 08/10/2022 14:18:41 and created by Sandra Beshai ***

Hello Sandra,

I just heard back from KIA Car Pros who told me they received a battery. Extremely funny timing! They stated this is NOT a new battery, but in fact a remanufactured battery. This was not what I was told would happen and worries

Kia America
Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AEXG7	[REDACTED]	[REDACTED]	44,554
Glendale	, CA 91204	06/14/2016		Dealer: CA283	Car Pros Kia Glendale

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Battery Discharging

me that again I am not being told the truth here.

More importantly, my vehicle was deemed fine by their technicians as far as the rollaway issue the vehicle was recalled for. A quick google search shows the 2016 KIA Soul EV was recalled for rolling away in park, which is exactly what happens to mine. This seems extremely dangerous to dismiss as it has happened to me on several occasions. Simply because it was tested and didn't happen does not show the reality of it happening on occasion. If I were to take the vehicle back, which seems like a risk to my life, will KIA be responsible for damages when the car rolls in park again?

Awaiting your response.

*** Email - External Email Received created on 08/11/2022 15:35:48 and created by Sandra Beshai ***
Hello Sandra,
Feeling left in the dark due to lack of communication. Checking back in on this as I still have not received a response for you.

The dealership pushed me to collect my vehicle even though it is not repaired and still risks rolling forward. I refused without hearing from you first, as this is putting myself in danger or risking others if it were to roll into traffic.

This is all very disappointing. When should I expect a revised settlement from you?

*** 08/11/2022 16:34:54 ***
Email is sent on 08/11/2022 16:32:15 by Sandra Beshai
To: [REDACTED]
Cc:
Title: RE: Kia Consumer Assistance Center Case# [REDACTED]

*** Email - External Email Sent created on 08/11/2022 16:32:15 and created by Sandra Beshai ***
Dear [REDACTED]

I apologize I was not able to respond to your emails earlier. If the technicians deemed your vehicle to be safe after the battery replacement, I trust their expertise and would recommend picking up your vehicle. If you do not feel safe, I would encourage you to consider our offer to buyback your vehicle. Please let me know how you would like to proceed.

Sincerely,
Sandra B.
Kia America

08/12/2022 16:20:05
Email is received on 08/12/22 16:19:56 from [REDACTED]

*** Email - External Email Received created on 08/12/2022 16:20:02 and created by Sandra Beshai ***
Hello Sandra,

Thanks for the thorough response. I was assured there would be no rolling as long as I initiate my emergency break every time I park. While not ideal, I need my vehicle. I have collected my vehicle and I decline the settlement offer. Is your offer for incidental expenses contingent on the settlement or can I provide you an itemized list to review?

Thanks!

Kia America Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AEXG7	[REDACTED]	[REDACTED]	44,554
Glendale, CA	91204	06/14/2016		Dealer: CA283	Car Pros Kia Glendale

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Discharging

*** 08/15/2022 08:57:04 ***

Email is sent on 08/15/2022 08:56:01 by Sandra Beshai

To: [REDACTED]

Cc:

Title: RE: Kia Consumer Assistance Center Case# [REDACTED]

*** Email - External Email Sent created on 08/15/2022 08:56:01 and created by Sandra Beshai ***

Dear [REDACTED]

Thank you for your response. We are happy to review any receipts you provide us with.

Sincerely,
Sandra B.
Kia America

*** 11/16/2022 11:20:14 ***

Closed by Sandra Beshai with Resolution Code : Concerns Recorded

[Resolution Summary]

Offered repurchase, customer declined offer

*** Case [REDACTED] is sent on 10/6/2023 16:0:55 by Legal User KMA

To: yvonne.dalton@lhlaw.com

Cc:

Title: CA-[REDACTED]

Kia America
Customer Care Department

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AEXH7	██████████	██████████	38,662
Wilmington	DE 19806	06/20/2017		Dealer: DE008	Kia of Wilmington

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

Case History

Dealer : KIA of Wilmington
Technician : eric armstrong
Service Manager : ALFRED WAYCHUNAS
Dealer Phone :
DPSM : George Karas
Vehicle Model : SOUL EV+
Model Year : 2017
Mileage : 38662
Initial comments by Technician found in TL Case # ██████████ :

[Problem Description]

cust has no park most of time will not hold till ign. turned off and brake system. holds car

[Diagnostics Performed]

no code in any system. park shows on scanner when in park but car rolls. cust says was all ways like that from when new ??? but any way at times it will hold and when turned off i can here a click noise and the rear brakes engage with auto hold.

*** Dispatched to Queue Service Alert / Techline on 01/18/2022 01:08:27 (PST)

*** Case note has been appended from duplicated auto-case on 01/19/2022 01:01:28 (PST)

Comments from UPER

Part ordered for customer vehicle has been placed into the UPER status on 01/18/2022 00:00:00

Dealer Name : DELAWARE MOTOR SALES, INC. Kia of Wilmington
Dealer Contact name : JEREMY
Dealer Phone : 302 656 3100
Part No# : 44500 18410 Kia of Wilmington
Part Name : GEAR DRIVE UNIT ASSY
Order No# : ██████████
Order Qty# : 1

*** Phone - Call - Inbound created on 05/18/2022 09:32:33 and created by Francine Turner ***

Cust called ██████████
Cust states

1. My car has been at the shop for about 6 months
2. They have offered me a loaner but I have been paying for the gas
3. I want compensation

Wrt states

1. I do apologize
2. The car is still at the dealer?

Cust states

1. If Kia doesn't help me I will go public
2. I have an idea you can offer me

Kia America Customer Care Department

Page 2 of 15

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AEXH7	[REDACTED]	[REDACTED]	38,662
Wilmington	DE	19806	06/20/2017	Dealer: DE008	Kia of Wilmington

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Transmission

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

I want an EV6 at half price or 3000 in cash

3. Yes it is still there.

Cust states

1. Yes

2. I would be happy to advertise for Kia

3. Kia is making a zillion dollars but we have to pay them? They should pay us

Wrt states

1. I am sorry for the frustration

2. I do need to call the dealership for more information.

Cust states

1 ok

Wrt states

Survey offered

*Wrt states

Called Dir DE008 for SerTemp

spoke to David

Service Template

David

Customer name: [REDACTED]

Customer phone #: [REDACTED]

Customer address: [REDACTED]

Most recent RO #: [REDACTED]

RO open date: 1/14/22

Mileage: 30662

Most recent Repair Issue and Diagnosis: Needs a transmission

Cause: Cust states Not going into park

Concern

Correction

Repeat Repair (Y/N), 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): next week Transmission comin in Friday

Parts on order (Y/N):

Part#

Order#:

Rental / Loaner Provided? If so, since when?: Y Loaner

Vehicle repaired?: N Nest week

Customer has possession?: N

1. Is the car still at the Dir?

*** Phone - Call - Inbound created on 05/20/2022 13:09:30 and created by Leonard Spiva ***

cust states:

1. My car has been in the shop for 5 months, one of the loaners has a misfire, I'd like compensation in the amount of \$3000.00 I want to turn in my car

2. The dlr told me today that the transmission called me today

3. I will go public and say that Kia doesn't endorse their electric vehicles if the issue is not resolved

wrt states:

1. Apology

2. Updated contact information

3. Adv of SC226d airbag safety recall

4. Adv that case would be esc due to days down

Kia America Customer Care Department

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AEXH7	██████████	██████████	38,662
Wilmington	DE	19806	06/20/2017	Dealer: DE008	Kia of Wilmington

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Transmission

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

cust states:

1.Ok thank you

*** Phone - Call - Inbound created on 05/20/2022 13:13:49 and created by Leonard Spiva ***

cust states:

- 1.Id like for them to buyback the car so I don't have to have three car payments
- 2.The car is not fast enough and it doesn't have a lot of range, I just want something better
- 3.Peolpe said that the car would be done today, and that they would have it done today, One of the tires on the loaner was popped, they told me no when when i asked them to replace the tire , they told me no, I put out \$300 on the tire
- 4.They aren't helping me at all, and the car is under warranty
- 5.If they can give me a better deal on the car that would be awesome

*** Phone - Call - Inbound created on 05/20/2022 13:19:51 and created by Leonard Spiva ***

wrt states:

1 Kia participates in a third-party arbitration program through BBB AUTO LINE (this service is free of charge to Kia customers).

2 Please reference your Warranty and Consumer Information Manual (WCIM) for more details about the BBB arbitration program.

3 We are escalating your case to ECR and you should expect a callback as soon as they have more information for you.

cust states:

1. I understand that you have explained this to me, I don't agree to anything though
- 2.I will only take kia to court if they don't meet my terms
- 3.Is this line recorded

wrt states:

1.Yes

cust states:

1.Ok thank you

*** Note - Others created on 05/20/2022 13:27:16 (GMT-07:00) Arizona and created by Randy Chacon ***

Dispatch for:

1 Customer states car is down for transmission replacement, and requesting to make a deal for a replacement vehicle

2 Dealer states transmission is in and repairs are under way

3 Dispatching because cust states buyback, implied replacement, legal action

4 Please review and follow up accordingly

*** 05/20/2022 17:54:10 (GMT-07:00) Arizona ***

Dispatched from WIPBin = Default to Queue Eastern Region ECR by Randy Chacon

Kia America
Customer Care Department

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AEXH7	[REDACTED]	[REDACTED]	38,662
Wilmington	DE	19806	06/20/2017	Dealer: DE008	Kia of Wilmington

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Transmission

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Reason:

*** 05/23/2022 04:08:31 ***

Accepted from Queue Eastern Region ECR to WIPBin 10. Eastern by Kayla Erwin

*** 05/23/2022 05:24:34 ***

Assigned to WIPBin Default of Jacob Adams by Kayla Erwin

Reason:

*** Phone - Call - Inbound created on 05/23/2022 11:50:06 and created by Anais Carrillo ***

Cust states:

1. Calling to f/u.
2. my issue is in notes.

Writer states:

1. Apologies.
2. Ok let me check notes one moment...

Cust states:

1. Can you not read and talk at the same time?
2. I need to know whats gonna happen
3. Im gonna blast kia all over.
4. Im over this vehicle
5. Cust continues to vent further

Writer states:

1. Let me reach out to cm
2. He is avail

warm transferred to cm

*** Phone - Call - Inbound created on 05/23/2022 12:01:15 and created by Jacob Adams ***

[REDACTED] (owner) states

- 1 i am calling about my vehicle
- 2 i am calling to go over my case

writer states

- 1 we do understand at this time
- 2 the dealer is working on replacing your transmission
- 3 we also understand that you are requesting to file for buyback
- 4 is that correct

customer states

- 1 i do not know what that is

writer states

- 1 in other words you are requesting us as a manufacture to buyback your vehicle

customer states

- 1 no what i wan to do is for you to keep this vehicle and provide me an EV6 at no cost
- 2 if not i will create a website detailing the issues this has caused me

Kia America
Customer Care Department

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AEXH7	[REDACTED]	[REDACTED]	38,662
Wilmington	DE	19806	06/20/2017	Dealer: DE008	Kia of Wilmington

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

writer states

1 do apologize that is not something we can authorize
2 outside of the buyback laws

customer states

1 i am wanting to file for arbitration

writer states

1 next we will email you an acknowledgement letter

customer states

1 thank you

*** 05/23/2022 12:18:29 ***

Email is sent on 05/23/2022 12:17:54 by Jacob Adams

To: [REDACTED]

Cc:

Title: Kia Consumer Assistance Center Case# [REDACTED]

Attachments:

[REDACTED] KCAC Akw Ltr and Information Request.pdf

*** Email - External Email Sent created on 05/23/2022 12:17:54 and created by Jacob Adams ***

Dear [REDACTED]

Here is the Acknowledgement Letter. Please print, review, fill out and return with the requested documents. Once we receive this back we will proceed forward with your request.

If you have any questions or comments, please feel free to contact me at (520)274-1669 and refer to your case number and we will be happy to assist you. If it is more convenient for you, please feel free to respond to this email and we will be happy to follow up with you regarding the matter.

Sincerely,

Jacob Adams, Escalated Case Representative

T 520-274-1669 F 866-852-6617

111 Peters Canyon Road, Irvine, CA 92606 USA

05/23/2022 12:19:50

Email is received on 05/23/22 12:19:42 from [REDACTED]

*** Email - External Email Received created on 05/23/2022 12:19:48 and created by Jacob Adams ***

Your Sinseer Brother In Arms,

[REDACTED]

[REDACTED] Dover, DE [REDACTED]

[REDACTED] Camden, DE [REDACTED]

Kia America Customer Care Department

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AEXH7	[REDACTED]	[REDACTED]	38,662
Wilmington	DE	19806	06/20/2017	Dealer: DE008	Kia of Wilmington

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Transmission

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

*** Phone - Call - Outbound created on 05/26/2022 07:11:21 and created by Jacob Adams ***
writer called DE008 services
1 calling about the 2017 SOUL EV+

Kimberly states
1 the vehicle has been repaired
2 customer has been advised
3 customer is refusing to pickup the vehicle

writer states
1 will call the customer
2 thank you

*** Phone - Call - Inbound created on 05/23/2022 10:41:02 and created by Jacob Adams ***

Cust states
1. Was trying to get and update on my case just to get my car traded in and i'm getting no w fed up with kia i don't want to have to expose kia
2. Some one was supposed to call me and i have not received any call at all

Writ states
1. Apologize for this issue

*** Phone - Call - Outbound created on 05/26/2022 07:14:47 and created by Jacob Adams ***

** ECR callback **

Writer called [REDACTED]
1 we have been advised that your vehicle is ready to be picked up

customer states
1 that is correct
2 i am on my way to pickup the vehicle
3 however i am still wanting to file

writer states
1 we will await for the requested documents

customer states
1 thanks

*** Note - Others created on 05/31/2022 12:45:41 and created by Jacob Adams ***
checking for docs

*** 06/02/2022 13:18:00 ***
Case moved into WIPBin ECR 5Friday and Sub Status of Assigned

*** Note - Others created on 06/06/2022 12:56:15 and created by Jacob Adams ***
checking for docs

*** 06/09/2022 12:05:28 ***
Email is sent on 06/09/2022 12:05:18 by Jacob Adams
To: [REDACTED]
Cc:

Kia America
Customer Care Department

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AEXH7	[REDACTED]	[REDACTED]	38,662
Wilmington	DE	19806	06/20/2017	Dealer: DE008	Kia of Wilmington

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

Title: Kia Consumer Assistance Center Case# [REDACTED]

*** Email - External Email Sent created on 06/09/2022 12:05:18 and created by Jacob Adams ***
Dear [REDACTED]

We do apologize but at this time we have still not received any documents. When you have a chance, please send us the documents so that we may proceed forward with a resolution.

If you have any questions or comments, please feel free to contact me at (520)274-1669 and refer to your case number and we will be happy to assist you. If it is more convenient for you, please feel free to respond to this email and we will be happy to follow up with you regarding the matter.

Sincerely,
Jacob Adams, Escalated Case Representative
T 520-274-1669 F 866-852-6617
111 Peters Canyon Road, Irvine, CA 92606 USA

*** Email - External Email Sent created on 06/09/2022 12:05:18 and created by Jacob Adams ***
Dear [REDACTED]

We do apologize but at this time we have still not received any documents. When you have a chance, please send us the documents so that we may proceed forward with a resolution.

If you have any questions or comments, please feel free to contact me at (520)274-1669 and refer to your case number and we will be happy to assist you. If it is more convenient for you, please feel free to respond to this email and we will be happy to follow up with you regarding the matter.

Sincerely,
Jacob Adams, Escalated Case Representative
T 520-274-1669 F 866-852-6617
111 Peters Canyon Road, Irvine, CA 92606 USA

06/09/2022 12:06:19
Email is received on 06/09/22 12:06:12 from [REDACTED]

*** Email - External Email Received created on 06/09/2022 12:06:17 and created by Jacob Adams ***
Your Sinseer Brother In Arms,

[REDACTED]
[REDACTED] Dover, DE [REDACTED]

[REDACTED] Camden, DE [REDACTED]

*** Note - Others created on 06/14/2022 11:20:29 and created by Jacob Adams ***
checking for docs

*** 06/16/2022 05:07:34 ***
Case moved into WIPBin ECR 1Monday and Sub Status of Assigned

Kia America Customer Care Department

Page 8 of 15

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AEXH7	[REDACTED]	[REDACTED]	38,662
Wilmington	DE 19806	06/20/2017		Dealer: DE008	Kia of Wilmington

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Transmission

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

*** Note - Others created on 06/22/2022 13:49:35 and created by Jacob Adams ***
checking for docs

*** 06/23/2022 10:23:00 ***

Case moved into WIPBin ECR 1Monday and Sub Status of Assigned

*** Phone - Call - Outbound created on 06/24/2022 10:56:45 and created by Mike Meadows ***
Writer received call from [REDACTED] (owner) @ [REDACTED]

Customer states

- 1 I am trying to get in arbitration with kia.
2. Was forced to drive a gas car for 6 months.

Wrt states

- 1 apologized for concerns.
2. Did your wife purchase new or used?

customer states

- 1 I need to exactly to know what you would like me to provide
2. I was asking for brand new EV6 I want to be compensated for all my problems.
3. I will take the newest kia soul EV.
4. I will pay the old soul and give me a new soul.

Wrt states:

1. Ref the email sent on 5/23 please reply to this email with the needed docs.

customer states

- 1 The dealer cant get the service records they say can only get the car fax.
2. I cant afford a car fax when kia can pull it.
3. I have lost wages, marital stuff and flipped out on people and paid gas.
4. I want a new soul.

Wrt states

- 1 Will update case for ECR to follow up.
- 3.Ok thank you.

customer states

1. Ok thank you.

*** 06/24/2022 10:58:18 ***

Email is sent on 06/24/2022 10:57:44 by Mike Meadows

To: [REDACTED]

Cc:

Title: Kia Consumer Assistance Center Case# [REDACTED]

*** Email - External Email Sent created on 06/24/2022 10:57:44 and created by Mike Meadows ***
Your Case Number: [REDACTED]

Kia America
Customer Care Department

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AEXH7	██████████	██████████	38,662
Wilmington	DE 19806	06/20/2017		Dealer: DE008	Kia of Wilmington

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

VIN: KNDJX3AEXH7██████████5Dear ██████████ This email is a status update to your case. Please reply with the documents needed. If you have any questions in the meantime, please feel free to contact the Kia Consumer Assistance Center at (800) 333-4542 and refer to your case number and we will be happy to assist you. If it is more convenient for you, please feel free to respond to this email and we will be happy to follow up with you regarding the matter. Thank you for patiently working with Kia America regarding your concerns. Sincerely, Kia

America-----REPLY
INSTRUCTIONS: If further communication is desired with a Kia Consumer Assistance agent, please reply directly to this e-mail without altering or deleting any information. This will allow for your response to be routed to the appropriate agent in a timely manner. Case# ██████████

06/24/2022 10:58:59

Email is received on 06/24/22 10:58:53 from ██████████

*** Email - External Email Received created on 06/24/2022 10:58:58 and created by Jacob Adams ***

Your Sinseer Brother In Arms,

██████████

██████████ Dover, DE ██████████

██████████ Camden, DE ██████████

*** Phone - Call - Outbound created on 06/28/2022 12:45:12 and created by Jacob Adams ***

** ECR callback **

Writer called ██████████
1 just calling to check on your documents

customer states
1 still working on getting those together for you
2 thank you

*** 06/30/2022 13:38:41 ***

Case moved into WIPBin ECR 5Friday and Sub Status of Assigned

*** Note - Others created on 07/05/2022 12:35:25 and created by Jacob Adams ***
checking for docs

*** Note - Others created on 07/08/2022 12:58:28 and created by Jacob Adams ***
checking for docs

07/12/2022 11:55:21

Email is received on 07/12/22 11:55:08 from ██████████

Attachments:
CSI-304070.1_DC_S_62cd8e07211b1.pdf

07/12/2022 11:56:51

Email is received on 07/12/22 11:56:42 from ██████████

*** Email - External Email Received created on 07/12/2022 11:55:17 and created by Jacob Adams ***

Kia America
Customer Care Department

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AEXH7	[REDACTED]	[REDACTED]	38,662
Wilmington	DE	19806	06/20/2017	Dealer: DE008	Kia of Wilmington

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Other

Kia,

The following is the service order and completion for the transmission parking paw...this vehicle was purchased from PENNAUTOGROUP of Allentown PA, it is under factory warranty.

I paid over 2400 in gas with the loaner vehicles Kia of Wilmington provided. I suffered financial losses, marital and family issues. I endured many hardships which will be presented during arbitration. Please inform me of any other documentation you require to proceed.

Regards,

*** Email - External Email Received created on 07/12/2022 11:56:49 and created by Jacob Adams ***
Your Sinseer Brother In Arms,

[REDACTED] Dover, DE [REDACTED]

[REDACTED] Camden, DE [REDACTED]

*** 07/14/2022 06:35:48 ***
Email is sent on 07/14/2022 06:35:06 by Jacob Adams
To: [REDACTED]
Cc:
Title: Kia Consumer Assistance Center Case# [REDACTED]

*** Email - External Email Sent created on 07/14/2022 06:35:06 and created by Jacob Adams ***
Dear [REDACTED] [REDACTED]

We do apologize but at this time we have still not received a copy of your sales/lease contract nor a copy of your registration. When you have a chance, please send us the documents so that we may proceed forward with a resolution.

If you have any questions or comments, please feel free to contact me at (520)274-1669 and refer to your case number and we will be happy to assist you. If it is more convenient for you, please feel free to respond to this email and we will be happy to follow up with you regarding the matter.

Sincerely,
Jacob Adams, Escalated Case Representative
T 520-274-1669 F 866-852-6617
111 Peters Canyon Road, Irvine, CA 92606 USA

*** Email - External Email Sent created on 07/14/2022 06:35:06 and created by Jacob Adams ***
Dear [REDACTED] [REDACTED]

We do apologize but at this time we have still not received a copy of your sales/lease contract nor a copy of your registration. When you have a chance, please send us the documents so that we may proceed forward with a resolution.

Kia America
Customer Care Department

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AEXH7	██████████	██████████	38,662
Wilmington	DE	19806	06/20/2017	Dealer: DE008	Kia of Wilmington

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Transmission

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

If you have any questions or comments, please feel free to contact me at (520)274-1669 and refer to your case number and we will be happy to assist you. If it is more convenient for you, please feel free to respond to this email and we will be happy to follow up with you regarding the matter.

Sincerely,
Jacob Adams, Escalated Case Representative
T 520-274-1669 F 866-852-6617
111 Peters Canyon Road, Irvine, CA 92606 USA

*** Note - Others created on 07/18/2022 12:40:32 and created by Jacob Adams ***
checking for docs

*** Note - Others created on 07/21/2022 11:16:03 and created by Jacob Adams ***
checking for docs

07/27/2022 07:21:34

Email is received on 07/27/22 07:21:26 from ██████████

Attachments:
Bill of Sale Kia.pdf

07/27/2022 07:22:35

Email is received on 07/27/22 07:22:27 from ██████████

*** Email - External Email Received created on 07/27/2022 07:21:31 and created by Jacob Adams ***
Here is the Bill of Sale...working on registration now.

*** Email - External Email Received created on 07/27/2022 07:22:33 and created by Jacob Adams ***
Your Sinseer Brother In Arms,

██████████

██████████ Dover, DE ██████████

██████████ Camden, DE ██████████

*** 08/03/2022 13:02:19 ***

Case moved into WIPBin ECR 2Tuesday and Sub Status of Assigned

*** 08/04/2022 13:58:16 ***

Case moved into WIPBin ECR 3Wednesday and Sub Status of Assigned

*** Note - Others created on 08/05/2022 07:52:15 and created by Jacob Adams ***
sent for review

08/05/2022 10:49:28

Email is received on 08/05/22 10:49:19 from ██████████

Kia America
Customer Care Department

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AEXH7	[REDACTED]	[REDACTED]	38,662
Wilmington	DE 19806	06/20/2017		Dealer: DE008	Kia of Wilmington

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Transmission

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Attachments:
IMG_1690.jpg

08/05/2022 10:50:56

Email is received on 08/05/22 10:50:50 from [REDACTED]

*** Email - External Email Received created on 08/05/2022 10:49:23 and created by Jacob Adams ***
[cid:1826f1f7aa33d5d2f601]
Here is the registration...do you require anything more?

Sent from my iPhone

*** Email - External Email Received created on 08/05/2022 10:50:55 and created by Jacob Adams ***
Your Sinseer Brother In Arms,

[REDACTED]
[REDACTED] Dover, DE [REDACTED]

[REDACTED] Camden, DE [REDACTED]

08/07/2022 12:13:46

Email is received on 08/07/22 12:13:38 from [REDACTED]

*** Email - External Email Received created on 08/07/2022 12:13:43 and created by Jacob Adams ***
Hi guys,

Now the blower motor has died Well I am out with my family working, I tore a part to love box trying to figure out what exactly going on. So now I have no air-conditioning nor heating. Just wanted to give you an update on this Soul,

Sent from my iPhone

*** Phone - Call - Outbound created on 08/11/2022 07:26:06 and created by Jacob Adams ***
** ECR callback **

Writer called [REDACTED]
1 looking to get something that verifies what your monthly payment is

customer states
1 will get something sent in
2 thank you

08/15/2022 09:51:28

Email is received on 08/15/22 09:51:21 from [REDACTED]

08/15/2022 09:52:31

Email is received on 08/15/22 09:52:22 from [REDACTED]

Kia America Customer Care Department

Page 13 of 15

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AEXH7	[REDACTED]	[REDACTED]	38,662
Wilmington	DE 19806	06/20/2017		Dealer: DE008	Kia of Wilmington

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Transmission

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

*** Email - External Email Received created on 08/15/2022 09:51:26 and created by Jacob Adams ***

Now the touchscreen failed, it just don't accept touch anymore, displays everything fine...uh, I'm getting y'all that loan statement today with payment amount.

On Sun, Aug 7, 2022 at 3:13 PM Heisus LooseCipher > wrote:

Hi guys,

Now the blower motor has died Well I am out with my family working, I tore a part to love box trying to figure out what exactly going on. So now I have no air-conditioning nor heating. Just wanted to give you an update on this Soul,

Sent from my iPhone

*** Email - External Email Received created on 08/15/2022 09:52:29 and created by Jacob Adams ***

Your Sinseer Brother In Arms,

[REDACTED]

[REDACTED] Dover, DE [REDACTED]

[REDACTED] Camden, DE [REDACTED]

*** Phone - Call - Outbound created on 08/15/2022 13:13:49 and created by Jacob Adams ***

** ECR callback **

Writer called [REDACTED]

1 calling about your navigation

customer states

1 the touch screen is now working

2 but the blower motor is still not working

Writer states

1 apologize about the troubles you are having

2 where is the vehicle at now

Customer states

1 my vehicle is with me

Writer states

1 the best thing we can advise is to take the vehicle to a Kia dealer

2 once there we can review to see what is going on

customer states

1 i am not

2 just wanting to the the arbitration at this time

writer states

1 will review your documents and follow up

customer states

1 alright

2 thank you

Kia America Customer Care Department

Page 14 of 15

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AEXH7	[REDACTED]	[REDACTED]	38,662
Wilmington	DE	19806	06/20/2017	Dealer: DE008	Kia of Wilmington

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Transmission

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

*** Note - Others created on 08/19/2022 10:37:12 and created by Jacob Adams ***
sent for review

*** Phone - Call - Outbound created on 08/23/2022 06:39:08 and created by Jacob Adams ***
Writer called [REDACTED] @ [REDACTED] no answer left voicemail

- 1 calling from our escalated case office
- 2 calling to report we will be escalating your case for further review
- 3 provided writer's phone number
- 4 case number is [REDACTED]

*** Note - Others created on 08/23/2022 06:40:53 and created by Jacob Adams ***
** Call to Action **

- 1 Customer states not going into park
- 2 DE008 states transmission needed to be replaced
- 3 Dispatching because customer states buyback
- 4 Please review and follow up accordingly

*** 08/23/2022 06:42:27 ***

Dispatched from WIPBin = ECR 3Wednesday to Queue Eastern Region Admin by Jacob Adams
Reason:

*** 09/02/2022 09:53:16 ***

Dispatched from WIPBin = 0. New to Queue Eastern Region ECR by Alysia Chavez
Reason: vehicle is outside of lemon law presumption. 1st occurrence of concern must be within first year following original delivery. Original delivery 8/31/2017.

*** 09/06/2022 04:08:26 ***

Accepted from Queue Eastern Region ECR to WIPBin 09. Eastern by Kayla Erwin

*** 09/06/2022 06:01:59 ***

Case moved into WIPBin 09. Eastern and Sub Status of Working

*** 09/06/2022 06:02:50 ***

Assigned to WIPBin Default of Jacob Adams by Kayla Erwin
Reason:

*** Phone - Call - Inbound created on 09/06/2022 11:37:32 and created by Jacob Adams ***
[REDACTED] (owner) states

- 1 my vehicle has been in an accident
- 2 what is the status of my case

writer states

- 1 we did further review your case
- 2 vehicle is outside of lemon law presumption
- 3 so we would not be offering a repurchase or replacement at this time

customer states

- 1 no problem

*** 09/06/2022 11:40:24 ***

Closed by Jacob Adams with Resolution Code : Repaired at Dlr

Kia America
Customer Care Department

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AEXH7	[REDACTED]	[REDACTED]	38,662
Wilmington	DE 19806	06/20/2017		Dealer: DE008	Kia of Wilmington

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Other

[Resolution Summary]
Part No# : 44500 18410

*** Case [REDACTED] is sent on 10/6/2023 16:6:5 by Legal User KMA
To: yvonne.dalton@lhlaw.com
Cc:
Title: CA-[REDACTED]

*** 10/18/2023 10:26:06 ***
Reopened by Dean Butler with Sub Status of Working

*** Phone - Call - Inbound created on 10/18/2023 10:41:16 and created by Dean Butler ***
[REDACTED] (owner) states
1 Calling to see about the lemon law I was asking about

Writer states
1 Very sorry
2 But per ECR the vehicle is outside of the lemon law.

Cust states
1 In what state?
2 I'm in PA not Delaware
3 I cant even drive my vehicle
4 The only DC fast charger I can use is Chademo and they're not any around me

Writer states
1 You would want to take the vehicle into the dlr and get a diagnosis

Cust states
1 Guess I'll have to get a lawyer then.
2 Thank you

*** 10/19/2023 12:26:38 ***
Closed by Dean Butler with Resolution Code : Referred to Dlr
[Resolution Summary]
Part No# : 44500 18410

Kia America Customer Care Department

Page 1 of 2

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
		KNDJP3AE2G7			18,666
		12/04/2015		Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Transmission

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Slip/Impact(Changing Speed)

Case History

*** 05/17/2022 08:19:38 ***

Contact = [REDACTED] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 05/17/2022 08:17:51 and created by Christina Bingaman ***

Cust states:

1. I'd like to check for a recall for my vehicle rolling while in park.

Wtr states:

1. I see the recall SC191 was completed by previous owner 11/2020.
2. Transfer to KCAC.

Cust states:

1. Ok, thank you.

*** 05/17/2022 08:20:28 ***

Dispatched from WIPBin = Default to Queue Callcenter by Christina Bingaman

Reason:

*** Phone - Call - Inbound created on 05/17/2022 08:44:14 (GMT-07:00) Arizona and created by Michael Haynes ***

The caller states:

1. Was transferred over
2. The recall that was supposed to fix this hasn't fixed it
3. I am also being told I am outside of warranty

The writer states:

1. Apologizes issues
2. May I place you on hold while I check this?
3. Thank you for holding, apologizes hold
4. Has this been diagnosed by a Kia dealer?

The caller states:

1. Not yet
2. Has rolled while in park twice over that couple of days

The writer states:

1. Would need to be diagnosed at Kia dealer to be able to reach out to DPSM for GW OOW
2. Diag would need to be paid to the Kia dealer
3. Callback if diagnosed

The caller states:

1. Thank you

*** 05/17/2022 08:58:54 (GMT-07:00) Arizona ***

Closed by Michael Haynes with Resolution Code : Referred to Dir

[Resolution Summary]

*** Case [REDACTED] is sent on 10/6/2023 15:34:59 by Legal User KMA

To: yvonne.dalton@lhlaw.com

Cc:

Kia America Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJP3AE2G7	██████████	██████████	18,666
,	,	12/04/2015		Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Transmission

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Slip/Impact(Changing Speed)

Title: CA-██████████

Kia America Customer Care Department

Page 1 of 7

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJP3AE2H7	██████████	██████████	38,044
Cerritos	, CA 90703	02/08/2017		Dealer: CA243	Kia of Cerritos

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Case History

*** 07/27/2022 17:06:22 ***

Contact = Marcos Cortes, Priority = Standard, Sub Status = Dispatched

*** 07/27/2022 17:06:22 ***

Web - Problem Description created on 07/27/2022 16:56:55 and created by Marcos Cortes

Customer states when vehicle is in park the car still rolls forward or back, customer has to apply E brake in order to stop it from rolling.

*** 07/27/2022 17:06:23 ***

Web - Diagnostics created on 07/27/2022 17:06:23 and created by Siebel eSupport

Confirmed customer's concern found vehicle still moves with shifter in park. Scanned vehicle for dtcs none found at this time related to concern. Tested 12v auxiliary battery found in good condition. Inspected vehicle for damage to drivetrain none found. Inspected both fuse boxes for blown/open fuses none found at this time. Inspected shift cables for binding or damage none found confirmed they are moving properly with shifter. Inspected inhibitor/ range switch confirmed it is properly adjusted in neutral. Inspected current data found gear state would change properly while shifting. Please advise possible internal damage to gear drive unit? Thank you.

*** 07/30/2022 06:26:18 ***

Accepted, from Queue = TL_Rio_Soul_Forte_Niro_Stinger_Sedona_Amanti_Cadenza_Seltos_Carnival to WIPBin default

*** Web - Advice created on 07/30/2022 07:48:49 and created by Brian Lall ***

1: Thanks for letting me know what you found. Please get a video showing the concern and attach it to the case. We would like you to perform a one-time goodwill inspection to address the customer's alleged concern. Below are instructions that we would like you to follow during your inspection. Refer to advice 2 for the dynamic test

Static (Parked) Evaluation:

1. Take clear pictures of any preexisting accident damage.
2. Check for DTCs in all modules.
3. Check for out-of-position/stacked floor mats or foreign objects that may interfere with brake pedal movement.
4. Inspect the parking brake operation and—if cable style—check but do not change its adjustment.
5. With the service brake pedal not depressed, check the interlock function by attempting to move the gear selector from Park to Reverse using mild to moderate force, both in short and prolonged motions. IMPORTANT: Do not use excessive force, or the mechanism may become damaged.
6. For shift-by-wire vehicles, place the transmission in Drive, and then turn the key off to check the auto-shift-to-Park feature.
7. With key on, engine off, shift from Park to Reverse to Neutral to Drive (and into Sport Mode + and -, if the vehicle is equipped). Verify that the gear selector position is indicated by the corresponding letter in the gauge cluster display (P, R, N, D, 1, and 2, respectively).
8. Repeat the previous step in the reverse order (1, 2, D, N, R, and P).
9. Take clear pictures showing any concerns found. Document

2: Dynamic (Driving) Evaluation:

1. Position the vehicle in a downhill orientation where it will roll easily if placed in Neutral. While stopped, move the gear selector from Drive or Reverse into Park and verify that the parking pawl mechanism keeps the vehicle from rolling.
2. Repeat the previous step while the vehicle is in an uphill orientation.
3. With the transmission in Neutral, verify the parking brake's effectiveness with the vehicle oriented both uphill and downhill.
4. Check again for DTCs in all modules.

Kia America
Customer Care Department

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE2H7	[REDACTED]	[REDACTED]	38,044
Cerritos, CA	90703	02/08/2017		Dealer: CA243	Kia of Cerritos

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

5. Document findings.

*** 08/01/2022 15:55:53 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue = TL to NCA Review to WIPBin Inbox/Need To Call

*** 08/01/2022 15:56:08 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin Default of Amanda Alvarez by Jeff Stroup
Reason:

*** Phone - Call - Outbound created on 08/02/2022 08:58:57 and created by Amanda Alvarez ***
Wrt. left VM asking for call back to discuss case. Left phone # and office hours.

*** 08/02/2022 09:04:45 ***
Email is sent on 08/02/2022 09:00:20 by Amanda Alvarez
To: [REDACTED]
Cc:
Title: Kia Consumer Assistance Center Case# [REDACTED]

*** Email - Internal Email Sent created on 08/02/2022 09:00:20 and created by Amanda Alvarez ***
Dear [REDACTED]

Kia America has been informed that you may have a question or a concern regarding your Kia vehicle and you are requesting assistance. I apologize, but I was not able to reach you by telephone to discuss the matter today. Our engineers are scheduled to inspect your 2017 Kia Soul this Wednesday (August 3, 2022) at Kia of Cerritos. They would appreciate if you could please answer the following questions before their inspection tomorrow.

- When (how long ago) did they notice the car rolling in Park?
- Was that the first and only time the vehicle rolled?
- Did they hear any clicking, knocking or other noise while the vehicle was rolling?
- What shifting sequence and power off was done when the car rolled, was the car shifted into Park, and the power button pushed to Off before exiting the vehicle?
- Any other observations by the customer?
- Any other concerns noted with the vehicle?

If you have any questions, my direct line is (949) 468-4645 and office hours are Monday-Friday, 8AM-5PM, PST. If you are unable to reach me by phone, please leave me an email and I will follow-up with you regarding the matter.

Sincerely,
Kia America
Amanda A.

*** Phone - Call - Outbound created on 08/02/2022 09:07:21 and created by Amanda Alvarez ***
Wrt. called CA243 Service Center and left a VM for SM, Shawn Holmes. Asked for permission for engineers to inspect cust.'s veh at CA243. Left phone #, email, and Kia case #.

*** Email - External Email Sent created on 08/02/2022 09:33:29 and created by Amanda Alvarez ***
From: Alvarez, Amanda [KUS]
Sent: Tuesday, August 2, 2022 9:33 AM
To: 'SHOLMES@KIACERRITOS.COM' <SHOLMES@KIACERRITOS.COM>
Subject: NASO Inspection for Kia Case [REDACTED] / TL Case [REDACTED]
Importance: High

Kia America Customer Care Department

Page 3 of 7

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJP3AE2H7	██████████	██████████	38,044
Cerritos	, CA 90703	02/08/2017		Dealer: CA243	Kia of Cerritos

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Good Morning,

I am contacting you from Kia Motors America with the Consumer Affairs department. A case was opened with us due to the customer experiencing issues with their vehicle while in park.

May our engineers, Alan Dow and Eric Henson, have permission to inspect the customer's vehicle tomorrow (August 3, 2022) at Kia of Cerritos?

Customer: ██████████

Vehicle: 2017 Kia Soul EV

VIN: KNDJP3AE2H7 ██████████

If you have any questions, please let me know.

*** 08/02/2022 09:36:15 ***

Inspection requested by Amanda

Request Code: ██████████

Request Details: NASO Engineers 343E and 143A to inspect at CA243 ON 8/3/22.

*** Phone - Call - Outbound created on 08/09/2022 14:27:29 and created by Amanda Alvarez ***

Wrt. stated

1. Introduced self and asked if cust.'s veh. is still at CA243 for engineers to inspect? Provided info.
2. Thanked.

Woman (Service Dept.) stated

1. Asked for cust.'s name and last 6 of the VIN. No cust. under ██████████ cust. is ██████████.
2. Please hold, I'm going to transfer you to the SA.

ON HOLD AND CALL WAS DROPPED

*** Phone - Call - Outbound created on 08/09/2022 14:39:19 and created by Amanda Alvarez ***

Wrt. stated

1. Introduced self and explained was on hold to speak with SA but call dropped.
2. Asked if cust.'s veh. is still there and available for engineers to inspect tomorrow.
3. Thanked for assistance.
4. Provided phone # and asked for SA's email.
5. Thanked.

Adrian (Service Dept.) stated

1. What is the cust.'s phone #?
2. See that it is opened and closed on the 13th of August, may be a computer glitch.
3. Car is with Eddie Gonzalez and if you were on hold and it disconnected, he probably was not at his desk. Please hold while I check.

ON HOLD

4. Mr. Eddie left for lunch but should return in about 30 mins., can I have your call back # to provide?
5. hgonzalez@kiacerritos.com.

*** Email - External Email Sent created on 08/09/2022 14:45:28 and created by Amanda Alvarez ***

From: Alvarez, Amanda [KUS]

Sent: Tuesday, August 9, 2022 2:36 PM

To: hgonzalez@kiacerritos.com; SHOLMES@KIACERRITOS.COM

Subject: RE: NASO Inspection for Kia Case ██████████ / TL Case ██████████

Kia America
Customer Care Department

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE2H7	[REDACTED]	[REDACTED]	38,044
Cerritos, CA	90703	02/08/2017		Dealer: CA243	Kia of Cerritos

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

Good Afternoon,

I apologize for the delay in this inspection, as one of our engineers was not feeling well but is back to good health. May NASO Engineer's, Alan Dow and Eric Henson, inspect the customer's vehicle this Wednesday (August 10, 2022) around 10AM?

Customer: [REDACTED]
Vehicle: 2017 Kia Soul EV
VIN: KNDJP3AE2H7 [REDACTED]

Thank you,

*** Email - External Email Received created on 08/09/2022 15:22:02 and created by Amanda Alvarez ***
From: Heriberto Gonzalez <hgonzalez@Kiacerritos.com>
Sent: Tuesday, August 9, 2022 3:05 PM
To: Alvarez, Amanda [KUS] <AmandaAlvarez@Kiausa.com>
Subject: Re: NASO Inspection for Kia Case [REDACTED] / TL Case [REDACTED]

CAUTION: This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Hello and yes please asap. Customer is asking for rental assistance. Thank you

*** Email - External Email Sent created on 08/09/2022 15:26:30 and created by Amanda Alvarez ***
From: Alvarez, Amanda [KUS]
Sent: Tuesday, August 9, 2022 3:26 PM
To: 'Heriberto Gonzalez' <hgonzalez@Kiacerritos.com>
Subject: RE: NASO Inspection for Kia Case [REDACTED] / TL Case [REDACTED]

Good Afternoon,

Thank you for following up with me. As soon as the case is reviewed by NASO and additional information is obtained, I will provide an update regarding possible rental assistance for Mr. [REDACTED]

Sincerely,

*** Email - External Email Sent created on 08/10/2022 09:05:15 and created by Amanda Alvarez ***
From: Shawn Holmes <Sholmes@Kiacerritos.com>
Sent: Tuesday, August 9, 2022 6:33 PM
To: Alvarez, Amanda [KUS] <AmandaAlvarez@Kiausa.com>; Heriberto Gonzalez <hgonzalez@Kiacerritos.com>
Subject: RE: NASO Inspection for Kia Case [REDACTED] / TL Case [REDACTED]

CAUTION: This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Yes

Kia America
Customer Care Department

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE2H7	[REDACTED]	[REDACTED]	38,044
Cerritos	, CA 90703	02/08/2017		Dealer: CA243	Kia of Cerritos

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

Shawn Holmes
Service Manager
Office (562) 860-2424
Cell [REDACTED]

*** Email - External Email Received created on 08/10/2022 13:45:47 and created by Amanda Alvarez ***
From: Heriberto Gonzalez <hgonzalez@Kiacerritos.com>
Sent: Wednesday, August 10, 2022 12:52 PM
To: Alvarez, Amanda [KUS] <AmandaAlvarez@Kiausa.com>; Shawn Holmes <Sholmes@Kiacerritos.com>; Shawn Lebs <slebs@Kiacerritos.com>
Subject: Re: NASO Inspection for Kia Case [REDACTED] / TL Case [REDACTED]

CAUTION: This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Hello Engineers did show up today and they said they were ordering a part per my technician. Can we get authorization to put customer in rental per kia? Can you review and get to me asap please thank you Eddie Gonzalez.

*** Email - External Email Sent created on 08/10/2022 13:52:37 and created by Amanda Alvarez ***
From: Alvarez, Amanda [KUS]
Sent: Wednesday, August 10, 2022 1:53 PM
To: Heriberto Gonzalez <hgonzalez@Kiacerritos.com>; Shawn Holmes <Sholmes@Kiacerritos.com>; Shawn Lebs <slebs@Kiacerritos.com>
Subject: RE: NASO Inspection for Kia Case [REDACTED] / TL Case [REDACTED]

Good Afternoon,

Thank you for this update. You can place the customer in a rental and submit the rental bill through a warranty claim.

Sincerely,

*** 08/27/2022 12:29:42 ***

An FTS has reviewed this case and will provide assistance over the phone and/or via the case notes.

*** 08/27/2022 12:30:04 ***

An FTS is scheduled to inspect this VIN on 08/23/2022 at CA243.

*** Note - Others created on 09/06/2022 17:11:01 and created by Amanda Alvarez ***

Our inspection today didn't get us to the exact cause of the roll in park issue, and we think there are potentially a couple different parts that may be causing the issue. To narrow it down we would like to request that the dealership replaces this shift cable (PN: 46790 E4001). Once that is replaced we would like to verify if the car still rolls in park. If that doesn't work we are going to have to try something else.

We are very interested in this vehicle so if you agree, I would request that we offer goodwill for the parts and labor if necessary.

Kia America
Customer Care Department

Last name	First name	VIN of 2017 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJP3AE2H7██████████	██████████	38,044
Cerritos, CA	90703	02/08/2017	Dealer: CA243	Kia of Cerritos

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

<For Internal Use Only
NASO ENGINEERS 280T AND 143A INSPECTED VEHICLE ON 8/10/22.>

*** Note - Others created on 09/06/2022 17:13:10 and created by Amanda Alvarez ***
*** 08/22/2022 16:24:26 ***

I have reviewed the case and based on the information you have provided, you are hereby authorized to replace the transmission.

<For Internal Use Only
Wrt. pulled update from TL Case ██████████ notes.>

*** Phone - Call - Outbound created on 09/14/2022 16:49:21 and created by Amanda Alvarez ***
Wrt. called CA243 and was directed to the Service Dept.'s mailbox and unable to leave a VM due to it being full.

*** Email - External Email Sent created on 09/14/2022 16:53:26 and created by Amanda Alvarez ***
From: Alvarez, Amanda [KUS]
Sent: Wednesday, September 14, 2022 4:53 PM
To: 'Heriberto Gonzalez' <hgonzalez@Kiacerritos.com>; 'Shawn Holmes' <Sholmes@Kiacerritos.com>; 'Shawn Lebs' <slebs@Kiacerritos.com>
Subject: RE: NASO Inspection for Kia Case ██████████ / TL Case ██████████

Good Afternoon,

I am following up to see if the repairs have been completed on the customer's vehicle. TL recommended replacing the GRU on 8/22/22.

Customer: ██████████
Vehicle: 2017 Kia Soul
VIN: KNDJP3AE2H7██████████

Thank you,

*** Email - External Email Received created on 09/14/2022 16:58:24 and created by Amanda Alvarez ***
From: Heriberto Gonzalez <hgonzalez@Kiacerritos.com>
Sent: Wednesday, September 14, 2022 4:55 PM
To: Alvarez, Amanda [KUS] <AmandaAlvarez@Kiausa.com>; Shawn Holmes <Sholmes@Kiacerritos.com>; Shawn Lebs <slebs@Kiacerritos.com>
Subject: Re: NASO Inspection for Kia Case ██████████ / TL Case ██████████

CAUTION: This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Hi yes vehicle is done and has been picked up. Thanks,
Heriberto

*** 09/14/2022 17:01:30 ***
Closed by Amanda Alvarez with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia America Customer Care Department

Page 7 of 7

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJP3AE2H7	██████████	██████████	38,044
Cerritos	, CA 90703	02/08/2017		Dealer: CA243	Kia of Cerritos

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

TL recommended to replace the GRU at CA243 and vehicle has been repaired/picked up by the customer.

*** Case ██████████ is sent on 10/6/2023 16:2:53 by Legal User KMA

To: yvonne.dalton@hlaw.com

Cc:

Title: CA- ██████████

Kia America Customer Care Department

Page 1 of 27

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE8H7	██████████	██████████	34,046
Salem	, VA 24153	09/19/2016		Dealer: VA007	Hart Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Brake

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Noise(Brake)

Case History

*** 08/11/2022 11:37:42 ***

Contact = ██████████ Priority = Standard, Sub Status = Dispatched

*** 08/11/2022 11:37:42 ***

Web - Note created on 08/11/2022 11:37:42 and created by ██████████
On Tue, Jul 5, 2022 I sent the following email to Kia-Consumer-Assistance-Center@kiausa.com and have yet to receive a response.

Kia CASE # ██████████
WARRANTY started 11-19-2017 and ends 11-19-2022
VIN: KNDJX3AE8H7 ██████████ 2017 Kia Soul EV+

Hello Kia, I tried calling 800-333-4542 this morning, but was on hold for over 45 minutes when I got disconnected before getting to talk to an agent.

1. Could you provide me with a list of all outstanding service alert #s and descriptions pending on my vehicle? I'm only aware of SA427 PSEV-BMS Logic Improvement FATC
2. Could you provide me with a list of all outstanding recall #s and descriptions pending on my vehicle? does the (2022-01-24 recall # 22V031000 - Air bags) apply to my vehicle
3. Could you tell me the current version # of the ECU ROM on my vehicle AND the latest available ECU ROM version #?
4. Is there a needed ECU ROM upgrade for my vehicle?
5. Is there any other service alert/recall related issue pending on my vehicle?
6. On 05-21-2022, I placed my 2017 Kia Soul EV+ in park, got out, and the car began to roll away. Does the 201085 EPB SC191 upgrade apply to this problem? If not, is there another known fix for this problem?
7. I've also noticed that the regenerative braking makes rubbing/squealing sound when the wheels are turning. Is there a known fix for this issue?

Thanks, ██████████

*** 08/11/2022 11:37:43 ***

Kia.pdf added by ██████████ on 08/11/2022 11:37:42

*** 08/16/2022 08:55:50 (GMT-05:00) Eastern Time (US & Canada) ***

Accepted from Queue eWebSupport to WIPBin INBOX by Robyn Hall

*** 08/16/2022 08:57:04 (GMT-05:00) Eastern Time (US & Canada) ***

Dispatched from WIPBin INBOX to Queue ZZ Hannah Turner by Robyn Hall

*** 08/16/2022 16:26:31 ***

Web - Note created on 08/16/2022 16:26:31 and created by ██████████
Tonight I experienced a second occurrence of my car rolling while in park mode. If I do not receive a response back to my email this week, I'll be filing a complaint with NHTSA.

<https://www.nhtsa.gov/report-a-safety-problem#index>

*** 08/17/2022 06:03:20 ***

Accepted from Queue ZZ Hannah Turner to WIPBin Inbox by Hannah Turner

*** 08/23/2022 07:45:50 ***

Kia Communications.pdf added by ██████████ on 08/23/2022 07:45:50

Kia America
Customer Care Department

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE8H7	[REDACTED]	[REDACTED]	34,046
Salem	, VA 24153	09/19/2016		Dealer: VA007	Hart Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Brake

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Noise(Brake)

*** 08/23/2022 07:45:50 ***

Kia - Response from William Peffer.pdf added by [REDACTED] on 08/23/2022 07:45:50

*** 08/23/2022 07:45:50 ***

Kia - NHTSA complaint.pdf added by [REDACTED] on 08/23/2022 07:45:50

*** 08/23/2022 07:45:51 ***

Web - Note created on 08/23/2022 07:45:51 and created by [REDACTED]
I still haven't received a response for the following Kia Customer Care portal cases [REDACTED] & [REDACTED]

Out of desperation, I have filed a complaint with NHTSA (NHTSA complaint #11480710).

*** 08/24/2022 12:40:24 ***

Email is sent on 08/24/2022 12:38:05 by Hannah Turner

To: [REDACTED]

Cc:

Title: Kia Customer Care Case# [REDACTED]

*** Email - External Email Sent created on 08/24/2022 12:38:05 and created by Hannah Turner ***

Your Case Number: [REDACTED]

VIN: KNDJX3AE8H7 [REDACTED]

Dear [REDACTED]

Thank you for contacting Kia Consumer Affairs. At this time there are no open recalls for this VIN and advise scheduling an appointment with your local Kia dealership for the rolling issue and for questions regarding the ECU ROM.

Sincerely,

Kia America

*** 08/24/2022 12:42:16 ***

Closed by Hannah Turner with Resolution Code : Information Given

[Resolution Summary]

08/24/2022 12:58:50

Email is received on 08/24/22 12:58:40 from [REDACTED]

*** Email - External Email Received created on 08/24/2022 12:58:47 and created by Hannah Turner ***

The dealership could not answer the questions, hence I asked Kia. Please answer each question in detail instead of deferring to others. [REDACTED]

*** 08/25/2022 06:50:48 ***

Closed by Hannah Turner with Resolution Code : Information Given

[Resolution Summary]

Kia America Customer Care Department

Page 3 of 27

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE8H7	[REDACTED]	[REDACTED]	34,046
Salem	VA 24153	09/19/2016		Dealer: VA007 Hart Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Brake

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Noise(Brake)

*** 08/26/2022 08:14:46 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened by Jeff Stroup with Sub Status of Working

*** 08/26/2022 08:15:08 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 24/24 of Samuel Kim by Jeff Stroup
Reason:

*** Note - Others created on 08/29/2022 13:13:47 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Reviewed case w/ Kia NASO Engineer (143A)

*** 08/29/2022 13:21:51 (GMT-08:00) Pacific Time (US & Canada) ***
Inspection requested by Samuel
Request Code: -VA007-[REDACTED]
Request Details: Vehicle location TBD

*** Email - External Email Sent created on 08/29/2022 13:22:01 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
From: Kim, Samuel [KUS]
Sent: Monday, August 29, 2022 1:14 PM
To: [REDACTED]
Subject: Kia America, Inc. ([REDACTED])

Mr. [REDACTED]

My name is Sam and I work over here at the corporate office for Kia America, Inc. ("KUS"). We want to sincerely apologize for the experience that you have had with our customer service. Would you mind giving me a call or providing me with your contact number so we can properly address your concerns. We look forward to hearing from you.

*** 08/29/2022 13:23:17 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 24/24 and Sub Status of Assigned

*** Others - Duplicate Case Notes - Case [REDACTED] created on 08/30/2022 16:16:44 (GMT-05:00) Eastern Time (US & Canada) and created by Ashley Lewis ***
Duplicate Case Notes - Case [REDACTED]

*** 08/30/2022 16:16:46 (GMT-05:00) Eastern Time (US & Canada) ***

*** 08/25/2022 13:17:22 ***
Contact = [REDACTED] Priority = Standard, Sub Status = Dispatched

*** 08/25/2022 13:17:22 ***

Web - Note created on 08/25/2022 13:17:22 and created by [REDACTED]
You have closed the last 3 case #s w/o responding to my questions. Anything less than 7 detailed responses to my 7 individual questions will not be acceptable. I love my Kia Soul, but I will likely never buy another Kia/Hyundai/Genesis after this horrible Customer Care Center experience. PLEASE ESCALATE for RESOLUTION.

Kia CASE # [REDACTED] & # [REDACTED] closed with no contact or resolution

Kia Case # [REDACTED] closed with no real response

NHTSA complaint #11480710

VIN: KNDJX3AE8H7 [REDACTED] 2017 Kia Soul EV+

Kia America Customer Care Department

Page 4 of 27

Last name	First name	VIN of 2017 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE8H7██████████	██████████	34,046
Salem, VA	24153	09/19/2016	Dealer: VA007 Hart Kia	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Noise(Brake)

1. On 05-21-2022, and again on 08-16-2022 I placed my 2017 Kia Soul EV+ in park, got out, and the car began to roll away. Does the 201085 EPB SC191 upgrade apply to this problem? If not, what will Kia be doing to correct this?
2. Could you provide me with a list of all outstanding service alert #s and descriptions pending on my vehicle?
3. Could you provide me with a list of all outstanding recall #s and descriptions pending on my vehicle? Does the (2022-01-24 recall # 22V031000 - Air bags) apply to my vehicle?
4. Could you tell me the current version # of the ECU ROM on my vehicle AND the latest available ECU ROM version #?
5. Is there a needed ECU ROM upgrade for my vehicle?
6. Is there any other service alert/recall related issue pending on my vehicle?
7. I've noticed that the regenerative braking makes rubbing/squealing sound when the wheels are turning. Is there a fix for this?

*** 08/25/2022 13:17:23 ***

Kia - NHTSA complaint email confirmation.pdf added by ██████████ on 08/25/2022 13:17:23

*** 08/25/2022 13:17:23 ***

Kia - Response from William Peffer.pdf added by ██████████ on 08/25/2022 13:17:23

*** 08/25/2022 13:17:24 ***

Kia Communications.pdf added by ██████████ on 08/25/2022 13:17:24

*** 08/25/2022 13:17:24 ***

Kia Case ██████████.pdf added by ██████████ on 08/25/2022 13:17:24

*** 08/30/2022 16:16:42 (GMT-05:00) Eastern Time (US & Canada) ***

Accepted from Queue = eWebSupport to WIPBin Inbox

*** Email - External Email Received created on 08/30/2022 14:05:35 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

From: ██████████ <██████████>
Sent: Tuesday, August 30, 2022 8:40 AM
To: Kim, Samuel [KUS] <SamuelKim@Kiausa.com>
Subject: Re: Kia America, Inc. (██████████)

██████████ - NHTSA complaint #
██████████ & ██████████ - closed Kia case #'s with no response
██████████ - most recent Kia case #
VIN: KNDJX3AE8H7██████████ 2017 Kia Soul EV+

Hello Sam,

Thank you for your email.

I was really struggling with the response and lack of response from Kia (please review Kia case # ██████████ and all attached documents). I am a middle-aged man who has only felt attached to two cars, my first car (1972 Olds 442) and my current car (2017 Kia Soul EV+). As weird as it may be (I'm surprised by it too), I have an emotional attachment to my Kia and named it "blue lightning". It's my first Kia/Hyundai/Genesis and I'm hooked, but my interactions with Kia Customer Care Center had me thinking I would never own another Kia/Hyundai/Genesis vehicle again. I'm in the market for a 2nd car and Kia/Hyundai/Genesis are in my top choices (Hyundai Ioniq 5, Kia EV6, Genesis GV60), but I had decided to eliminate them due to the way the Kia Customer Care Center disregards

Kia America Customer Care Department

Page 5 of 27

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE8H7	██████████	██████████	34,046
Salem	, VA 24153	09/19/2016		Dealer: VA007	Hart Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Noise(Brake)

customers.

I live in the heart of an "anti-EV" portion of my state. My local Kia dealership appears to have little to no experience with EVs (selling or servicing). They may or may not be equipped to address all my issues. This is why I escalated my issues to Kia to be sure I was getting the correct information from the manufacturer before taking my car to the dealership for service. Here are my most up to date concerns. I would prefer a detailed response in writing, but am also available to discuss over the phone @ ██████████

1. On 05-21-2022, and again on 08-16-2022 I placed my 2017 Kia Soul EV+ in park, got out, and the car began to roll away. 11480710 - NHTSA complaint #
2. The regenerative braking squeals and makes a rubbing sound when moving in reverse (backing up).
3. The car has gone into turtle mode 5 times over the past year. Each time it is while driving at slow speed up an incline like in a parking garage.
4. Could you provide me with a list of all outstanding service alert #s and descriptions pending on my vehicle?
5. Could you provide me with a list of all outstanding recall #s and descriptions pending on my vehicle? Does the (2022-01-24 recall # 22V031000 - Air bags) apply to my vehicle?
6. Could you tell me the current version # of the ECU ROM on my vehicle AND the latest available ECU ROM version #?
7. Is there a needed ECU ROM upgrade for my vehicle?
8. Is there any other service alert/recall related issue pending on my vehicle?

Thanks, ██████████

*** Phone - Call - Outbound created on 08/30/2022 14:06:42 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Called customer and left message:

1. Calling in regards to a 2017 Kia Soul
2. Requested call back
3. Left call back number

*** 08/30/2022 17:00:12 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin Inspection (KMA Engineer) and Sub Status of Assigned

*** Phone - Call - Inbound created on 08/31/2022 11:28:19 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received message from customer:

1. Hey Sam, this is ██████████ calling you back
2. I'll give you a call again tomorrow sometime now that I know you're on the West Coast
3. I'm on the East Coast and I'm headed out for the evening
4. So we'll check back with you tomorrow
5. Thank you

*** Phone - Call - Inbound created on 08/31/2022 14:14:57 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received call from ██████████

Customer states:

1. I've had the car for about a year and a half
2. I'm a single dad, I have 4 kids, I'm an older driver so I'm usually not in a rush
3. That happened in May and then it happened 8/16 and then it happened about 3 hours ago
4. In each case, I back my car into the garage or in the driveway
5. I wasn't fully out of the car yet and I just jumped back in the car and pushed on the brakes
6. It's an EV, it's my understanding that it doesn't have an actual transmission and that it puts the parking brake on
7. In each case, it's not activating the parking brake

Kia America Customer Care Department

Page 6 of 27

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE8H7	[REDACTED]	[REDACTED]	34,046
Salem	, VA 24153	09/19/2016		Dealer: VA007	Hart Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Brake

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Noise(Brake)

8. In today's case, it rolled 5 or 6 feet and then the parking brake engaged

Writer states:

1. Apologized
2. After you back the vehicle in and place the vehicle in park, is your foot still on the brake when you go to turn off the vehicle?
3. Is the driveway or garage on an incline or a decline?
4. Did you ever have any other concerns with the vehicle before?

Customer states:

1. My foot may leave after I put it in park
2. I'm notorious for getting out of the car with the car on and it starts beeping
3. I'm on a relatively flat service
4. I can't speak to prior to me buying although the CarFax report says it's never been in accident
5. The regenerative braking, a squeaking sound when I'm in reverse at a slow speed
6. It's not like a brake pad to metal sound, you just hear this rubbing or squeaking sound and it never happens going forward
7. It's gone into turtle mode 5 times, every single time it's when I'm going at a slow speed in a steep incline like a parking garage
8. I just stop, turn the car off, turn it back and then it's fine
9. It's happened to me 1 time when I was driving at a normal speed

Writer states:

1. In order to address your concerns, Kia would like to inspect your vehicle
2. We will provide you with alternate transportation
3. We will be in contact

Customer states:

1. The closest dealership is in Salem, VA about 15 miles away from my house
2. When I talked to the local dealership, they didn't seem to have much knowledge about the EV
3. I wanted to get answers straight from the manufacturer
4. You totally re-established what I thought about Kia, I knew Kia cares
5. Thank you

*** 08/31/2022 14:34:24 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 8/29 (Monday) and Sub Status of Assigned

*** Email - External Email Received created on 09/01/2022 11:32:44 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

From: [REDACTED] <[REDACTED]>
Sent: Thursday, September 1, 2022 8:02 AM
To: Kim, Samuel [KUS] <SamuelKim@Kiausa.com>
Subject: Re: Kia America, Inc. ([REDACTED])

Just in case you want to send your engineer out in a new EV to deliver to me as the fleet manager of 1 vehicle:

- 2022 IONIQ 5 SEL (e-AWD) / Cyber Grey exterior / Gray 2-tone interior
- 2022 EV6 Wind (e-AWD) / Yacht Blue exterior / Charcoal/Misty Gray interior
- 2022 Soul EV send me to S. Korea to get the car and I'll pick up the engineer on my way back to Virginia.

*** Note - Others created on 09/08/2022 11:14:56 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Kia NASO Engineer (343E) to inspect vehicle on 9/14-9/15 or 9/28-9/29

Kia America Customer Care Department

Page 7 of 27

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE8H7	[REDACTED]	[REDACTED]	34,046
Salem	, VA 24153	09/19/2016		Dealer: VA007	Hart Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Brake

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Noise(Brake)

*** Email - External Email Sent created on 09/08/2022 11:17:32 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Sent email to customer ([REDACTED])

Just wanted to inform you that our engineer would like to inspect your vehicle the last week of September. So, would you be able to drop off your vehicle at Hart Kia let's say Monday 9/26 or Tuesday 9/27? We will have a rental/loaner ready for you.

*** VOQ - Note created on 09/12/2022 11:47:12 (GMT-08:00) Pacific Time (US & Canada) and created by Stephanie Mondragon ***

NCA received the following VOQ below;

The car rolls with the transmission gear placed in PARK. Kia USA has repeatedly failed to acknowledge the problem or respond to my multiple communications regarding this issue. Kia USA has failed to offer an inspection of the problem. There are no warning lights, messages or other symptoms.

*** Email - External Email Received created on 09/22/2022 17:03:41 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

From: [REDACTED] <[REDACTED]>
Sent: Thursday, September 8, 2022 2:45 PM
To: Kim, Samuel [KUS] <SamuelKim@Kiausa.com>
Subject: Re: Kia America, Inc. ([REDACTED])

Yes, I can do either date dropping off between 5p - 7p if that works. I'll plan to drop off on Monday 9/26 evening between 5p - 7p unless I hear back otherwise. I really appreciate you arranging this for me.

Thanks, [REDACTED]

*** Email - External Email Sent created on 09/22/2022 17:31:21 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Sent Enterprise Rental Authorization to Agero (kiarentals@agero.com)

*** Email - External Email Received created on 09/23/2022 11:04:28 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

From: Iliana Wright <iliwright@kiaconsumeraffairs.com>
Sent: Friday, September 23, 2022 10:02 AM
To: Kim, Samuel [KUS] <SamuelKim@Kiausa.com>
Cc: Nicole Sotelo <nsotelo@kiaconsumeraffairs.com>; Kia Rentals <KiaRentals@agero.com>; Christina Steir <csteir@kiaconsumeraffairs.com>; Stroup, Jeff [KUS] <JStroup@kiausa.com>
Subject: Re: [REDACTED] / Enterprise [New]

Hello,

Rental is all set.

Reservation number: YB9S4V
Enterprise Rent A Car
4701 MELROSE AVE NW
ROANOKE, VA 24017 # (540) 986-0565
Standard vehicle daily rate: \$47.90

*** Phone - Call - Outbound created on 09/23/2022 11:15:06 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Kia America
Customer Care Department

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE8H7	[REDACTED]	[REDACTED]	34,046
Salem	, VA 24153	09/19/2016		Dealer: VA007	Hart Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Brake

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Noise(Brake)

Called dealer VA007 and advised dropoff on Monday 9/26

*** Email - External Email Sent created on 09/23/2022 11:15:38 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Sent email to customer ([REDACTED])
Hi Mr. [REDACTED]

Your rental for this Monday 9/26 is all set. Enterprise location on:

4701 Melrose Ave NW
Roanoke, VA 24017
Reservation Number: [REDACTED]

Both Hart Kia and Enterprise close at 6PM. So unfortunately you will need to drop off your vehicle and be at Enterprise by 6PM. Please contact Enterprise in advance and request a pickup from the Kia dealership. The last shuttle service for Hart Kia is 4:30PM. I apologize for the inconvenience.

*** Email - External Email Received created on 09/23/2022 12:41:11 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
From: [REDACTED] <[REDACTED]>
Sent: Friday, September 23, 2022 12:30 PM
To: Kim, Samuel [KUS] <SamuelKim@Kiausa.com>
Subject: Re: Kia America, Inc. ([REDACTED])
Hi Sam,

Do you have an idea of how long Kia might have my car? I ask because it's looking like I may have to go out of town on the 29th returning the following Tuesday, Oct. 4th.

If I have understood correctly, I need to be at Kia enough in advance to have Enterprise pick me up and provide me a car before 6p. Will I also need to return the car to Enterprise and have them shuttle me back to Kia when I return the car or can I leave the car at Kia and have Enterprise retrieve it?

Thanks, [REDACTED]

*** Email - External Email Received created on 09/26/2022 10:54:47 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from customer ([REDACTED])
Good morning Sam. I dropped off the car about an hour ago. Thanks for all your help. [REDACTED]

*** Email - External Email Received created on 09/29/2022 11:06:54 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
From: [REDACTED] <[REDACTED]>
Sent: Wednesday, September 28, 2022 5:55 AM
To: Kim, Samuel [KUS] <SamuelKim@Kiausa.com>
Subject: Re: Kia America, Inc. ([REDACTED])
Hi Sam,

I just wanted to update you. I am leaving town tomorrow evening and will be back Monday evening assuming no flights get canceled/moved.

Thanks, [REDACTED]

Kia America Customer Care Department

Page 9 of 27

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE8H7	██████████	██████████	34,046
Salem	, VA 24153	09/19/2016		Dealer: VA007	Hart Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Brake

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Noise(Brake)

*** Email - External Email Received created on 09/29/2022 11:07:59 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

From: ██████████ <██████████>
Sent: Thursday, September 29, 2022 10:27 AM
To: Bert Lumpkin <bertlumpkin@hartmotors.com>
Subject: 2017 Kia Soul EV+ - ██████████
Hi Bert,

1. I don't know what to say on the car rolling other than I drive it daily and the rolling has occurred 3 times in the past 4 months after being placed in park.
2. Could you check the regenerative braking again, as it has squealed and made a rubbing sound every single time I back it up into my garage. Maybe try turning the steering wheel at the same time while reversing, as I always maneuver into my garage while making a 90 degree turn in reverse.
3. The battery was replaced 2/24/2021, a month after I received it. It has gone into turtle mode at least 5 times since that time including just 2 weeks ago.
4. Yes, please proceed with inspection.

I am leaving town in a couple of hours and won't be back until Monday, so I plan to come pick it up on Monday if it will be ready by then. Thanks, ██████████

On Thu, Sep 29, 2022 at 12:46 PM Bert Lumpkin <bertlumpkin@hartmotors.com> wrote:
Yes, ██████████ email is okay.

The Kia Engineer has taken a look at your vehicle and could not find an issue with the car coming out of park. He will elaborate to you directly. Our Kia Technician also scanned for any trouble codes that may shed light on the car going into "turtle mode" and found a couple of history codes for low voltage. He noticed that there is a new 12V battery and is under the assumption that the codes were present prior to the battery being swapped out. So, there is no answer as to why it went into turtle mode. Also, no issues were found with the brake squeal. The two Recalls are actually for the same one (one supersedes the other) and this has been completed.

The technician did notice that the car is overdue for inspection and if you like, we can inspect it and put a new sticker in the window. Cost is \$20.

Let me know if you would like for us to inspect it.

Thanks!

Bert

*** 09/30/2022 12:32:03 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Inspection (KMA Engineer) and Sub Status of Assigned

*** Email - External Email Received created on 10/03/2022 12:02:29 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

From: ██████████ <██████████>
Sent: Monday, October 3, 2022 10:43 AM
To: Kim, Samuel [KUS] <SamuelKim@Kiausa.com>
Subject: Re: 2017 Kia Soul EV+ - ██████████
Hi Sam,

I've been BCCing you on emails to the dealership included below. At this point, I'm not clear on what, if anything has been completed on the car or which day I should plan to pick up the car. I have heard nothing from the Kia engineer. On the dealership side, I'm being told they were not able to replicate any of the issues, so nothing was

Kia America Customer Care Department

Page 10 of 27

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE8H7	██████████	██████████	34,046
Salem	, VA 24153	09/19/2016		Dealer: VA007	Hart Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Brake

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Noise(Brake)

done (the dealership response does not inspire confidence).

Thanks, ██████████

On Mon, Oct 3, 2022 at 9:07 AM ██████████ <██████████> wrote:
Good Morning Bert,

Could I get an update on the car and when it will be ready for pickup?

On a separate note, I never heard from the Kia Engineer.

Thanks, ██████████

*** Note - Others created on 10/03/2022 12:12:25 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Reviewed case w/ Kia NASO Engineer (343E):

1. Did not duplicate customer's concerns

*** Phone - Call - Outbound created on 10/03/2022 12:17:24 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Called dealer VA007 and spoke with Bert Lumpkin in the Service Department

Writer states:

1. Is the customer's vehicle ready for pickup?

Dealer states:

1. There was no DTCs, my technician didn't find anything, there were some SA actions

2. We could not duplicate the turtle mode

3. The regenerative sounds when moving in reverse, could not duplicate that as well

*** Email - External Email Sent created on 10/03/2022 12:18:34 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Sent email to customer (██████████)

Hi ██████████

Just as an FYI, our engineers do not generally contact customers regarding inspections. However, he was made aware of all your concerns prior to inspecting your vehicle.

I spoke with both our engineer and the dealership and they have both advised me they were not able to duplicate any of your concerns. Your vehicle however did have open Service Actions ("SA") and the dealership informed me that they have completed those. Based on both our engineer and the dealership's inspection, Kia is releasing the vehicle back to you at this time.

Please feel free to call me and I will be more than happy to try and answer any questions.

*** 10/03/2022 16:37:44 (GMT-08:00) Pacific Time (US & Canada) ***

Closed by Samuel Kim with Resolution Code : Information Given

[Resolution Summary]

*** 10/04/2022 11:22:51 (GMT-08:00) Pacific Time (US & Canada) ***

Reopened by Samuel Kim with Sub Status of Working

Kia America Customer Care Department

Page 11 of 27

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE8H7	██████████	██████████	34,046
Salem	, VA 24153	09/19/2016		Dealer: VA007	Hart Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Brake

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Noise(Brake)

*** Note - Others created on 10/04/2022 11:26:57 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Kia NASO Engineer (343E) inspected the vehicle at Hart Kia on 9/28:

1. The parking pawl and park engagement were evaluated and after repeated attempts it was not possible to induce a roll in park condition.
2. The evaluation was conducted on a slope as well as flat ground.
3. The vehicle appears to have performed as designed.

*** 10/04/2022 11:37:52 (GMT-08:00) Pacific Time (US & Canada) ***

Closed by Samuel Kim with Resolution Code : Information Given
[Resolution Summary]

*** 10/27/2022 13:44:56 (GMT-08:00) Pacific Time (US & Canada) ***

Reopened by Samuel Kim with Sub Status of Working

*** Email - External Email Received created on 10/27/2022 13:45:10 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

From: ██████████ <██████████>
Sent: Thursday, October 13, 2022 6:58 AM
To: Kim, Samuel [KUS] <SamuelKim@Kiausa.com>
Subject: Re: 2017 Kia Soul EV+ - ██████████
Good Morning Sam,

I want to thank you for all the efforts you made on my behalf. You definitely went above and beyond for me, renewed my faith in Kia Corporate, and I appreciate it.

Admittedly I am disappointed with the failure of the dealership and the Kia engineer to resolve any of the major issues. I originally escalated these issues to Kia back in May. I finally got a response once you took over and my car went to the dealership for repairs in Sep/Oct. My Kia warranty ends in mid-November. I am asking Kia to extend the Kia Warranty for the following 3 items for a minimum of 1 year past the original warranty period:

1. On 05-21-2022, 8-16-2022, and again on 08-30-2022 I placed my 2017 Kia Soul EV+ in park, got out, and the car began to roll away. 11480710 - NHTSA complaint #
 - o No update from the Kia engineer
2. The regenerative braking squeals and makes a rubbing sound when moving in reverse (while backing up and turning 90 degrees).
 - o dealership claims they could not reproduce the problem, yet it has happened every single time I have backed into my garage before and after having my car at the dealership.
3. The car has gone into turtle mode 5 times over the past year. Each time it is while driving at slow speed up an incline like in a parking garage.
 - o dealership was able to identify the times it went into turtle mode, but offered no solution or repair.

I will make an effort to make videos of the above 3 items to provide to you in the future.

- The "rolling while in park" is a major safety issue and we must get it resolved.
- The "turtle mode" issue may be an indicator of a larger problem with the 27 kWh battery pack.
- The "squealing while backing up" may or may not be an indicator of a larger issue.

Thanks, ██████████

*** Email - External Email Sent created on 10/27/2022 13:45:39 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

From: Kim, Samuel [KUS]
Sent: Tuesday, October 25, 2022 5:11 PM

Kia America
Customer Care Department

Page 12 of 27

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE8H7	██████████	██████████	34,046
Salem	, VA 24153	09/19/2016		Dealer: VA007 Hart Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Brake

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Noise(Brake)

To: ██████████ <██████████>
Subject: RE: 2017 Kia Soul EV+ - ██████████

Hi ██████████

Unfortunately I've been advised we do not offer extensions on the manufacturer warranty. With that said, it appears the manufacturer warranty on your vehicle is set to expire on 11/19/2022. If you experience any of the previously documented concerns you have with Kia within a few months outside of coverage, please contact us and we will be more than happy to consider goodwill assistance.

*** Email - External Email Received created on 10/27/2022 13:46:47 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

From: ██████████ <██████████>
Sent: Wednesday, October 26, 2022 5:49 AM
To: Kim, Samuel [KUS] <SamuelKim@Kiausa.com>
Subject: Re: 2017 Kia Soul EV+ - ██████████
Good morning Sam,

I really appreciate you looking into this for me. I want to be clear that you have been great to work with and I take no issue with you.

Regarding Kia's multiple failures to address my communications over a period of 5 months and then the subsequent failure to resolve any of the 3 top warranty/safety issues. It feels like a failure to honor the existing warranty. I'm a pretty patient guy, but am relentless once a perceived injustice occurs. I would definitely consider these multiple failings to be an injustice on Kia's part. I would like these issues escalated again. I am requesting an extension of the warranty specific to the below 3 items for a period of one year OR for Kia to apply the standard warranty that is extended to the first retail purchaser (this would result in a 10 year / 100k mile powertrain warranty).

1. On 05-21-2022, 8-16-2022, and again on 08-30-2022 I placed my 2017 Kia Soul EV+ in park, got out, and the car began to roll away. 11480710 - NHTSA complaint #
 - o No update from the Kia engineer
2. The regenerative braking squeals and makes a rubbing sound when moving in reverse (while backing up and turning 90 degrees).
 - o dealership claims they could not reproduce the problem, yet it has happened every single time I have backed into my garage before and after having my car at the dealership.
3. The car has gone into turtle mode 5 times over the past year. Each time it is while driving at slow speed up an incline like in a parking garage.
 - o dealership was able to identify the times it went into turtle mode, but offered no solution or repair.

Thanks, ██████████

*** 10/27/2022 13:47:23 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Samuel Kim with Resolution Code : Information Given
[Resolution Summary]

*** 10/28/2022 14:40:36 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened by Jeff Stroup with Sub Status of Working

*** Phone - Call - Outbound created on 10/28/2022 14:40:40 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr left voicemail for cust at alt number to call back.

Kia America Customer Care Department

Page 13 of 27

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE8H7	[REDACTED]	[REDACTED]	34,046
Salem	, VA 24153	09/19/2016		Dealer: VA007 Hart Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Brake

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Noise(Brake)

*** Phone - Call - Outbound created on 10/31/2022 14:20:34 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr left voicemail for customer to call back.

*** Phone - Call - Inbound created on 10/31/2022 14:38:47 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
customer called wtr

1. customer explained how warranty expires in about 2 weeks
2. cust advised how his 3 concerns are still not resolved
3. vehicle rolling in park, KUS inspected and never told customer next steps
4. regeneration braking noise. dlr said CND but it happens everytime customer backs up
5. turtle mode - dlr said they identified it but cant offer any solution
6. wtr apologized and advised of warranty
7. wtr advised as customer is working with KUS in reference to concerns, would recommend getting vehicle back into dlr for inspection and if outside of warranty by time can see about possible GW
8. cust advised could be a month as single father and has to do 4 kids so times are tough to get car into dlr
9. wtr recommended when cust takes vehicle to dlr, back up the vehicle with dlr inside so they can hear the noise since he can reproduce it every time
10. wtr advised will have CSR follow up with cust as cust states concerns still not resolved.

*** 10/31/2022 14:42:13 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin 24/24 of Samuel Kim by Jeff Stroup

Reason:

*** Phone - Call - Inbound created on 11/21/2022 13:14:18 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

KUS inspected customers vehicle in reference to roll in park and CND customer concerns

Dlr inspected the other two items and CND customer concerns

wtr left voicemail for cust to call back.

*** 12/12/2022 13:10:09 (GMT-08:00) Pacific Time (US & Canada) ***

Closed by Jeff Stroup with Resolution Code : Information Given

[Resolution Summary]

*** 01/03/2023 10:41:57 ***

Reopened by Jocelyn Lopez with Sub Status of Working

*** 01/03/2023 10:51:36 ***

Goodwill #: 211477 Submitted

*** Email - External Email Sent created on 02/02/2023 10:02:34 (GMT-08:00) Pacific Time (US & Canada) and created by Michele Cameron ***

Cust sent an email to Kia executives (see below chain) and writer responded as follows & notified Jeff Stroup:

From: Cameron, Michele [KUS]

Sent: Thursday, February 2, 2023 10:02 AM

To: [REDACTED]

Subject: RE: 7 months w/o resolution - 2017 Kia Soul EV+ ([REDACTED])

Kia America Customer Care Department

Page 14 of 27

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE8H7	██████████	██████████	34,046
Salem	, VA 24153	09/19/2016		Dealer: VA007	Hart Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Noise(Brake)

██████████
Your email below has been forwarded to me for review. In reviewing the multiple cases, I can see that several were duplicates so they were consolidated into one and all communications have been documented in a single case. Your current active case # is ██████████ and I note:

- Case notes indicate that in late November last year, you were advised that your vehicle had been inspected and the issues were not duplicated.
- You were advised you can certainly take the vehicle back to the dealership for additional inspection and if concerns were duplicated and repairs necessary but your vehicle was beyond the terms of the warranty that we could review for possible repair support.
- It was also recommended that when you take the vehicle to the dealership that you back up the vehicle with a dealer representative inside so they can hear the noise since you have indicated you can reproduce it consistently but it has not been identified by repair staff.

I apologize if there was a misunderstanding about this last conversation. I will ask Jeff Stroup to reach out to you to discuss further to ensure we have no additional communication issues.

Best,

Michele

Michele Cameron
Executive Director
Customer Care E
mcameron@kiausa.com
Kia America, Inc.
111 Peters Canyon Road
Irvine, CA 92606 USA

From: ██████████ <██████████>
Sent: Thursday, February 2, 2023 6:35 AM
To: Kim, Samuel [KUS] <SamuelKim@Kiausa.com>; Watson, Eric [KUS] <EWatson@Kiausa.com>; Peffer Jr., William (Bill) [KMA] <WPeffer@Kiausa.com>
Cc: Bell, James [KUS] <JBell@Kiausa.com>; Joyer, Jay <jay.joyer@zenogroup.com>; Murphy, Julie [KUS] <JMurphy@Kiausa.com>; Devenny, Brian <brian.devenny@zenogroup.com>
Subject: 7 months w/o resolution - 2017 Kia Soul EV+ (██████████)

CAUTION: This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.
Kia Headquarters 111 Peters Canyon Rd. Irvine, CA 92606
CC: James Bell, Jay Joyer, Julie Murphy, Brian Devenny

Hello Sam, Mr. Peffer, and Eric,

Still no response from any of you. I think it's probably time for Kia to hand this over to their internal legal department for review.

Kia America Customer Care Department

Page 15 of 27

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE8H7	██████████	██████████	34,046
Salem	, VA 24153	09/19/2016		Dealer: VA007 Hart Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Brake

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Noise(Brake)

From: ██████████ <██████████>
Date: Tue, Jan 10, 2023 at 11:20 AM
Subject: 6 months w/o resolution - 2017 Kia Soul EV+ (██████████)
To: Kim, Samuel [KUS] <SamuelKim@kiausa.com>, <EWatson@kiausa.com>, <Wpeffer@kiausa.com>

RE: VIN KNDJX3AE8H7 ██████████

Hello Sam, Mr. Peffer, and Eric,

Today I backed into my garage and placed the car in park. After placed in park, it rolled forward approximately 2 feet on level ground before stopping (new NHTSA complaint #11500986).

Considering the overall experience over the past 6 months with Kia, I am again requesting Kia provide me with the standard warranty that applies to the first retail purchaser (10 year / 100k mile powertrain warranty) along with immediate resolution for the 3 unresolved issues listed in the summary below. I am really frustrated with my overall experience with Kia and their failure to resolve a serious safety issue.

- 07-11-2022, 07-19-2022, 07-25-2022, 07-28-2022 no response to emails sent to Kia-Consumer-Assistance-Center@kiausa.com
 - 07-28-2022 email to William (Bill) Peffer Jr. - Wpeffer@kiausa.com received an automated response directing me to Eric Watson - EWatson@kiausa.com.
 - 07-28-2022 email to Eric Watson - EWatson@kiausa.com received no response.
 - All 3 Kia case #s opened through <https://ksupport.kiausa.com/ConsumerAffairs/> were closed with no response from Kia (case #s ██████████ on 07-25-2022, ██████████ on 08-11-2022, ██████████ on 08-25-2022)
 - The failure to resolve the following 3 issues when the car was at the Salem VA Kia dealership from 09-26-2022 through 10-03-2022 and was evaluated by a Kia engineer sent out from California.
 1. On 05-21-2022, 8-16-2022, 8-30-2022, and again on 01-10-2023 I placed my 2017 Kia Soul EV+ in park, got out, and the car began to roll away (NHTSA complaint #11480710 on 08-23-2022 & 11500986 on 01-10-2023) - No update from the Kia engineer
 2. The regenerative braking squeals and makes a rubbing sound when moving in reverse (while backing up and turning 90 degrees) - dealership claims they could not reproduce the problem, yet it has happened every single time I have backed into my garage before and after having my car at the dealership.
 3. The car has gone into turtle mode 5 times over the past year. Each time it is while driving at slow speed up an incline like in a parking garage - dealership was able to identify the times it went into turtle mode, but offered no solution or repair.
 - No follow up on the promises made by Jeff Stroup, Contact Center Manager of Kia Motors America @ 949-468-4620, in a 15 minute conversation on 10-31-2022 to get the car back into the dealership and have all 3 documented issues fully resolved.
 - No response to my multiple emails (11-22-2022, 12-06-2022, 01-04-2023) sent to SamuelKim@kiausa.com to follow up on Jeff Stroup's promises to get the car back into the dealership and have all 3 documented issues fully resolved.
- Thanks, ██████████

*** Phone - Call - Outbound created on 02/06/2023 11:47:45 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr left voicemail for customer to call back.

*** 02/06/2023 11:52:29 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 02/06/2023 11:52:06 by Jeff Stroup

Kia America Customer Care Department

Page 16 of 27

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE8H7	██████████	██████████	34,046
Salem	, VA 24153	09/19/2016		Dealer: VA007	Hart Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Noise(Brake)

To: ██████████
Cc:
Title: Kia Customer Care Case# ██████████

*** Email - External Email Sent created on 02/06/2023 11:52:06 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

██████████ I just left a voicemail and wanted to follow up via email. Please let me know a good date/time we can connect as we would like to have your vehicle brought into the dealership for the inspection of your concerns. Thank you,Jeff

*** Email - External Email Sent created on 02/06/2023 11:52:06 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

██████████ I just left a voicemail and wanted to follow up via email. Please let me know a good date/time we can connect as we would like to have your vehicle brought into the dealership for the inspection of your concerns. Thank you,Jeff

02/07/2023 04:38:47

Email is received on 02/07/23 04:38:42 from ██████████

02/14/2023 06:18:57

Email is received on 02/14/23 06:18:54 from ██████████

02/22/2023 05:49:53

Email is received on 02/22/23 05:49:49 from ██████████

*** Email - External Email Received created on 02/22/2023 05:49:50 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

Hello Jeff, Just checking back in, as I have not heard back from you. Thanks, ██████████

*** Email - External Email Received created on 02/14/2023 06:18:55 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

Hello Jeff, Just checking back in, as I have not heard back from you. Thanks, ██████████

*** Email - External Email Received created on 02/07/2023 04:38:44 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

Hi Jeff,

Thank you for your email and for following up with me. I am flexible with dates after Feb. 28th assuming Kia will be providing a loaner or rental car again. If the car will be going to Hart Kia, then the closest rental car is Enterprise: <https://goo.gl/maps/eFY6oMDkENNtnHxY6>

Considering that Hart Kia does not sell any electric vehicles, I worry that they lack the expertise and motivation to properly troubleshoot and repair my vehicle. These are the issues we previously discussed on 10-31-2022 after not being resolved at Hart Kia in late September/early October.

1. On 05-21-2022, 8-16-2022, 8-30-2022, and again on 01-10-2023 I placed my 2017 Kia Soul EV+ in park, got out, and the car began to roll away (NHTSA complaint #11480710 on 08-23-2022 & 11500986 on 01-10-2023) - No

Kia America Customer Care Department

Page 17 of 27

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE8H7	██████████	██████████	34,046
Salem	, VA 24153	09/19/2016		Dealer: VA007 Hart Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Brake

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Noise(Brake)

update from the Kia engineer

2. The regenerative braking squeals and makes a rubbing sound when moving in reverse (while backing up and turning 90 degrees) - dealership claims they could not reproduce the problem, yet it has happened every single time I have backed into my garage before and after having my car at the dealership.

3. The car has gone into turtle mode 5 times over the past year. Each time it is while driving at slow speed, up an incline, like in a parking garage - dealership was able to identify the times it went into turtle mode, but offered no solution or repair.

Thanks, ██████████

*** 03/07/2023 13:48:22 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin Intro Calls of Amanda Alvarez by Jeff Stroup

Reason:

*** 03/08/2023 09:30:00 (GMT-08:00) Pacific Time (US & Canada) ***

Goodwill #: 211477 Final Approved

*** Phone - Call - Outbound created on 03/08/2023 11:15:06 and created by Amanda Alvarez ***

Wrt. stated

1. Introduced self and explained (3) issues cust. is experiencing with veh.: rolling while in park, regenerative braking squeals, and veh. going into turtle mode.

2. Unsure, but will ask cust. and send follow-up email.

3. Will inform cust. and thanked for help.

John Hutchinson (VA007 SVCM) stated

1. See car was last here on 9/26/23-10/24/22 and could not duplicate concerns.

2. How often does this happen?

3. Email is johnhutchinson@hartmotors.com and cust. can call (540-444-4444) to get this resolved. One of the techs can drive with him to see if issue occurs.

*** Phone - Call - Outbound created on 03/08/2023 11:26:17 and created by Amanda Alvarez ***

Wrt. LVM for cust. at ██████████, requesting callback to discuss apt. at Hart Kia. Left phone #, office hours, and will send follow-up email.

*** 03/08/2023 11:34:26 ***

Email is sent on 03/08/2023 11:27:14 by Amanda Alvarez

To: ██████████

Cc:

Title: Kia Customer Care Case# ██████████

*** Email - Internal Email Sent created on 03/08/2023 11:27:14 and created by Amanda Alvarez ***

Dear ██████████

I understand you were previously speaking with my team member, Jeff, in regards to your vehicle concerns. I am assisting with your case and have contacted Hart Kia's Service Manager to assist with your vehicle's (3) concerns again. Those concerns being the rolling while in park, regenerative brake squeals/rubbing sound while moving in reverse, and turtle mode.

Hart Kia's Service Manager, Mr. Hutchinson, requests calling the dealership at (540) 444-4444 to schedule an appointment at your earliest convenience. Please be advised that they would like one of their technicians to test drive the vehicle with you during the inspection. If you have any questions, please feel free to call me back at (949)

Kia America
Customer Care Department

Last name	First name	VIN of 2017 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE8H7 ██████████	██████████	34,046
Salem, VA	24153	09/19/2016	Dealer: VA007 Hart Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Brake

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Noise(Brake)

468-4645 and my office hours are Monday-Friday, 8AM-5PM, PST. If you are unable to reach me by phone, please leave me an email and I will follow-up with you as soon as possible.

Sincerely,
Kia America
Amanda A.

*** Email - External Email Sent created on 03/08/2023 11:40:59 and created by Amanda Alvarez ***

From: Alvarez, Amanda [KUS]
Sent: Wednesday, March 8, 2023 11:41 AM
To: johnhutchinson@hartmotors.com
Subject: Inspection Needed for 2017 Kia Soul EV (Kia Case ██████████)

Good afternoon,

Thank you for taking the time to speak with me today. The customer has been advised to contact Hart Kia to schedule their inspection appointment for their (3) vehicle concerns: rolling while in park, regenerative braking squeals and makes rubbing sound when moving in reverse, and car going into turtle mode 5 times in the past year.

When the inspection takes place, please make sure that everything (concerns/tests/results) is documented on the RO.

Customer: ██████████
Vehicle: 2017 Kia Soul EV+
VIN: KNDJX3AE8H7 ██████████

Thank you,

03/09/2023 08:54:57

Email is received on 03/09/23 08:54:52 from ██████████

*** Email - Internal Email Received created on 03/09/2023 08:54:55 and created by Amanda Alvarez ***

CAUTION: This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Hello Amanda, I am swamped today, but will try to call you tomorrow. Thanks, ██████████

03/13/2023 14:34:12

Email is received on 03/13/23 14:34:03 from ██████████

Attachments:
20230309_183722.jpg

*** Email - Internal Email Received created on 03/13/2023 14:34:06 and created by Amanda Alvarez ***

CAUTION: This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Hi Amanda,

Kia America Customer Care Department

Page 19 of 27

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE8H7	██████████	██████████	34,046
Salem	, VA 24153	09/19/2016		Dealer: VA007 Hart Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Brake

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Noise(Brake)

Thank you for your voicemail on Wednesday, Mar. 8th and your follow up email. I left you a voicemail earlier today and will wait to hear back from you.

Thanks, ██████████

These are the outstanding issues that were not resolved when in the shop previously:

1. On 05-21-2022, 8-16-2022, 8-30-2022, 01-10-2023, and 02-20-2023 I placed my 2017 Kia Soul EV+ in park, got out, and the car began to roll away (NHTSA complaint #11480710 on 08-23-2022 & 11500986 on 01-10-2023) - NOT RESOLVED by Kia engineer. This is a major safety issue and must get resolved.

2. The regenerative braking squeals and makes a rubbing sound when moving in reverse (while backing up and turning 90 degrees) - NOT RESOLVED, dealership claims they could not reproduce the problem, yet it has happened every single time I have backed into my garage before and after having my car at the dealership. I am working on making videos to demonstrate the noise.

3. The car went into turtle mode 5 times from 2021 through mid 2022 when the car went into the dealership. Each time it was while driving at slow speed, up an incline, like in a parking garage - NOT RESOLVED, the dealership was able to identify the times it went into turtle mode, but offered no solution or repair. The car has gone into turtle mode 2 times so far in 2023 with the most recent time being on Mar. 9th.[20230309_183722.jpg]

*** Note - Others created on 03/13/2023 15:57:42 and created by Amanda Alvarez ***
Wrt. updated mileage to 31,895 according to image that customer emailed in showing their dash.

*** Phone - Call - Outbound created on 03/14/2023 11:06:30 and created by Amanda Alvarez ***
Wrt. stated

1. Following up to your email, asked when can they bring veh. to VA007 for (3) concerns.
2. Can provide rental while veh. is down at dealer.
3. Asked to please explain previous turtle mode on 3/9/23.
4. Asked how often regenerative braking/squealing noise occurs.
5. Understand the concern and will wait to receive your video documentation.

Cust. stated

1. Single dad with (4) kids and only (1) car. Cannot go without car and previous time in shop took a week. Stated was previously provided rental by KUS.
2. Concern is dealer doesn't sell electric cars and we live in Trump land, dealer may not have expertise to work on electric veh.
 - a) Never driven car out of town.
 - b) Last time someone from CA flew out to inspect it and nothing happened after that.
 - c) Dealer unable to replicate braking issue. Stated on RO veh. went into turtle mode and offered no solution.
3. Occurred at same location as previous times, going up hill at 20-25 mph. Lost power, pulled over car, restarted car, and typically solves issue.
4. Occurs every time with brakes, hoping to record issue at parking garage to recreate issue and record it. Disconcerting it happens and want to have video evidence before bringing it back to dealer.
5. Will document issue so it can't be disputed then will follow-up.
 - a) Goal is for Kia to understand issue, believe it's battery related. Looking to buy new car and give this car to my ██████████-year-old twins.

*** 04/11/2023 12:40:45 ***

Email is sent on 04/11/2023 12:39:59 by Amanda Alvarez

To: ██████████

Cc:

Title: Kia Customer Care Case# ██████████

Kia America
Customer Care Department

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE8H7	██████████	██████████	34,046
Salem	, VA 24153	09/19/2016		Dealer: VA007	Hart Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Brake

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Noise(Brake)

*** Email - Internal Email Sent created on 04/11/2023 12:39:59 and created by Amanda Alvarez ***

Dear ██████████

I am following up to see if you have captured your vehicle concerns on video yet.

Sincerely,
Kia America
Amanda A.
P: (949) 468-4645

04/11/2023 12:58:02

Email is received on 04/11/23 12:57:56 from ██████████

*** Email - Internal Email Received created on 04/11/2023 12:57:59 and created by Amanda Alvarez ***

CAUTION: This is an external email!

Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Thank you for following up Amanda. I had you on my list for follow up this week. I have captured the turtle mode twice now, but have not been able to get myself together fast enough to video the car when it starts to roll forward while in park. When rolling in park it's pretty alarming and trying to grab my phone and start recording is not something that comes naturally.

██████████
*** 04/11/2023 14:14:44 ***

Email is sent on 04/11/2023 14:08:44 by Amanda Alvarez

To: ██████████

Cc:

Title: Kia Customer Care Case# ██████████

*** Email - Internal Email Sent created on 04/11/2023 14:08:44 and created by Amanda Alvarez ***

Dear ██████████

Thank you for the update. Have you been able to capture the regenerative braking concern on video? At your earliest convenience, please let me know when you are available to bring your vehicle to Hart Kia for your (3) vehicle concerns. to be inspected again.

Sincerely,
Kia America
Amanda A.

*** 04/25/2023 11:48:07 ***

Closed by Amanda Alvarez with Resolution Code : No Cust Contact

[Resolution Summary]

Pending customer to follow-up with video documentation for review.

04/30/2023 12:29:49

Email is received on 04/30/23 12:29:44 from ██████████

Kia America Customer Care Department

Page 21 of 27

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE8H7	██████████	██████████	34,046
Salem	, VA 24153	09/19/2016		Dealer: VA007	Hart Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Brake

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Noise(Brake)

*** Email - Internal Email Received created on 04/30/2023 12:29:47 and created by Amanda Alvarez ***

CAUTION: This is an external email!

Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Hi Amanda,

I already have photos of it going into turtle mode and today I finally got video of it rolling while in park, so now I just need to get video of the squealing sound from the regenerative brakes.

Thanks, ██████████

*** 05/01/2023 08:31:18 ***

Email is sent on 05/01/2023 08:29:50 by Amanda Alvarez

To: ██████████

Cc:

Title: Kia Customer Care Case# ██████████

*** Email - Internal Email Sent created on 05/01/2023 08:29:50 and created by Amanda Alvarez ***

Dear ██████████

Thank you for the update. As soon as the video of the squealing sound is captured, could you please provide your turtle mode photos and video of it rolling in park for review?

Sincerely,

Kia America

Amanda A.

P: (949) 468-4645

F: (949) 299-3204

05/09/2023 05:57:57

Email is received on 05/09/23 05:57:53 from ██████████

*** Email - Internal Email Received created on 05/09/2023 05:57:55 and created by Amanda Alvarez ***

CAUTION: This is an external email!

Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Hi Amanda,

Here is a link to what I have so far. The first two photos are of the turtle mode on two recent occasions. The third is a video I took rolling forward while in park. It rolled at least 10' towards the rock retaining wall before coming to a stop on its own because of level ground. It never engaged the brake.

<https://photos.app.goo.gl/R3dn3RGcVwB5kYrM8>

I keep forgetting to get my son to record video of the rubbing/squealing originating from the regenerative braking, but will try to get that soon. Just FYI, I am going to be out of state from May 24th through Aug 24th with the Kia left in the garage for that period of time.

Thanks, ██████████

Kia America
Customer Care Department

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE8H7	[REDACTED]	[REDACTED]	34,046
Salem	, VA 24153	09/19/2016		Dealer: VA007	Hart Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Brake

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Noise(Brake)

*** 05/12/2023 07:32:32 ***

Email is sent on 05/12/2023 07:29:58 by Amanda Alvarez

To: [REDACTED]

Cc:

Title: Kia Customer Care Case# [REDACTED]

*** Email - Internal Email Sent created on 05/12/2023 07:29:58 and created by Amanda Alvarez ***

Dear [REDACTED]

I received your (2) photos and video of your vehicle rolling while in park. I will wait to receive your video of the regenerative braking issue before making the dealer inspection arrangements.

Sincerely,
Kia America
Amanda A.

05/15/2023 06:56:59

Email is received on 05/15/23 06:56:53 from [REDACTED]

*** Email - Internal Email Received created on 05/15/2023 06:56:56 and created by Amanda Alvarez ***

CAUTION: This is an external email!

Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

I would like to add add'l details regarding the rolling while in Park. Previously, rolling while in Park has only happened after I have backed up and then placed the car in Park. Yesterday, the car rolled after placing the car in Park while driving forward. It rolled for a few seconds, maybe 5', and then the car engaged the parking brake.

Possibly related, the car sometimes will engage the parking brake while parked and then will not release the parking brake when the car is placed in Drive mode. The car seems to get confused, but if you place it back in Park and then back into Drive mode, the emergency brake releases.

*** 06/02/2023 16:30:06 ***

Closed by Amanda Alvarez with Resolution Code : No Cust Contact

[Resolution Summary]

Pending customer to follow-up with video documentation to schedule follow-up vehicle inspection at VA007.

06/04/2023 10:33:17

Email is received on 06/04/23 10:33:08 from [REDACTED]

Attachments:

2023-05-26 Kia Soul EV Recall - fire risk.pdf

*** Email - Internal Email Received created on 06/04/2023 10:33:11 and created by Amanda Alvarez ***

CAUTION: This is an external email!

Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Hi Amanda,

I received this recall notice this week (please see attached PDF, also documented in #4 below). I am leaving this

Kia America
Customer Care Department

Last name	First name	VIN of 2017 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE8H7 ██████████	██████████	34,046
Salem, VA	24153	09/19/2016	Dealer: VA007 Hart Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Brake

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Noise(Brake)

week on travel and will be available in Roanoke again at the end of August. Let's plan to get all repairs, including this recall, fully addressed then.

1. On 05-21-2022, 8-16-2022, 8-30-2022, 01-10-2023, and again on 05-08-2023. I placed my 2017 Kia Soul EV+ in park, got out, and the car began to roll away (NHTSA complaint #11480710 on 08-23-2022 & 11500986 on 01-10-2023) - No update from the Kia engineer

2. The regenerative braking squeals and makes a rubbing sound when moving in reverse (while backing up and turning 90 degrees) - dealership claims they could not reproduce the problem, yet it has happened every single time I have backed into my garage before and after having my car at the dealership.

3. The car has gone into turtle mode 5 times over the past year. Each time it is while driving at slow speed, up an incline, like in a parking garage - dealership was able to identify the times it went into turtle mode, but offered no solution or repair.

4. 05-26-2023 Kia Soul EV Recall Notice (NHTSA Recall Number 23V218). What is described in this recall is already what I have been documenting for over a year in #3 and shown in the photos found here: <https://photos.app.goo.gl/R3dn3RGcVwB5kYrM8>

Thanks, ██████████

*** 06/05/2023 10:31:23 ***

Email is sent on 06/05/2023 10:09:13 by Amanda Alvarez

To: ██████████

Cc:

Title: Kia Customer Care Case# ██████████

*** Email - Internal Email Sent created on 06/05/2023 10:09:13 and created by Amanda Alvarez ***

Dear ██████████

I received your email from Sunday (June 4, 2023) and wanted to address the following issues:

Please note that we have not received video documentation of the regenerative braking squeals and rubbing sound when moving in reverse that you are experiencing.

Once a remedy becomes available for the interim notice for NHTSA recall number, 23V218, an appointment can be scheduled with a dealer to have the recall repair performed free of charge at no cost to you.

We cannot address what repairs are needed, unless we are able to duplicate/diagnose the issues you are experiencing.

We wish you safe travels on your upcoming work trip and can schedule the vehicle inspection at Hart Kia upon your return in late August.

Sincerely,
Kia America
Amanda A.

06/05/2023 15:46:05

Email is received on 06/05/23 15:46:00 from ██████████

*** Email - Internal Email Received created on 06/05/2023 15:46:03 and created by Amanda Alvarez ***

CAUTION: This is an external email!

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Kia America
Customer Care Department

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE8H7	██████████	██████████	34,046
Salem	, VA 24153	09/19/2016		Dealer: VA007	Hart Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Brake

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Noise(Brake)

Sounds good. I'm guessing the following statement from your email refers to the regenerative braking issue only, as that is the only issue where I have not provided video yet. This issue is less of a concern for me than the safety issues outline in #1, 3, & 4 (inserted at bottom).

* We cannot address what repairs are needed, unless we are able to duplicate/diagnose the issues you are experiencing.

I have documented everything else in the photos and videos shown here:
<https://photos.app.goo.gl/R3dn3RGcVwB5kYrM8>

Thanks, ██████████

1. On 05-21-2022, 8-16-2022, 8-30-2022, 01-10-2023, and again on 05-08-2023. I placed my 2017 Kia Soul EV+ in park, got out, and the car began to roll away (NHTSA complaint #11480710 on 08-23-2022 & 11500986 on 01-10-2023) - Shown in the video here: <https://photos.app.goo.gl/R3dn3RGcVwB5kYrM8>
2. The regenerative braking squeals and makes a rubbing sound when moving in reverse (while backing up and turning 90 degrees) - dealership claims they could not reproduce the problem.
3. The car has gone into turtle mode 5 times over the past year. Each time it is while driving at slow speed, up an incline, like in a parking garage - dealership was able to identify the times it went into turtle mode, but offered no solution or repair. Also shown in the photos here: <https://photos.app.goo.gl/R3dn3RGcVwB5kYrM8>
4. 05-26-2023 Kia Soul EV Recall Notice (NHTSA Recall Number 23V218). What is described in this recall is already what I have been documenting for over a year in #3 and shown in the photos found here: <https://photos.app.goo.gl/R3dn3RGcVwB5kYrM8>

*** 06/07/2023 08:17:51 ***

Closed by Amanda Alvarez with Resolution Code : No Cust Contact
[Resolution Summary]

CUSTOMER REQUESTED FOR INSPECTION AND RECALL TO BE ADDRESSED IN AUGUST, UPON THEIR RETURN FROM A WORK TRIP.

06/15/2023 13:19:11

Email is received on 06/15/23 13:19:07 from ██████████

*** Email - Internal Email Received created on 06/15/2023 13:19:09 and created by Amanda Alvarez ***

CAUTION: This is an external email!

Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Hi Amanda,

I have not received a response to my last email so I'm assuming that is confirmation that you have everything you need except for video specific to the squealing regenerative braking.

On a separate note, Joseph @ NHTSA (joseph.teitelman@dot.gov) called me about the rolling while in park. I told him it was still an issue, that it had not been successfully resolved, and that you were helping coordinate an upcoming repair at the end of the Summer when I return to Roanoke VA.

Thanks, ██████████

Kia America Customer Care Department

Page 26 of 27

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE8H7	[REDACTED]	[REDACTED]	34,046
Salem	, VA 24153	09/19/2016		Dealer: VA007	Hart Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Brake

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Noise(Brake)

01-10-2023) - Shown in the video here: <https://photos.app.goo.gl/R3dn3RGcVwB5kYrM8>

2. The regenerative braking squeals and makes a rubbing sound when moving in reverse (while backing up and turning 90 degrees) - dealership claims they could not reproduce the problem.

3. The car has gone into turtle mode 5 times over the past year. Each time it is while driving at slow speed, up an incline, like in a parking garage - dealership was able to identify the times it went into turtle mode, but offered no solution or repair. Also shown in the photos here: <https://photos.app.goo.gl/R3dn3RGcVwB5kYrM8>

4. 05-26-2023 Kia Soul EV Recall Notice (NHTSA Recall Number 23V218). What is described in this recall is already what I have been documenting for over a year in #3 and shown in the photos found here: <https://photos.app.goo.gl/R3dn3RGcVwB5kYrM8>

*** Email - External Email Received created on 08/25/2023 14:27:33 and created by Amanda Alvarez ***
Kia NASO Engineer 343E requested vehicle brought in to dealership on the 2nd week of September and to place customer in a rental.

*** 08/25/2023 14:40:57 ***

Email is sent on 08/25/2023 14:36:02 by Amanda Alvarez

To: [REDACTED]

Cc:

Title: Kia Customer Care Case# [REDACTED]

*** Email - Internal Email Sent created on 08/25/2023 14:36:02 and created by Amanda Alvarez ***

Dear [REDACTED]

I am in receipt of your email and will request an appointment time for the 2nd week of September at Hart Kia. As soon as the appointment is confirmed, I will follow-up with you. In the meantime, please let me know your preferred Enterprise location and I will make sure a rental is available to you while your vehicle is being inspected.

Sincerely,
Kia America
Amanda A.

*** Email - External Email Sent created on 08/25/2023 14:42:22 and created by Amanda Alvarez ***
Writer emailed VA007'S SM and CC'd DPSM, requesting if customer's vehicle can be brought in for evaluation the 2nd week of September and listed their vehicle concerns.

08/26/2023 10:44:06

Email is received on 08/26/23 10:43:59 from [REDACTED]

*** Email - Internal Email Received created on 08/26/2023 10:44:03 and created by Amanda Alvarez ***

CAUTION: This is an external email!

Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Hi Amanda,

* Is there a final decision on the battery recall (NHTSA Recall Number 23V218). What can I expect to be done regarding this recall while the car is in the shop?

This is the enterprise location closest to the dealership:

* <https://goo.gl/maps/eGi3tzZCJxyBmG748>

Kia America Customer Care Department

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE8H7	██████████	██████████	34,046
Salem	, VA 24153	09/19/2016		Dealer: VA007	Hart Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Brake

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Noise(Brake)

* 4701 Melrose Ave NW, Roanoke, VA 24017

*** Email - External Email Received created on 08/28/2023 08:38:38 and created by Amanda Alvarez ***
VA007's SM made customer's appointment for Tuesday (9/12/23) @7:30am.

*** Phone - Call - Outbound created on 08/28/2023 14:04:35 and created by Amanda Alvarez ***
Writer LVM for customer ██████████, as they have an update regarding recall request and apt. at Hart Kia for 9/12/23 @7:30am. Left phone number and will send follow-up email.

*** 08/28/2023 14:09:54 ***
Email is sent on 08/28/2023 14:05:51 by Amanda Alv

Kia America Customer Care Department

Page 1 of 3

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE5G7	██████████	██████████	59,265
Kirkland	, WA 98033	06/16/2015		Dealer: WA029	Lee Johnson Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Case History

*** 12/15/2022 11:08:23 ***

Contact = ██████████, Priority = Standard, Sub Status = Dispatched

*** 12/15/2022 11:08:23 ***

Web - Problem Description created on 12/15/2022 11:08:23 and created by ██████████
Customer states car will roll away when in park. 3 different occasions.

*** 12/15/2022 11:08:23 ***

Web - Diagnostics created on 12/15/2022 11:08:23 and created by ██████████
B28VAWA029221215010I No dtc's. Inspected EPB rom ID. Rom current - V1.3. Inspected parking brake operation. Parking brake operating as designed. Inspected parking pawl operation with EPB OFF. Parking pawl operating as designed at time of inspection. Please advise.

*** 12/17/2022 12:20:41 ***

Accepted, from Queue = TL_Rio_Soul_Forte_Niro_Stinger_Sedona_Cadenza_Seltos_Carnival to WIPBin default

*** Web - Advice created on 12/17/2022 12:26:42 and created by Brian Lall ***

1: Due to the type of concern, I am submitting the case for NCA review. We would like you to perform a one-time goodwill inspection to address the customer's alleged brake failure concern. Below are instructions that we would like you to follow during your inspection. After the inspection is completed, do not do any further diag or repairs until advised to proceed by Techline or NCA. Complete the static evaluation in advice 2 and the dynamic evaluation in advice 3. Thanks.

2: Static (Parked) Evaluation:

1. Take clear pictures of any preexisting accident damage.
2. Check for DTCs in all modules.
3. Check for out-of-position/stacked floor mats or foreign objects that may interfere with brake pedal movement.
4. Inspect the parking brake operation and—if cable style—check but do not change its adjustment.
5. With the service brake pedal not depressed, check the interlock function by attempting to move the gear selector from Park to Reverse using mild to moderate force, both in short and prolonged motions. IMPORTANT: Do not use excessive force, or the mechanism may become damaged.
6. For shift-by-wire vehicles, place the transmission in Drive, and then turn the key off to check the auto-shift-to-Park feature.
7. With key on, engine off, shift from Park to Reverse to Neutral to Drive (and into Sport Mode + and -, if the vehicle is equipped). Verify that the gear selector position is indicated by the corresponding letter in the gauge cluster display (P, R, N, D, 1, and 2, respectively).
8. Repeat the previous step in the reverse order (1, 2, D, N, R, and P).
9. Take clear pictures showing any concerns found. Document findings.

3: Dynamic (Driving) Evaluation:

1. Position the vehicle in a downhill orientation where it will roll easily if placed in Neutral. While stopped, move the gear selector from Drive or Reverse into Park and verify that the parking pawl mechanism keeps the vehicle from rolling.
2. Repeat the previous step while the vehicle is in an uphill orientation.
3. With the transmission in Neutral, verify the parking brake's effectiveness with the vehicle oriented both uphill and downhill.
4. Check again for DTCs in all modules.
5. Document findings.

Kia America
Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE5G7	[REDACTED]	[REDACTED]	59,265
Kirkland	, WA 98033	06/16/2015		Dealer: WA029	Lee Johnson Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Script Incident Report started by Matt Pagano on 01/03/2023 15:24:06

*** 01/03/2023 15:25:59 ***

Script Incident Report started by Matt Pagano on 01/03/2023 15:25:59

*** Phone - Call - Outbound created on 01/03/2023 15:30:47 and created by Matt Pagano ***

Wtr called [REDACTED] at [REDACTED]

Wtr stated:

1. Intro, calling re 2016 Soul EV+, dealer opened what's called a techline case on the vehicle to help them diagnose the alleged issues with the parking brake and it's been escalated to me, wanted to ask some questions to gather some more info to help with that process, do you have a moment
2. ran incident script. Cust did not remember specific dates/times of incidents, but stated all occurred in last few months of 2022, all after recall

*** Phone - Call - Outbound created on 01/10/2023 15:22:59 and created by Matt Pagano ***

Wtr called WA029 at (425) 823-0800

Wtr stated:

1. Intro, calling re 2016 Soul belonging to [REDACTED], reviewed the case with one of our engineers and his feeling is, seeing as every time the customer reports this happening it's been while the car is running and they're inside the car, it's possible that they may have shifted into Neutral rather than Park without realizing, and ultimately if you guys have done the roll in park checklist and couldn't find any issue and there's no collision or injury involved in the case, there's not much more we can offer here, so we would advise you to please release the vehicle to the customer and just tell them to bring it back if it ever happens when the car is OFF and in park
2. email contact?

SA Johnnie stated:

1. is there any way you can send me an email with that information
2. jbeatty@leejohnson.com

Wtr thanked, ended call

*** Email - External Email Sent created on 01/10/2023 15:28:57 and created by Matt Pagano ***

Wtr emailed SA Jonnie at WA029

Wtr stated:

1. without being able to duplicate issue there is nothing more we can offer cust at this time
2. cust only reports issue in instances where someone was inside car, car turned on-- could be driver error
3. Please release the car to the customer and tell them to bring it back if this ever happens when the car is OFF and in P.

*** 01/17/2023 16:41:17 ***

Closed by Matt Pagano with Resolution Code : Information Given

[Resolution Summary]

Could not duplicate, cust advised to bring vehicle back in if this reoccurs while vehicle is off and in park

*** Case [REDACTED] is sent on 10/6/2023 15:53:13 by Legal User KMA

To: yvonne.dalton@lhlaw.com

Cc:

Title: CA-[REDACTED]

Kia America Customer Care Department

Page 1 of 13

Last name	First name	VIN of	2018 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE4J7	[REDACTED]	[REDACTED]	44,464
Branford	CT 06405	11/02/2017		Dealer: CT030	Premier Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Case History

*** 08/25/2023 17:05:50 (GMT-08:00) Pacific Time (US & Canada) ***
Contact = [REDACTED] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 08/25/2023 17:05:53 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr received notification from NASO of customer contacting NHTSA

*** 08/25/2023 17:06:30 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin Intro Calls of Amanda Alvarez by Jeff Stroup
Reason:

*** Email - External Email Received created on 08/28/2023 08:16:00 and created by Amanda Alvarez ***
Kia NASO Engineer 343E requested photos of customer's vehicle, as well as permission to inspect as early as the week of 9/4/23.

*** Phone - Call - Outbound created on 08/28/2023 08:55:46 and created by Amanda Alvarez ***
Writer LVM for customer at [REDACTED] requesting callback to discuss incident as informed by NHTSA and permission to inspect vehicle. Left phone #, office hours, and will send follow-up email.

*** 08/28/2023 09:00:48 ***
Email is sent on 08/28/2023 08:56:33 by Amanda Alvarez
To: [REDACTED]
Cc:
Title: Kia Customer Care Case# [REDACTED]

*** 08/28/2023 09:21:57 ***
Email is sent on 08/28/2023 09:20:23 by Amanda Alvarez
To: [REDACTED]
Cc:
Title: Kia Customer Care Case# [REDACTED]

*** Email - Internal Email Sent created on 08/28/2023 09:20:23 and created by Amanda Alvarez ***
Dear [REDACTED]

Thank you for taking the time to speak with me today. Please reply to this email with photos of your vehicle after the incident and State Farm's contact information (name of Adjuster, their phone number, and your claim number) for our engineers to review your case.

Sincerely,
Kia America
Amanda A.
P: (949) 468-4645
F: (949) 299-3204

*** Email - Internal Email Sent created on 08/28/2023 08:56:33 and created by Amanda Alvarez ***
Your Case Number: [REDACTED]
VIN: KNDJP3AE4J7 [REDACTED]

Dear [REDACTED]

Kia America has been informed that you may have a concern regarding your Kia vehicle and we would like to further discuss this matter with you. I apologize, but I was not able to reach you at [REDACTED] to discuss the

Kia America
Customer Care Department

Last name	First name	VIN of	2018 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE4J7	[REDACTED]	[REDACTED]	44,464
Branford	CT 06405	11/02/2017		Dealer: CT030 Premier Kia	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

matter today. Please let me know what is the best time to schedule a phone call or respond to this email if more convenient for you.

In the meantime, could you please reply to this email with photos of your vehicle after the rollaway incident you experienced and let us know where your vehicle is located? As our engineers are interested in scheduling an in-person vehicle inspection.

Sincerely,
Kia America
Amanda A.
P: (949) 468-4645
F: (949) 299-3204

08/28/2023 09:34:39

Email is received on 08/28/23 09:34:27 from [REDACTED]
Attachments:
image0.jpeg
texthtml1.0.htm

*** Email - Internal Email Received created on 08/28/2023 09:34:30 and created by Amanda Alvarez ***
CAUTION: This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Amanda,

Thank you again for speaking with me today. The adjuster for All State is named Robert Nero and his number is 959-710-9215. The claim number is [REDACTED] My picture may not show much but the wheel/tire was pushed back significantly after the car hit the fire hydrant.
[image0.jpeg]

I appreciate your help!

[REDACTED]

Sent from my iPhone

*** Phone - Call - Outbound created on 08/28/2023 09:20:16 and created by Amanda Alvarez ***
Writer stated

1. Returning missed call and introduced self as CM.
2. Notified by NHTSA of rolling in park incident, when did this occur?
3. Was the parking brake on?
4. Do you have photos of the damages?
5. Where is the car now?
6. Whose your POC at the dealer?
7. Informed engineers are interested in inspecting vehicle, possibly the week of 9/4 or 9/11.
8. Will send follow-up email with docs needed to review case, will provide update once received by engineers.

Customer stated

1. Thanked for reaching out.
2. On 8/5/23, parked the car and didn't turn it off. Grabbed my phone and got out of the car, walked up a driveway

Kia America Customer Care Department

Page 3 of 13

Last name	First name	VIN of	2018 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJP3AE4J7	██████████	██████████	44,464
Branford	CT 06405	11/02/2017		Dealer: CT030	Premier Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

on a small hill and 20 seconds later, thought my car was stolen.

a) Realized it rolled down the hill and hit a fire hydrant.

3. Don't believe so, just in park and no one else was in the car. Only was going to be out for a minute.

4. Took 1 photo but Allstate may have more.

5. Went through insurance and brought it to Premier Kia, they're outsourcing to a local body shop and been without my car for a couple of weeks.

6. Dan. Once done at the body shop for cosmetic stuff, will be another week until repaired at the dealer.

7. Definitely don't want anyone else to go through this and mentioned other issues with later models.

8. Will do, thanked.

*** Email - External Email Received created on 08/29/2023 14:52:26 and created by Amanda Alvarez ***

Kia NASO Engineer 343E requested for vehicle to stay at CT030 for the week of 9/11/23, as they may inspect vehicle on 9/12/23 or 9/13/23.

*** Phone - Call - Outbound created on 08/29/2023 14:56:48 and created by Amanda Alvarez ***

Writer called CT030's Service Department and directed to mailbox, writer didn't LVM.

*** Email - External Email Sent created on 08/29/2023 15:08:28 and created by Amanda Alvarez ***

Writer emailed CT030's SM, Mr. Happy, requesting permission for Kia NASO Engineer 343 to inspect customer's vehicle at CT030 on 9/12/23 or 9/13/23.

*** Phone - Call - Outbound created on 08/31/2023 10:41:51 and created by Amanda Alvarez ***

Writer reached the mailbox of CT030's Service Dept. mailbox and did not LVM.

*** Phone - Call - Outbound created on 08/31/2023 10:46:54 and created by Amanda Alvarez ***

Writer stated

1. Asked if they've received any repair updates from Premier Kia and if they know where their vehicle is currently located.

2. Will reach out to Premier Kia's Service Manager for further information.

3. Informed KUS Engineer is planning to inspect the vehicle on 9/13/23 or 9/14/23.

4. If the vehicle is repaired before then, would request to please drop off the vehicle at the dealer for the day and can provide a rental for day of inspection.

5. Will provide update once additional information is received.

Customer stated

1. Last time I spoke to them about a week ago, said the body shop will take 2-3 weeks before they get it back to Premier Kia. No new updates received since.

2. Don't know the body shop, but if you find out, please let me know.

3. Would love to get the car back before then, but if they need to inspect, please do.

4. Thanked.

*** Email - External Email Sent created on 08/31/2023 10:54:48 and created by Amanda Alvarez ***

Writer emailed CT030's SM, Mr. Happy, and their DPSM: Requested body shop information, ETA on repairs, and KIA NASO Engineer permission to inspect at CT030.

*** Email - External Email Received created on 08/31/2023 12:18:37 and created by Amanda Alvarez ***

From: Christopher Happy <CHappy@buyatpremier.com>

Sent: Thursday, August 31, 2023 11:21 AM

To: Alvarez, Amanda [KUS] <AmandaAlvarez@Kiausa.com>; Lundgren, Daniel [KUS] <DLundgren@Kiausa.com>

Subject: RE: Inspection Request for ██████████ 2018 Kia Soul @CT030 (Kia Case ██████████)

CAUTION: This is an external email!

Kia America
Customer Care Department

Last name	First name	VIN of	2018 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE4J7	[REDACTED]	[REDACTED]	44,464
Branford	, CT 06405	11/02/2017		Dealer: CT030	Premier Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

The vehicle is at J and E autobody 203 481 3922

*** Phone - Call - Outbound created on 08/31/2023 12:21:32 and created by Amanda Alvarez ***

Writer spoke to Steve @J&E Auto Body in Branford, CT (203-481-3922) for update on customer's vehicle:

1. Waiting for Allstate to come back out to inspect additional damages. Already did the original estimate but waiting on weeks to hear back from them.

2. Writer thanked for update and will let the customer know to notify State Farm.

*** 08/31/2023 12:26:35 ***

Email is sent on 08/31/2023 12:23:55 by Amanda Alvarez

To: [REDACTED]

Cc:

Title: Kia Customer Care Case# [REDACTED]

*** Email - Internal Email Sent created on 08/31/2023 12:23:55 and created by Amanda Alvarez ***

Hello Mr. [REDACTED]

Your vehicle is currently at J&E Auto Body at 13 N Main St, Branford, CT 06405 and their phone number is (203) 481-3922. I just got off the phone with Steve at J&E Auto Body, who informed me they are waiting on Allstate to come back out to re-inspect the vehicle for additional damages.

Sincerely,
Kia America
Amanda A.

*** Note - Inspection Request created on 08/31/2023 13:40:20 and created by Amanda Alvarez ***

Kia NASO Engineer 343E requested to inspect the customer's vehicle the morning of Wednesday (9/13/23).

08/31/2023 14:08:41

Email is received on 08/31/23 14:08:38 from [REDACTED]

*** Email - Internal Email Received created on 08/31/2023 14:08:39 and created by Amanda Alvarez ***

CAUTION: This is an external email!

Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Amanda,

Thank you so much for the update! I appreciate you helping me through this process with the car. You have been more helpful than my insurance company!

[REDACTED]

Sent from my iPhone

*** Email - External Email Received created on 09/01/2023 09:43:49 and created by Amanda Alvarez ***

EA03's DPSM stated:

Amanda, Your contact at this dealer going forward will be Greg. gmclaughlin@buyatpremier.com.

Kia America Customer Care Department

Last name	First name	VIN of	2018 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE4J7029098		[REDACTED]	44,464
Branford , CT	06405	11/02/2017		Dealer: CT030 Premier Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Please keep me in the loop on the inspection. Thanks Dan

*** Email - External Email Sent created on 09/01/2023 09:47:36 and created by Amanda Alvarez ***
Writer emailed DPSM and CC'd Greg Mclaughlin (GMclaughlin@buyatpremier.com) and Jeff Irzyk (jirzyk@buyatpremier.com):

Thank you for the update. Our engineer is scheduled to inspect the vehicle on Wednesday morning (9/13/23).

I spoke to J&E Auto Body yesterday and they're waiting on Allstate insurance to re-inspect additional damages, so we may need to inspect the vehicle there, but I'll call them next week for an updated status.

*** 09/01/2023 09:51:54 ***

Email is sent on 09/01/2023 09:48:47 by Amanda Alvarez

To: [REDACTED]

Cc:

Title: Kia Customer Care Case# [REDACTED]

*** Email - Internal Email Sent created on 09/01/2023 09:48:47 and created by Amanda Alvarez ***

Hello Mr. [REDACTED]

You are very welcome! I will call J&E Auto Body next week for an updated status on the repairs and will let you know if our engineer will inspect your vehicle there or at Premier Kia.

I'll reach out next week with an update for you and I hope you have a great Labor Day weekend!

Sincerely,
Kia America
Amanda A.

*** Phone - Call - Outbound created on 09/06/2023 14:13:22 and created by Amanda Alvarez ***

Writer called J&E Auto Body in Branford, CT (203-481-3922) for update on customer's vehicle:

1. Advised Steve is best point of contact and to callback at 8am, as he left for the day.
2. Writer thanked for information and will callback tomorrow.

*** Phone - Call - Outbound created on 09/07/2023 11:32:31 and created by Amanda Alvarez ***

Writer called J&E Auto Body in Branford, CT (203-481-3922) and requested to speak with Steve:

1. Jerry is confused if they need to fix it 1st prior to inspection.
2. Writer asked if vehicle's additional damages been approved by Allstate.
3. Jerry stated Allstate approved it and they're waiting on parts.
4. Writer asked for approval for Kia Engineer to inspect on Wed. (9/13/23) and to please not repair the vehicle, as we'd like to inspect in its post-incident condition.
5. Jerry stated it's not a problem and please email inspection date to jeautogroup@gmail.com.
6. Writer thanked and will send email today.

*** Email - External Email Sent created on 09/07/2023 11:52:12 and created by Amanda Alvarez ***

From: Alvarez, Amanda [KUS]

Kia America
Customer Care Department

Last name	First name	VIN of	2018 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE4J7	[REDACTED]	[REDACTED]	44,464
Branford	, CT 06405	11/02/2017		Dealer: CT030	Premier Kia

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

Sent: Thursday, September 7, 2023 11:52 AM
To: jeautogroup@gmail.com
Subject: Tappen's 2018 Kia Soul Inspection on 9/13/23 (Kia Case [REDACTED])

Hello,

Please be advised that Kia America's Engineer, Mr. Henson, will inspect the customer's vehicle @J&E Auto Body on Wednesday morning (9/13/23). We kindly request to please keep the vehicle in its post-incident condition and to not repair the vehicle prior to our engineer's inspection.

Customer: [REDACTED]
Vehicle: 2018 Kia Soul EV
VIN: KNDJP3AE4J7 [REDACTED]

Much Appreciated,

*** 09/07/2023 11:54:17 ***
Email is sent on 09/07/2023 11:52:38 by Amanda Alvarez
To: [REDACTED]
Cc:
Title: Kia Customer Care Case# [REDACTED]

*** Email - Internal Email Sent created on 09/07/2023 11:52:38 and created by Amanda Alvarez ***
Hello Mr. [REDACTED]

I wanted to provide an update that our engineer is set to inspect your vehicle at J&E Auto Body on Wednesday morning (September 13, 2023). As soon as the inspection results are available to share with you, I will call you with their findings.

Sincerely,
Kia America
Amanda A.

*** 09/08/2023 08:26:42 ***
Inspection requested by Amanda
Request Code: PLNASO-CT030-[REDACTED]
Request Details: Inspection @J&E Auto Body on 13 N Main St, Branford, CT 06405.

*** Phone - Call - Outbound created on 09/15/2023 14:23:38 and created by Amanda Alvarez ***
Writer LVM for J&E Auto Body in Branford, CT (203-481-3922), requesting if customer's insurance approved of the repairs.

*** Email - External Email Sent created on 09/15/2023 14:25:40 and created by Amanda Alvarez ***
Writer emailed jeautogroup@gmail.com and asked if Allstate authorized repairs for the customer's vehicle.

*** 09/18/2023 11:35:52 ***
Email is sent on 09/18/2023 11:33:36 by Amanda Alvarez
To: [REDACTED]
Cc:
Title: Kia Customer Care Case# [REDACTED]

*** Email - Internal Email Sent created on 09/18/2023 11:33:36 and created by Amanda Alvarez ***

Kia America
Customer Care Department

Last name	First name	VIN of	2018 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJP3AE4J7	██████████	██████████	44,464
Branford	, CT 06405	11/02/2017		Dealer: CT030	Premier Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

Dear ██████████

Thank you for taking the time to speak with me today. Please reply to this email with your insurance documentation, showing the \$500.00 deductible that needs to be paid and the increased insurance premium amount for review.

If you do become in need of a rental vehicle while your vehicle is being repaired, please let me know your preferred Enterprise location and I will request a rental reservation from our rental team.

Sincerely,
Kia America
Amanda A.

*** Phone - Call - Outbound created on 09/18/2023 11:32:40 and created by Amanda Alvarez ***

Writer spoke to representative at J&E Body Shop (203-481-3922) for vehicle update after KUS Engineer inspected last week:

1. Allstate is paying for repairs and need to put this car back in the system, since premier Kia called and wanted to pick it up and then bring it back again.
2. Writer thanked for update and will follow-up with customer.

*** Phone - Call - Outbound created on 09/18/2023 11:33:22 and created by Amanda Alvarez ***

Writer stated

1. Informed customer that KUS Engineer inspected vehicle last week and we would like to have vehicle towed back to Premier Kia to replace the transmission.
 - a) Since insurance authorized repairs, please proceed with them and they may Subrogate KUS.
2. Asked to please send in insurance docs to review for reimbursement.
3. Asked if customer needs rental assistance while car is being repaired. Will call dealer to confirm repair process for you.
4. Please reply to follow-up email and will review for reimbursement.

Mr. ██████████ stated

1. So does than mean I go through you and not insurance? That's fine.
2. Informed they have a \$500 deductible owed to Premier Kia and their insurance premium went up by \$250.00. Since something is wrong with the transmission, will I get reimbursed for that?
3. Asked if they will repair body work 1st then transmission or replace transmission then wait for body repairs.
 - a) Have another vehicle but wife just had a baby and been without my car for 7 weeks now.
4. Will do and thanked for helping.

*** Phone - Call - Outbound created on 09/18/2023 11:49:41 and created by Amanda Alvarez ***

Writer spoke to CT030's Parts Manager (Gregory) and asked if transmission has been ordered:

1. DPSM called about this today and transmission has been placed on UPER, with no ETA. Can arrange for car to be brought here once the part is here, and customer had not paid deductible yet.
2. Writer thanked for update and advised to please send email once part is in.
3. Gregory stated he will send email once parts are here.

09/18/2023 14:23:08

Email is received on 09/18/23 14:22:58 from ██████████

Attachments:

- image0.jpeg
- image0_09182023_142304.jpeg
- image1.jpeg
- image2.jpeg

Kia America Customer Care Department

Last name	First name	VIN of	2018 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE4J7	[REDACTED]	[REDACTED]	44,464
Branford	, CT 06405	11/02/2017		Dealer: CT030	Premier Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

texthtml1.0.htm

texthtml1.0_09182023_142308.htm

*** Email - Internal Email Received created on 09/18/2023 14:23:00 and created by Amanda Alvarez ***
CAUTION: This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Amanda,

Thanks again for reaching out and explaining what the Kia engineer found in regards to the transmission when they inspected my car. I'm glad it's covered under warranty. I'm attaching screenshots from All State showing my \$500 deductible and the \$256.94 increase in my premium for next 6 months now that there is a claim. Hope you have a nice night and again I appreciate all your help through this whole process!



[image0.jpeg][image1.jpeg][image2.jpeg]

Sent from my iPhone

*** Case note has been appended from duplicated auto-case on 09/19/2023 01:00:17 (PST)

Comments from UPER

Part ordered for customer vehicle has been placed into the UPER status on 09/18/2023 00:00:00

Dealer Name : PREMIER AUTOMOTIVE, LLC Premier Kia
Dealer Contact name : GREG
Dealer Phone : 203 315 2050
Part No# : 44500 18410 Premier Kia
Part Name : GEAR DRIVE UNIT ASSY
Order No# : [REDACTED]
Order Qty# : 1

*** Note - Others created on 09/21/2023 17:13:58 and created by Amanda Alvarez ***
Reviewed with CAFOM.

*** Phone - Call - Outbound created on 09/26/2023 11:03:29 and created by Amanda Alvarez ***
Writer LVM for customer stating KUS can offer GW assistance once vehicle is repaired and informed transmission is on BO, but has been escalated to the highest priority level.

Writer will send follow-up email and provided phone # for callback.

*** Note - Others created on 09/26/2023 11:05:54 and created by Amanda Alvarez ***
Kia NASO Engineer 343E requested the following information from the customer:

1. Prior to this incident have they ever experienced the vehicle rolling while shifted into park before?
2. If it has rolled before, how many times and over how long of a period? (For example do they think it rolls on

Kia America
Customer Care Department

Last name	First name	VIN of 2018 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJP3AE4J7 ██████████	██████████	44,464
Branford , CT 06405		11/02/2017	Dealer: CT030 Premier Kia	

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

average twice a year or something like that)

*** 09/26/2023 11:15:30 ***

Email is sent on 09/26/2023 11:07:36 by Amanda Alvarez

To: ██████████

Cc:

Title: Kia Customer Care Case# ██████████

*** Email - Internal Email Sent created on 09/26/2023 11:07:36 and created by Amanda Alvarez ***

Hello Mr. ██████████

I tried calling you today, but left a voicemail. We would be more than happy to offer goodwill assistance with your out-of-pocket expenses but want to ensure your vehicle is repaired 1st before payment is issued out. Please note that the transmission is on backorder but our engineer has expedited the part, so as soon as it is available your vehicle will be prioritized.

In addition, could you please answer the below questions for our engineer to further investigate this issue?

- 1) Prior to this incident, have you ever experienced the vehicle rolling while in park before?
- 2) If it has rolled before, how many times has this occurred and over how long of a period (i.e., once or twice a year)?

Sincerely,
Kia America
Amanda A.
P: (949) 468-4645
F: (949) 299-3204

*** Phone - Call - Inbound created on 09/26/2023 11:22:50 and created by Amanda Alvarez ***

Customer returned writer's phone call:

1. Writer informed Kia Soul's premium went up by \$154 but customer requested \$256.94. Willing to offer reimbursement for \$500 deductible + \$200 for premium. Pending vehicle to be repaired before GW is issued out.
2. Customer stated that's fair and they were never in an accident before, as they had a safe driver discount and regardless of the car, both premiums went up.
3. Writer asked if prior to this incident, have they ever experienced the vehicle rolling while shifted into park before?
4. Customer stated it happened once back in June or May of 2023, wife took the car to a Doctor's appointment.
 - a) While waiting in the car in park, she took her foot off the brake, and it moved forward a foot or two in the parking spot.
 - b) Didn't think it was a big issue until the August incident occurred. We live on a slight hill and usually use our parking brake.
5. Writer thanked for information and informed transmission is on BO but it has been expedited to highest priority level by our engineer. Once it is available by supplier, customer's vehicle will be the 1st to receive it.
6. Customer thanked for update and assistance.

*** Case ██████████ is sent on 10/6/2023 16:6:58 by Legal User KMA

To: yvonne.dalton@lhlaw.com

Cc:

Title: CA- ██████████

*** Phone - Call - Outbound created on 10/09/2023 10:35:27 and created by Amanda Alvarez ***

Writer called CT030 @(203) 315-2050 and reached general mailbox, but didn't LVM.

Kia America Customer Care Department

Page 10 of 13

Last name	First name	VIN of	2018 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE4J7	[REDACTED]	[REDACTED]	44,464
Branford	, CT 06405	11/02/2017		Dealer: CT030	Premier Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

*** Email - External Email Sent created on 10/09/2023 10:38:57 and created by Amanda Alvarez ***
Writer emailed gmclaughlin@buyatpremier.com and CC their DPSM, Mr. Lundgren.

I tried calling Premier Kia's Service Department today but reached the general mailbox. Could you please let us know if repairs have begun for the Soul's Gear Drive Unit?

*** Email - External Email Received created on 10/09/2023 11:24:43 and created by Amanda Alvarez ***
From: Gregory McLaughlin <GMclaughlin@buyatpremier.com>
Sent: Monday, October 9, 2023 10:46 AM
To: Alvarez, Amanda [KUS] <AmandaAlvarez@Kiausa.com>
Cc: Henson, Eric [Kia NA] <EHenson@Kiausa.com>; Lundgren, Daniel [KUS] <DLundgren@Kiausa.com>
Subject: RE: 18MY Soul EV Roll in Park Case ([REDACTED] VIN: KNDJP3AE4J7 [REDACTED])

CAUTION: This is an external email!

Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Vehicle will be brought back in at end of day for repairs to begin tomorrow morning

Gregory McLaughlin
Parts Manager/E-Commerce Manager
Premier Kia
Gmclaughlin@buyatpremier.com
Phone 203-315-2080
Direct 203-315-2082
205 North Main Street
Post Office Box 3366
Branford CT 06405-1966
www.mykiaparts.com
www.buyatpremier.com
www.premierkiact.com.

10/25/2023 09:32:11

Email is received on 10/25/23 09:32:05 from [REDACTED]

*** Email - Internal Email Received created on 10/25/2023 09:32:08 and created by Amanda Alvarez ***

CAUTION: This is an external email!

Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Amanda,

Thanks again for your help with getting my 2018 Soul EV fixed and back. I picked it up on Monday and it seems to be driving perfect. I was wondering when you think Kia corporate will issue the goodwill assistance for my deductible and insurance rate increase? Thank you for looking in to this for me.

[REDACTED]
Sent from my iPhone

Kia America
Customer Care Department

Last name	First name	VIN of	2018 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE4J7	[REDACTED]	[REDACTED]	44,464
Branford	CT 06405	11/02/2017		Dealer: CT030	Premier Kia

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

*** 10/25/2023 11:56:50 ***

Email is sent on 10/25/2023 11:52:38 by Amanda Alvarez

To: [REDACTED]
Cc:
Title: Kia Customer Care Case# [REDACTED]
Attachments:
[REDACTED] Goodwill Offer Letter.pdf

*** Email - Internal Email Sent created on 10/25/2023 11:52:38 and created by Amanda Alvarez ***

Dear [REDACTED]

I'm glad to hear the vehicle has been returned to you and is in good working order! Please see (1) attachment, containing your Goodwill Offer Letter. If you chose to accept, please sign and return to this email for payment processing.

Please note that we can mail a check to you or there are digital payment options of Zelle, Direct Deposit, or Instant Pay. If you chose the latter option, once the payment is approved, you will receive an automated email to enroll in Kia's Payment Exchange portal and can choose your digital payment option then.

Sincerely,
Kia America
Amanda A.

10/25/2023 14:01:10

Email is received on 10/25/23 14:01:03 from [REDACTED]

Attachments:
[REDACTED] Goodwill Offer Letter.pdf
[REDACTED] Goodwill Offer Letter [REDACTED].pdf
[REDACTED] Goodwill Offer Letter(1-XZ6KVO).pdf

10/25/2023 14:01:40

Email is received on 10/25/23 14:01:33 from [REDACTED]

Attachments:
[REDACTED] Goodwill Offer Letter.pdf
[REDACTED] Goodwill Offer Letter [REDACTED].pdf
[REDACTED] Goodwill Offer Letter(1-XZ6LWN).pdf

*** Email - Internal Email Received created on 10/25/2023 14:01:35 and created by Amanda Alvarez ***

CAUTION: This is an external email!
Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Thank you Amanda! I appreciate the help and processing this so quickly. A check is fine for me sent to the address you have on file. I'll attach the signed offer sheet. Have a good night!

[REDACTED]

*** Email - Internal Email Received created on 10/25/2023 14:01:05 and created by Amanda Alvarez ***

CAUTION: This is an external email!

Kia America
Customer Care Department

Last name	First name	VIN of	2018 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE4J7	[REDACTED]	[REDACTED]	44,464
Branford	CT 06405	11/02/2017		Dealer: CT030	Premier Kia

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

Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Thank you Amanda! I appreciate the help and processing this so quickly. A check is fine for me sent to the address you have on file. I'll attach the signed offer sheet. Have a good night.

[REDACTED]

Sent from my iPhone

*** 10/25/2023 15:28:04 ***
Goodwill #: 226894 Submitted

*** 10/25/2023 15:28:08 ***
Goodwill #: 226894 Expedited by Amanda Alvarez

*** 10/25/2023 15:30:22 ***
Email is sent on 10/25/2023 15:28:26 by Amanda Alvarez
To: [REDACTED]
Cc:
Title: Kia Customer Care Case# [REDACTED]

*** Email - Internal Email Sent created on 10/25/2023 15:28:26 and created by Amanda Alvarez ***
Dear [REDACTED]

I received your Goodwill Offer letter and placed it in line for payment processing today. As soon as your check is approved, you will receive an email that your check has been mailed out to you but I will follow-up with you to ensure the check is received.

Thank you,
Kia America
Amanda A.

*** 10/30/2023 10:53:55 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 226894 Final Approved

*** 10/30/2023 10:53:56 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 10/30/2023 10:53:56 (GMT-08:00) Pacific Time (US & Canada) by Siebel System - Auto Message
To: [REDACTED]
Cc:
Title: Update from Kia, Case # [REDACTED]

Dear [REDACTED]

This email is to provide you with an update regarding the status of your request for assistance. It has been approved and a check will be processed within the next few business days and mailed to you via U.S. postal mail. If you have any further questions or concerns, please contact the Kia Customer Care at (800) 333-4Kia (4542).

Sincerely,
Kia America

Kia America Customer Care Department

Last name	First name	VIN of	2018 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE4J7	[REDACTED]	[REDACTED]	44,464
Branford	, CT 06405	11/02/2017		Dealer: CT030	Premier Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

*** 11/02/2023 08:26:49 ***

Closed by Amanda Alvarez with Resolution Code : Goodwill Issued

[Resolution Summary]

GW check issued to customer for roll in park concern.

Kia America Customer Care Department

Page 1 of 11

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE3H7	██████████	██████████	73.816
Kennesaw , GA	30144	10/06/2016		Dealer: GA099 Jim Ellis Kia of Kennesaw	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Please Specify

Case History

*** 09/11/2023 11:47:10 ***

Contact = ██████████ Priority = Standard, Sub Status = Dispatched

*** 09/11/2023 11:47:10 ***

Web - Problem Description created on 09/11/2023 11:41:59 and created by ██████████
C/S WHEN ON A HILL AND IN PARK THE VEHICLE WILL ROLL AND NOT STAY STATIONARY(HAPPENS 50% OF THE TIME)

C/S VEHICLE HAS LOSS OF ACCELERATION GOING UPHILL SOMETIMES. HAPPENS INTERMITTENTLY

*** 09/11/2023 11:47:10 ***

Web - Diagnostics created on 09/11/2023 11:41:59 and created by ██████████
CONFIRMED THAT THE VEHICLE SOMETIMES DOES NOT STAY IN PARK WHEN ON A HILL AND WILL ROLL. HAVE NOT BEEN ABLE TO RECREATE THE LOSS OF POWER CONCERN. CHECKED FOR CODES AND FOUND TEO FOR THE ELECTRONIC WATER PUMP. CHECKED FOR ANY RELATED BULLETINS OR UPDATES AND DIDNT FIND ANYTHING. CHECKED AUX BATTERY AND IT TESTED GREAT. VEHICLE ALSO HAS THE SC267 RECALL THAT IT NEEDS TO BE PERFORMED AND I AM WONDERING IF IT COULD BE CAUSING

*** 09/11/2023 12:54:34 ***

Accepted, from Queue = TL_Rio_Soul_Forte_Niro_Stinger_Sedona_Cadenza_Seltos_Carnival to WIPBin PWA cases

*** Web - Advice created on 09/11/2023 13:05:39 and created by Juan Vazquez ***

Advice 1: Stephen, we would like you to perform a one-time goodwill inspection to address the customer's alleged brake failure concern. Below are instructions that we would like you to follow during your inspection.

AUTOMATIC TRANSMISSIONS Static (Parked) Evaluation:

1. Take clear pictures of any preexisting accident damage.
2. Check for DTCs in all modules.
3. Check for out-of-position/stacked floor mats or foreign objects that may interfere with brake pedal movement.
4. Inspect the parking brake operation and—if cable style—check but do not change its adjustment.
5. With the service brake pedal not depressed, check the interlock function by attempting to move the gear selector from Park to Reverse using mild to moderate force, both in short and prolonged motions. IMPORTANT: Do not use excessive force, or the mechanism may become damaged.
6. For shift-by-wire vehicles, place the transmission in Drive, and then turn the key off to check the auto-shift-to-Park feature.
7. With key on, engine off, shift from Park to Reverse to Neutral to Drive (and into Sport Mode + and -, if the vehicle is equipped). Verify that the gear selector position is indicated by the corresponding letter in the gauge cluster display (P, R, N, D, 1, and 2, respectively).
8. Repeat the previous step in the reverse order (1, 2, D, N, R, and P).
9. Take clear pictures showing any concerns found. Document findings.

Kia America Customer Care Department

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE3H7	[REDACTED]	[REDACTED]	73.816
Kennesaw , GA	30144	10/06/2016		Dealer: GA099 Jim Ellis Kia of Kennesaw	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Please Specify

Advice 2:

Dynamic (Driving) Evaluation:

1. Position the vehicle in a downhill orientation where it will roll easily if placed in Neutral. While stopped, move the gear selector to 1st gear and verify that the transmission keeps the vehicle from rolling. Repeat in Reverse gear.
2. Repeat the previous step while the vehicle is in an uphill orientation.
3. With the transmission in Neutral, verify the parking brake's effectiveness with the vehicle oriented both uphill and downhill.
4. Document findings.

*** 09/12/2023 15:35:26 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue = TL to NCA Review to WIPBin Inbox/Need To Call

*** 09/12/2023 15:45:15 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin Default of Kayla Havican by Jeff Stroup
Reason:

*** Note - Others created on 09/19/2023 09:32:47 and created by Kayla Havican ***
- There is a possibility one of our engineers may be inspecting this vehicle tomorrow since he is in the area. I will let you know soon.

*** Email - External Email Sent created on 09/26/2023 07:51:24 and created by Kayla Havican ***
Wrt emailed svc mgr asking to confirm NASO has permission to inspect the morning of 10/13.

*** Email - External Email Received created on 09/26/2023 09:57:57 and created by Kayla Havican ***
Svc mgr confirmed authorization for NASO inspection.

*** 09/26/2023 10:02:45 ***
Inspection requested by Kayla
Request Code: PLNASO-GA099-[REDACTED]
Request Details: Inspection scheduled for the morning of 10/13.

*** 09/26/2023 10:04:27 ***
Inspection requested by Kayla
Request Code: PLNASO-GA099-[REDACTED]
Request Details: Inspection scheduled for the morning of 10/3.

*** Note - Others created on 10/02/2023 07:25:26 and created by Mike Meadows ***
*** Notes from duplicate case# [REDACTED] *****

*** 09/19/2023 07:29:19 ***
Contact = [REDACTED] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 09/19/2023 07:29:28 and created by Erryn Lundquist ***
cust [REDACTED]

Kia America
Customer Care Department

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE3H7	██████████	██████████	73.816
Kennesaw ,	GA 30144	10/06/2016		Dealer: GA099	Jim Ellis Kia of Kennesaw

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

1. I bought the car as CPO
2. At 59K, the battery was shot and they replaced the battery
3. Battery was on BO and took 3 months so they put me in a rental
4. A couple of weeks ago, while we were driving, the car just shut off
5. After about 2 minutes, it started back up
6. Took it to dlrship about a week and a half ago and they told us to call you for help with a rental again because they didn't know how long they would need to keep it
7. I called Kia Corp before and they helped with the rental

wtr

1. Apologized for concern
2. Would like to contact dlr to see if they're part of the Enterprise rental program and get RO info on your vehicle
3. Willing to hold?

cust

1. Sure

hold

Kristian Musgrove SA

wtr called GA099, left VM

1. Need RO info
2. Provided case#, VIN and 800#

wtr called GA099 back, spoke with Carol in scheduling

wtr

1. Does your dlrship participate in Enterprise rental program?

Carol

1. Yes we do
2. If our customers need a rental we contact Enterprise to set it up

wtr

1. Thank you for the info

back to cust

wtr

1. (repeated info from Carol)

cust

1. Ok that sounds great
2. Thanks for your help

*** End duplicate case notes *****

*** Phone - Call - Inbound created on 10/02/2023 07:26:17 and created by Mike Meadows ***
Writer received call from ██████████ (Owner) @ ██████████

Kia America Customer Care Department

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE3H7	[REDACTED]	[REDACTED]	73,816
Kennesaw , GA	30144	10/06/2016		Dealer: GA099	Jim Ellis Kia of Kennesaw

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Please Specify

Customer states

- 1 I purchased Soul in 2020 CPO from Jim Ellis kia.
2. About a year and half later found battery bad and had to be replaced.
3. They did provide with rental car due to would take 4 months.
4. About 3 weeks ago the car stopped and had to take back to Jim Ellis and they said no rental avail call kia.
5. They said would figure out problem and then would provide rental.
6. Its been there 3 and half 4 weeks and no resolution.
7. Its very inconvenient and would be much more convenient if could get a loaner.

Wrt states

1. Apologized for concerns.
2. kia doesnt have a rental or loaner provision in our warranty, we leave that up the dealer.
2. If the dealer is unable to provide a rental or loaner and the repair is a warrantable repair, then you can rent OOP and req reimbursement review after repair.
3. Kia would review for reimbursement up to 39.50 per day not including incidentals.
4. You would turn in your rental invoice to your dealer service advisor to file with your warranty claim for reimbursement after repair.
5. What is your PMOC#

customer states

- 1 Ok my PMOC is [REDACTED]

Wrt states

- 1 We will update case and req followup on repair.
- 2.Gave case# [REDACTED] and contact info.
- 3.ok thank you.

customer states

- 1 Ok thank you.

*** Note - Others created on 10/09/2023 11:53:02 and created by Kayla Havican ***
NASO advised GA099 of repair procedure moving forward.

*** Email - External Email Sent created on 10/10/2023 15:07:11 and created by Kayla Havican ***
Wrt asked svc mgr of GA099 to confirm whether or not the customer is in a rental vehicle provided by GA099.

*** Email - External Email Received created on 10/12/2023 07:09:57 and created by Kayla Havican ***
Svc mgr advised:

1. This customer is not in a loaner through us. I will make sure he is on the list if we get one back.

*** Phone - Call - Inbound created on 10/20/2023 07:26:34 and created by Trinity Swangle ***

cust states [REDACTED] owner
vin/case# [REDACTED]

- 1.I am looking for help with my troubles
- 2.Maybe 3 years ago it died and we ordered battery from Korla and took 3 months to get here
- 3.Rental was covered
- 4.We were driving and veh shuts off auto, when in park it starts to roll away

Kia America Customer Care Department

Page 5 of 11

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE3H7019995		[REDACTED]	73.816
Kennesaw , GA	30144	10/06/2016		Dealer: GA099 Jim Ellis	Kia of Kennesaw

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Please Specify

- 5.Veh at dlr, they never know what is going on even at 4 weeks
- 6.They had someone from CA come out
- 7.Got call today and they said the think that they said is broke is also on BO
- 8.Past 40 days they say dlr can do this and then dlr says no Corp says they can
- 9.I need some transportation

wtr states

- 1.We do not have loaner or rental, not a provision of wty
- 2.We do review after the repairs if the repair is under Kia wty
- 3.The pre approval getting you into a veh is all with the dlrs
- 4.I do not know if you are going to the same dlr wach time for the same issue or not
- 5.Each dlr is different and some do not have those options and others do
- 6.So it depends on the dlr

cust states

- 1.Dlr says they have 25 people in line for loaner

wtr states

- 1.So i am going to leave a note and see if Kayla your cm currently is able to do anything in her dept

**cust name is [REDACTED] Phone is : [REDACTED] **

cust requesting a fu on this as well, ty

*** 10/20/2023 08:09:38 ***

Email is sent on 10/20/2023 08:08:42 by Kayla Havican

To: [REDACTED]

Cc:

Title: Kia Customer Care Case# [REDACTED]

*** Email - External Email Sent created on 10/20/2023 08:08:42 and created by Kayla Havican ***

Dear [REDACTED]

Thank you for taking the time to speak with me today. As per our discussion, I will follow up with the rental reservation information as soon as it becomes available, as well as a status update on your case.

Thank you,
Kia America

*** Email - External Email Sent created on 10/20/2023 08:08:42 and created by Kayla Havican ***

Dear [REDACTED]

Thank you for taking the time to speak with me today. As per our discussion, I will follow up with the rental reservation information as soon as it becomes available, as well as a status update on your case.

Thank you,
Kia America

*** Phone - Call - Outbound created on 10/20/2023 08:03:37 and created by Kayla Havican ***

Wrt called customer:

1. Apologized and acknowledged

Kia America Customer Care Department

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE3H7	[REDACTED]	[REDACTED]	73.816
Kennesaw , GA	30144	10/06/2016		Dealer: GA099	Jim Ellis Kia of Kennesaw

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Please Specify

2. Understand your looking for some rental assistance and a status update
3. I did reach out to our team of engineers for an update on the repairs as well as the parts, so as soon as that's received I will pass it along
4. I would be more than happy to submit a rental request for you in the meantime, I just wanted to get your zip code and email address so I can get you a reservation at the closest location and send you the reservation information once available.

Customer explains:

1. I'm just trying to figure out a way to get my wife and kids back and forth
2. That would be great I really appreciate it thank you for helping me out
3. My email is [REDACTED] and zip code is [REDACTED]
4. Yeah the last update I have I went to the site yesterday to complain it's been at the location for 40 days and they just found out it's warrantable concern so, then I was told yesterday that the part needed is on back order so there's no end in site

Wrt apologized for situation and reiterated the above. Customer agreed and thanked.

*** Note - Others created on 10/20/2023 08:31:39 and created by Kayla Havican ***
Wrt requested rental until 11.17.

*** Note - Others created on 10/20/2023 09:47:37 and created by Kayla Havican ***
Rental is all set.

Reservation number: XLLGY4
Enterprise Rent A Car
1350 LONDONDERRY DR
WOODSTOCK, GA 30188-6384
Standard vehicle daily rate: \$47.40

*** 10/20/2023 09:49:01 ***
Email is sent on 10/20/2023 09:48:28 by Kayla Havican
To: [REDACTED]
Cc:
Title: Kia Customer Care Case# [REDACTED]

*** Email - External Email Sent created on 10/20/2023 09:48:28 and created by Kayla Havican ***
Dear [REDACTED]

Please see your rental reservation information below.

Reservation number: XLLGY4
Enterprise Rent A Car
1350 LONDONDERRY DR
WOODSTOCK, GA 30188-6384

Thank you,
Kia America

Kia America Customer Care Department

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE3H7	[REDACTED]	[REDACTED]	73.816
Kennesaw ,	GA 30144	10/06/2016		Dealer: GA099	Jim Ellis Kia of Kennesaw

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Please Specify

10/20/2023 13:29:23

Email is received on 10/20/23 13:29:19 from [REDACTED]

*** Email - External Email Received created on 10/20/2023 13:29:21 and created by Kayla Havican ***

CAUTION: This is an external email!

Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Thanks, You rock!

Thanks,

[REDACTED]

*** 10/20/2023 14:05:01 ***

Email is sent on 10/20/2023 14:04:05 by Kayla Havican

To: [REDACTED]

Cc:

Title: Kia Customer Care Case# [REDACTED]

*** Email - External Email Sent created on 10/20/2023 14:04:05 and created by Kayla Havican ***

Dear [REDACTED]

Glad to be able to provide you with some relief! I'll provide you with a status update on your vehicle and it's repairs as soon as one permits.

Thank you,
Kia America

*** Email - External Email Sent created on 10/20/2023 14:04:05 and created by Kayla Havican ***

Dear [REDACTED]

Glad to be able to provide you with some relief! I'll provide you with a status update on your vehicle and it's repairs as soon as one permits.

Thank you,
Kia America

*** 10/25/2023 08:04:34 ***

Email is sent on 10/25/2023 08:00:20 by Kayla Havican

To: [REDACTED]

Cc:

Title: Kia Customer Care Case# [REDACTED]

*** Email - External Email Sent created on 10/25/2023 08:00:20 and created by Kayla Havican ***

Dear [REDACTED]

Thank you for taking the time to speak with me today. As per our discussion, please respond here with documentation of your current vehicle payoff.

We have found your vehicle to be valued at \$13,313.00 as per the Kelley Blue Book. If you believe your vehicle is

Kia America Customer Care Department

Page 8 of 11

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE3H7	[REDACTED]	[REDACTED]	73,816
Kennesaw, GA	30144	10/06/2016		Dealer: GA099 Jim Ellis Kia of Kennesaw	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Please Specify

valued at a different price, please send in supporting documentation here and I'd be more than happy to get it further reviewed.

Thank you,
Kia America

*** Phone - Call - Outbound created on 10/25/2023 08:04:40 and created by Kayla Havican ***

Wrt called customer:

1. So I was able to review your case with our engineers and it appears the part needed to complete this repair is currently not available and unfortunately has no ETA
2. I did review your case with management and we'd be more than happy to look into offering a repurchase of the vehicle because of this
3. We use a public resource called Kelley Blue Book to determine the value of the vehicle and it appears we'd be more than happy to offer that price of \$13,313.. is that something you may be interested in

Customer responded:

1. Ok I need to do some research myself on the Kelley Blue Book value and try to investigate how it would be to find a replacement vehicle.. to my understanding the used car market is pretty steep right now
2. It sounds intriguing
3. And the other thing is Kia was nice enough to provide me with a rental car if we do execute this offer, how would that be effected.

Wrt confirmed customer has loan balance on the vehicle of about \$2,000, agreed to send in documentation and advised vehicle registration is in the vehicle. Wrt agreed to reach out to dealership to get that information. Explained KUS will provide rental until compensation is received once signed offer is received. Customer thanked and appreciated the offer, advised he has to do some research and talk with his family and we will reconvene.

*** Email - External Email Sent created on 10/25/2023 08:45:20 and created by Kayla Havican ***

Wrt requested a photo of the vehicle registration via email to svc mgr.

10/26/2023 12:54:03

Email is received on 10/26/23 12:53:53 from [REDACTED]

Attachments:

Kia Comparison 2016 for 16^J000.png

Kia Comparison 2017 for 15^J850.png

Kia Comparison 2017 for 16^J500.png

Kia Payoff with [REDACTED] USAA.png

*** Email - External Email Received created on 10/26/2023 12:53:55 and created by Kayla Havican ***

CAUTION: This is an external email!

Do not click on the links or attachments unless you recognize the sender and trust that the content is safe.

Kia Team,

We are sorry that it has come to this. We were pretty attached to that car and the effort we put towards trying to save the Earth, one gallon at a time. But we understand that you need to cut your losses, and so do we. This EV Soul has cost you a lot in batteries and car rentals for us, so we understand.

Attached is a copy of what we owe on the vehicle with USAA (Veteran Banking). You will also see some quotes that we found online. This was not an extensive search. These EV Souls are within one year of our make and model, and on the surface, it seems like they have fewer miles. However, since Kia Corporate was nice enough to completely replace our battery under warranty two years ago, in the world of EVs that is basically resetting the odometer on the battery, I can find an article to reference EV battery life if you prefer.

Kia America
Customer Care Department

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE3H7	[REDACTED]	[REDACTED]	73,816
Kennesaw, GA	30144	10/06/2016		Dealer: GA099 Jim Ellis Kia of Kennesaw	

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

Also, I need a minimum of two weeks to try to find a replacement, if that is agreeable.
Please let me know your thoughts on the attachments.
Would this buyout be able to be combined with any other Kia offers on another vehicle? I'm just trying to keep my options open.
Thanks, team; your customer service has been a delight (after we discovered this was a warranty issue).

Thanks,

Mobile: [REDACTED]

*** 10/26/2023 14:15:38 ***

Email is sent on 10/26/2023 14:12:54 by Kayla Havican

To: [REDACTED]

Cc:

Title: Kia Customer Care Case# [REDACTED]

*** Email - External Email Sent created on 10/26/2023 14:12:54 and created by Kayla Havican ***

Dear [REDACTED]

While we do apologize for the situation that you are facing, we thank you for your kind words and taking the time to send us this information. Your case will be updated and reviewed with the management team to see what we can do in terms of our offer. We will provide you with an update as soon as one permits.

Thank you,
Kia America

*** Email - External Email Sent created on 10/26/2023 14:12:54 and created by Kayla Havican ***

Dear [REDACTED]

While we do apologize for the situation that you are facing, we thank you for your kind words and taking the time to send us this information. Your case will be updated and reviewed with the management team to see what we can do in terms of our offer. We will provide you with an update as soon as one permits.

Thank you,
Kia America

*** Email - External Email Sent created on 10/30/2023 15:46:34 and created by Kayla Havican ***

Wrt requested a photo of the vehicle registration via email to svc mgr at GA099.

*** Email - External Email Sent created on 11/01/2023 11:09:44 and created by Kayla Havican ***

Wrt followed up with our requests of the vehicle registration via email to svc mgr.

*** Email - External Email Received created on 11/03/2023 08:17:23 and created by Kayla Havican ***

Wrt received photo of vehicle registration from svc mgr.

*** 11/03/2023 15:25:18 ***

Email is sent on 11/03/2023 15:19:45 by Kayla Havican

To: [REDACTED]

Cc:

Title: Kia Customer Care Case# [REDACTED]

Attachments:

[REDACTED] Offer.pdf

Kia America
Customer Care Department

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE3H7	██████████	██████████	73,816
Kennesaw, GA	30144	10/06/2016		Dealer: GA099 Jim Ellis Kia of Kennesaw	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Please Specify

Kia Loan Authorization Form.pdf

*** Email - External Email Sent created on 11/03/2023 15:19:45 and created by Kayla Havican ***
Dear ██████████

Please be advised your case has been reviewed by management and I have attached our offer letter below. Please respond here with a signed copy of both forms if you wish to proceed.

With this offer, we will also offer a friends and family discount which again, is 3% off the dealer invoice. That will be sent to you once we receive signed documentation indicating you would like to proceed with our offer.

Thank you,
Kia America

*** Case note has been appended from duplicated auto-case on 11/04/2023 01:02:47 (PST)

Comments from Service Alert - TL

Dealer : Jim Ellis Kia of Kennesaw
Technician : ██████████
Service Manager : Sam Stewart
Dealer Phone :
DPSM : Johna Hollis
Vehicle Model : SOUL EV+
Model Year : 2017
Mileage : 73816
Initial comments by Technician found in TL Case # ██████████ :

[Problem Description]

C/S WHEN ON A HILL AND IN PARK THE VEHICLE WILL ROLL AND NOT STAY STATIONARY(HAPPENS 50% OF THE TIME)

C/S VEHICLE HAS LOSS OF ACCELERATION GOING UPHILL SOMETIMES. HAPPENS INTERMITTENTLY

[Diagnostics Performed]

CONFIRMED THAT THE VEHICLE SOMETIMES DOES NOT STAY IN PARK WHEN ON A HILL AND WILL ROLL. HAVE NOT BEEN ABLE TO RECREATE THE LOSS OF POWER CONCERN. CHECKED FOR CODES AND FOUND TEO FOR THE ELECTRONIC WATER PUMP. CHECKED FOR ANY RELATED BULLETINS OR UPDATES AND DIDNT FIND ANYTHING. CHECKED AUX BATTERY AND IT TESTED GREAT. VEHICLE ALSO HAS THE SC267 RECALL THAT IT NEEDS TO BE PERFORMED AND I AM WONDERING IF IT COULD BE CAUSING

11/09/2023 08:32:31

Email is received on 11/09/23 08:32:24 from ██████████

Attachments:

██████████ Offer - Accepted - ██████████.pdf
██████████ - ██████████ - Kia Loan Authorization Form.pdf

Kia America Customer Care Department

Page 11 of 11

Last name	First name	VIN of	2017 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE3H7	[REDACTED]	[REDACTED]	73,816
Kennesaw ,	GA 30144	10/06/2016		Dealer: GA099	Jim Ellis Kia of Kennesaw

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Please Specify

*** Email - External Email Received created on 11/09/2023 08:32:26 and created by Kayla Havican ***

CAUTION: This is an external email!

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Kayla and Kia Customer Service Team,

I have signed to accept your offer. Finding a warranted replacement EV in this price range is tricky, but I'll stay optimistic. I see that you are estimating 60 days to complete this process. Please feel free to call or text for any response faster than the 2-3 days email takes. I updated my address on the paperwork.

Let me know what else you need from me.

Thanks,

Mobile: [REDACTED]

*** 11/09/2023 09:40:28 ***

Email is sent on 11/09/2023 09:39:11 by Kayla Havican

To: [REDACTED]

Cc:

Title: Kia Customer Care Case# [REDACTED]

*** Email - External Email Sent created on 11/09/2023 09:39:11 and created by Kayla Havican ***

Dear [REDACTED]

Thank you for that information! Documentation has been received and we will be moving forward with the repurchase process. You will be provided with an update as soon as one permits.

Thank you,
Kia America

*** Email - External Email Sent created on 11/10/2023 15:38:02 and created by Kayla Havican ***

Wrt advised svc mgr of repurchase and let him know vehicle will be moved off GA099 lot shortly. Requested some photos for our records.