

Kia Motors America Consumer Affairs Department

Page 1 of 7

Last name	First name	VIN of	2024 EV9	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	894
LA Grange	GA	30241	Prod. Date: 11/06/2023	Dealer: GA075	Kia of Lagrange

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Tire/Wheel

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Case History

Techline case (16224102) created on 04-MAR-24 by GA075.

Please contact dealership and customer to see if any further assistance can be provided and that the concerns have been addressed. Thank You.

--For Reference--

TL Case created by (Dealer Technician) : Zack Spraggins

TL Case creator phone :

TL Case creator email : zackspraggins1@yahoo.com

Below are the notes from the TL case describing the concern:

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

[Problem Description]

Customer states tpms light is on and flashing not low tire pressure light just tpms light.

[Diagnostics Performed]

Performed tpms sensor status and all sensors are programmable and all have sensor ids none have been broken or replaced. scanned vehicle and found dtc code c112600 . verified proper voltage at the 12 volt battery it is at 12.30 volts.

*** 03/05/2024 01:10:08 (GMT-08:00) Pacific Time (US & Canada) ***

Email is sent on 03/05/2024 01:10:08 (GMT-08:00) Pacific Time (US & Canada) by Siebel System - Auto Message

To: [REDACTED]

Cc:

Title: FOLLOW-UP: Your Recent Service Visit

Your Auto-Created Case number :16227224

VIN [REDACTED]

Dear [REDACTED]

Your dealer has made us aware of the current repair situation for your Kia vehicle. Your satisfaction is important to us and we would like to provide assistance should you have any outstanding concerns or issues that were not resolved by your dealership. If you would like further assistance, please respond to this email with your preferred method of contact (phone or email) and we will be happy to follow up with you regarding the matter.

If no further assistance is required, there is no action necessary on your part. We value you as a customer so please don't hesitate to reach out to us should you require assistance in the future.

Sincerely,

Kia Customer Care

*** 03/05/2024 05:26:43 (GMT-05:00) Eastern Time (US & Canada) ***

Accepted from Queue Service Alert / Techline to WIPBin Inbox by Jada Jones

*** 03/05/2024 05:37:08 (GMT-05:00) Eastern Time (US & Canada) ***

Dispatched from WIPBin Inbox to Queue Plug In by Jada Jones

*** 03/05/2024 05:37:56 ***

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of	2024 EV9	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	894
LA Grange	GA	30241	Prod. Date: 11/06/2023	Dealer: GA075	Kia of Lagrange

Kia Case Type Lv11: Complaint
Kia Case Type Lv12: Quality
Kia Case Type Lv13: Tire/Wheel
Kia Case Type Lv14: Other

Accepted from Queue Plug In to WIPBin Default by Dan Boyer

*** 03/05/2024 05:40:51 ***

Dispatched from WIPBin Default to Queue ZZ Vincent Norris by Dan Boyer

*** 03/05/2024 10:30:12 ***

Accepted from Queue = ZZ Vincent Norris to WIPBin 00.Default

*** Phone - Call - Outbound created on 03/05/2024 10:32:23 and created by Vincent Norris ***

Writer Called: GA075

Phone#: (706) 298-5024

Spoke with: Service/

1. Intro

2. Calling for Service Template

Svc Adv States:

Customer Name: [REDACTED]

Customer phone #: [REDACTED]

Customer address: [REDACTED]

Most recent RO# [REDACTED]

---Mileage: 900

---Open Date: 03/04/2024

---Close Date: Open

---Customer states: TPMS light flashing

---Able to Duplicate (Y/N):Y

---Correction: R&R BDC

Repeat Repair (Y/N): N

Parts on order (Y/N): Y

---Part # 95400 DO500

---Order # TBD

ETA for completion of repairs: TBD

Rental or Loaner Provided (Y/N): N

Vehicle repaired (Y/N): N

The customer has possession (Y/N): Y

Svc Adv States:

1. Cust in possession, we will call her when th part arrives

*** Note - Others created on 03/05/2024 10:41:03 and created by Vincent Norris ***

<For Internal Use Only

KDealer: GA075

Part#: 95400 DO500

NO ORDERS>

*** Research - Others created on 03/06/2024 07:22:10 and created by Vincent Norris ***

<For Internal Use Only

KDealer: DLRCODE

Part#: 95400 DO500

Order#: D3524

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of	2024 EV9	Case Number	Mileage
LA Grange	GA	30241	Prod. Date: 11/06/2023	Dealer: GA075	Kia of Lagrange 894

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Tire/Wheel
Kia Case Type Lvl4: Other

Status: Back Order - No ETA>

*** Phone - Call - Outbound created on 03/06/2024 07:24:20 and created by Vincent Norris ***

Writer Called: GA075
Phone#: (706) 298-5024
Spoke with: Parts
1. Intro
2. Can you put order on UPER status?

Parts States:

1. Yes

*** Research - Others created on 03/06/2024 07:25:58 and created by Vincent Norris ***

<For Internal Use Only
KDealer: GA075
Part#: 95400 DO500
Order#: D3524
Status: UPER - No ETA>

*** Phone - Call - Outbound created on 03/06/2024 07:39:03 and created by Vincent Norris ***

Writer Called: [REDACTED]
Phone#: [REDACTED]
Spoke with: [REDACTED]
1. Intro
2. Apologized
3. Dlr has ordered part
4. Currently on back order
5. Wtr will track status and update accordingly

Customer States:

1. Thank you

*** Case note has been appended from duplicated auto-case on 03/07/2024 01:00:29 (PST)

Comments from UPER

Part ordered for customer vehicle has been placed into the UPER status on 03/06/2024 00:00:00

Dealer Name : PLANT CITY AUTOMOTIVE, INC. Kia of LaGrange
Dealer Contact name : NATHAN
Dealer Phone : 706 298 5024
Part No# : 95400 DO500 Kia of LaGrange
Part Name : UNIT ASSY-BDC
Order No# : D3524
Order Qty# : 1

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of	2024 EV9	Case Number	Mileage
LA Grange	GA	30241	Prod. Date: 11/06/2023	Dealer: GA075	Kia of Lagrange 894

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Tire/Wheel

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

*** Research - Others created on 03/07/2024 14:24:03 and created by Vincent Norris ***

<For Internal Use Only

KDealer: GA075

Part#: 95400 DO500

Order#: D3524

Status: UPER - No ETA>

*** Research - Others created on 03/11/2024 08:11:50 and created by Vincent Norris ***

<For Internal Use Only

KDealer: GA075

Part#: 95400 DO500

Order#: D3524

Status: UPER - Referred>

*** Research - Others created on 03/12/2024 09:07:50 and created by Vincent Norris ***

<For Internal Use Only

KDealer: GA075

Part#: 95400 DO500

Order#: D3524

Status: Delivered 03/12/2024 @ 10.32AM>

*** Phone - Call - Outbound created on 03/12/2024 09:11:30 and created by Vincent Norris ***

Writer Called: GA075

Phone#: (706) 298-5024

Spoke with: Parts

1. Intro

2. Can you confirm that part arrive

Parts States:

1. Yes, it arrived

*** Phone - Call - Outbound created on 03/12/2024 09:14:21 and created by Vincent Norris ***

Writer Called: GA075

Phone#: (706) 298-5024

Spoke with: Service

1. Long Hold Time - Writer Disconnected

*** Phone - Call - Outbound created on 03/12/2024 09:18:01 and created by Vincent Norris ***

Writer Called: [REDACTED]

Phone#: [REDACTED]

Spoke with: [REDACTED]

1. Intro

2. Part has arrived at the dlr, they should be contacting your shortly to schedule appointment

Customer States:

1. Last week, the headlights and windshield wipers would not turn on

2. Vehicle was taken to the dlr yesterday morning

Kia Motors America Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2024 EV9</u>	<u>Case Number</u>	<u>Mileage</u>
LA Grange	GA	30241	Prod. Date: 11/06/2023	Dealer: GA075	Kia of Lagrange 894

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Tire/Wheel

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Writer States:

1. Sorry to hear that
2. Wtr will reach out to the dlr

Customer States:

1. Thank you

*** Phone - Call - Outbound created on 03/12/2024 09:19:28 and created by Vincent Norris ***

Writer Called: GA075

Phone#: (706) 298-5024

1. Voicemail Box Full

*** Email - External Email Sent created on 03/12/2024 09:22:10 and created by Vincent Norris ***

GA075

scauthen@liechtygroup.com

VIN: [REDACTED]

MY/Model: 2024 EV9

Concern: Headlight and Winshield Wipers

Hi

Please complete the following Service Template and return. Thank you for your assistance.

*** Pasted Service Template in email ***

*** Phone - Call - Outbound created on 03/13/2024 09:15:50 and created by Vincent Norris ***

Writer Called: GA075

Phone#: (706) 298-5024

Spoke with: Service

1. Intro
2. Calling for Service Template

Svc Adv States:

1. Service Adviser Kathy Starnes is at lunch, back in about 1 hour

*** Phone - Call - Outbound created on 03/13/2024 14:45:15 and created by Vincent Norris ***

Writer Called: GA075

Phone#: (706) 298-5024

1. Voicemail box full

*** Email - External Email Sent created on 03/13/2024 14:46:23 and created by Vincent Norris ***

GA075

scauthen@liechtygroup.com

VIN: [REDACTED]

MY/Model: 2024 EV9

Concern:Headlights & Windshield Wipers

Hi

Kia Motors America Consumer Affairs Department

Last name	First name	VIN of	2024 EV9	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	894
LA Grange	GA	30241	Prod. Date: 11/06/2023	Dealer: GA075	Kia of Lagrange

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Tire/Wheel
Kia Case Type Lvl4: Other

Please complete the following Service Template and return. Thank you for your assistance.

*** Pasted Service Template in email ***

*** Case 1 [REDACTED] is sent on 3/14/2024 8:58:14 by Vincent Norris

To: k Kang@kiausa.com

Cc: vnorris@kiaconsumeraffairs.com

Title: ACTION REQUIRED - No Dealer Contact:GA075, [REDACTED]

*** Email - External Email Sent created on 03/14/2024 08:58:19 and created by Vincent Norris ***

Brief reason for contacting the dealer: Service Template for Headlight & Windshield Wiper concern (see below):

*** Pasted Service Template in email ***

*** Case [REDACTED] is sent on 3/15/2024 9:38:44 by Vincent Norris

To: k Kang@kiausa.com

Cc: vnorris@kiaconsumeraffairs.com

Title: ACTION REQUIRED - No Dealer Contact:GA075, [REDACTED]

*** Email - External Email Sent created on 03/15/2024 09:38:54 and created by Vincent Norris ***

Brief reason for contacting the dealer: Service Template for Headlight & Windshield Wiper concern (see below):

*** Pasted Service Template in email ***

*** Phone - Call - Inbound created on 03/15/2024 13:21:23 and created by Mike Meadows ***

Dealer Called Svc Adv Cathy Starns GA075 @ (706) 298-5024

Dealer States

1. Returning call with RO info

Customer Name: Alaina Mooney

Customer phone [REDACTED] Customer address [REDACTED] Fayetteville GA [REDACTED]

VIN: [REDACTED]

MY and Mileage:2024 1099

Most recent RO# [REDACTED] Open Date3/11/2024 and Close date (if applicable):3/15/2024

Days Down at initial Service Alert report (if applicable):

Most recent Repair Issue and Diagnosis:

Customer states: Tpms light is on check tpms warning. Headlights and wipers are not working.

Dealer states: Replaced BDC unit assembly for the tpms. Found no codes for headlights and wipers removed crash pad component to check for pin tension found loose pin tension and tightened pin tension and installed stabilant to the bdc and bmc connectors and reinstalled all removed components and verified repairs. Working as designed.

Able to Duplicate (Y or N):Y

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

Repair History of current concern with RO#, Open and Closed dates with mileage:

ETA for completion of repairs (if applicable): completed.

Parts on order (Y/N)N, if so obtain part#, order#: Part No# :

Techline Case (if applicable):Y [REDACTED]

Rental / Loaner Provided? Y If so, since when?: 3/11/2024 picked it up and delivered back to customer.

Dealer contacted DPSM (Y or N) (if needed): Y

Vehicle repaired? (Y or N):Y

Customer has possession? (Y or N): Y

Dealer Code/Selling Dealer (Y or N):Y GA075

Original Owner (Y or N):Y

*** Phone - Call - Outbound created on 03/18/2024 11:34:00 and created by Vincent Norris ***

Kia Motors America Consumer Affairs Department

Last name	First name	VIN of	2024 EV9	Case Number	Mileage
LA Grange	GA	30241	Prod. Date:	11/06/2023	Dealer: GA075 Kia of Lagrange

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Tire/Wheel

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Writer Called:

Phone#:

Spoke with

1. Intro
2. Post repair follow up
3. Is everything working as designed

Customer States:

1. The concerns were resolved
2. But now the 2nd keyfob not working
3. Dlr is aware and will be following up with me

Writer States:

1. Sorry to hear
2. If you have any further questions or need assistance after the dlr has diagnosed the fob concern, please let us know

Customer States:

1. Will do, thank you

*** 03/18/2024 11:39:25 ***

Closed by Vincent Norris with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America Consumer Affairs Department

Last name	First name	VIN of	2024 EV9	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	237
Kirkland , WA 98033		Prod. Date:	11/06/2023	Dealer:	WA029 Lee Johnson Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Wiper Operation

Case History

Techline case ([REDACTED]) created on 12-MAR-24 by WA029.

Please contact dealership and customer to see if any further assistance can be provided and that the concerns have been addressed. Thank You.

--For Reference--

TL Case created by (Dealer Technician) : JACK RYAN

TL Case creator phone : 5624107065

TL Case creator email : JACKSGRAPHICS101@ICLOUD.COM

Below are the notes from the TL case describing the concern:

[Problem Description]

FRONT WIPER BLADES FROZEN MID WINDOW. CAN NOT FIND WIPER MOTOR FUSE IN D/S FLOOR PANEL FUSE BOX. REAR WIPER WORKS. IS THERE ANY ADVISE YOU CAN GIVE. ILL BE WORKING ON INSTALLING A TOW HITCH IN THE MEANTIME FOR THE CUSTOMER.

[Diagnostics Performed]

TOGGLED WIPER SWITCH FRONT AND BACK. ONLY REAR WORKS. I CAN NOT FORCE THE WIPER BLADES DOWN TO RESTING POSITION. CAN NOT FIND A WIPER MOTOR FUSE

*** 03/13/2024 01:14:30 (GMT-08:00) Pacific Time (US & Canada) ***

Email is sent on 03/13/2024 01:14:30 (GMT-08:00) Pacific Time (US & Canada) by Siebel System - Auto Message

To: [REDACTED]

Cc:

Title: FOLLOW-UP: Your Recent Service Visit

Your Auto-Created Case number : [REDACTED]

VIN [REDACTED]

Dear [REDACTED]

Your dealer has made us aware of the current repair situation for your Kia vehicle. Your satisfaction is important to us and we would like to provide assistance should you have any outstanding concerns or issues that were not resolved by your dealership. If you would like further assistance, please respond to this email with your preferred method of contact (phone or email) and we will be happy to follow up with you regarding the matter.

If no further assistance is required, there is no action necessary on your part. We value you as a customer so please don't hesitate to reach out to us should you require assistance in the future.

Sincerely,

Kia Customer Care

*** 03/13/2024 05:00:11 ***

Accepted from Queue Service Alert / Techline to WIPBin 8. Dispatch me by Michael Crandall

*** 03/13/2024 05:04:57 ***

Dispatched from WIPBin 8. Dispatch me to Queue ZZ Kalila Munoz by Michael Crandall

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	2024 EV9	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	237
Kirkland , WA	98033	Prod. Date:	11/06/2023	Dealer: WA029 Lee Johnson Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Wiper Operation

*** 03/13/2024 09:03:25 ***

Accepted from Queue ZZ Kalila Munoz to WIPBin Default by Kalila Munoz

*** Phone - Call - Outbound created on 03/13/2024 09:06:52 and created by Kalila Munoz ***

Wrt calls cust @ [REDACTED] no answer, leaves VM

Wrt states

1. Introduces self, calling today because we received an alert that your veh is at one of our dlrs, we wanted to apologize for the veh issue and let you know we have gotten involved and will be monitoring the repair in case further assistance is needed
2. We also wanted to give you the opportunity to have any questions or concerns you may have addressed
3. Please give us a call back, gives phone # and case #, thank you

*** Phone - Call - Outbound created on 03/13/2024 09:09:30 and created by Kalila Munoz ***

Wrt calls WA029 @ (425) 823-0800, asks for Kia svc, speaks to Jim in svc

Wrt states

1. Introduces self, calling for RO info for Mr. McClure's veh

Dlr states

1. That's an EV9 we're working on and for some strange reason the wipers quit working, I don't have an answer on what to do with it yet

Wrt states

1. Thank you, we need RO template

Dlr states

1. Let me put you on hold for a moment
places wrt on hold, returns
2. It was an appt for 3/30, but when the wipers quit working they just brought me

Template

Wrt states

1. Thank you

Customer name: [REDACTED]
Customer phone #: [REDACTED]
Customer address: [REDACTED] Seattle WA [REDACTED]
Most recent RO #: 565057
RO open date: 3/11/24
Mileage: 237
Most recent Repair Issue and Diagnosis-
Concern: wipers
Cause: working with TL [REDACTED]
Correction:
Repeat Repair (Y/N): No
If repeat repair, how many times?:
ETA for completion of repairs (if applicable):
Parts on order (Y/N): No
Part #: N/A

Kia Motors America Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2024 EV9</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	237
Kirkland , WA 98033		Prod. Date:	11/06/2023	Dealer: WA029 Lee Johnson Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Wiper Operation

Order #: N/A

Rental / Loaner Provided? If so, since when?: Not yet, they had a secondary car.

Vehicle repaired?: No

The customer has possession?: No

*** Phone - Call - Outbound created on 03/14/2024 09:05:44 and created by Kalila Munoz ***

**Wrt calls cust @ [REDACTED]

Wrt states

1. Introduces self-

Cust states

1. I'm in a meeting, car is good, everything is fine

Cust d/c

*** 03/14/2024 09:08:48 ***

Closed by Kalila Munoz with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America Consumer Affairs Department

Page 1 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2024 EV9</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1,084
LA Grange	GA	30241	Prod. Date:	11/06/2023	Dealer: GA075 Kia of Lagrange

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

Case History

Dealer : Kia of Lagrange

Technician : Zack Spraggins

Service Manager : Stacy Cauthen

Dealer Phone :

DPSM : Kenneth Kang

Vehicle Model : EV9 WIND AWD AUTO

Model Year : 2024

Mileage : 1084

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

[Problem Description]

Customer states headlamps and wipers are inop.

[Diagnostics Performed]

verified customers concern , the cluster indicates that the headlamps and the wipers switches are operating as it shows the function when the stalks are moved but you get nothing out of the wipers except the washing function for the front windshield and the rear windshield . the headlamps im getting nothing but the running lamp i would assume. no blown fuses on smart junction box.

*** 04/26/2024 01:02:45 (GMT-08:00) Pacific Time (US & Canada) ***

Email is sent on 04/26/2024 01:02:45 (GMT-08:00) Pacific Time (US & Canada) by Siebel System - Auto Message

To: [REDACTED]

Cc:

Title: FOLLOW-UP: Your Recent Service Visit

Your Auto-Created Case number [REDACTED]

VIN [REDACTED]

Dear [REDACTED]

Your dealer has made us aware of the current repair situation for your Kia vehicle. Your satisfaction is important to us and we would like to provide assistance should you have any outstanding concerns or issues that were not resolved by your dealership. If you would like further assistance, please respond to this email with your preferred method of contact (phone or email) and we will be happy to follow up with you regarding the matter.

If no further assistance is required, there is no action necessary on your part. We value you as a customer so please don't hesitate to reach out to us should you require assistance in the future.

Sincerely,

Kia Customer Care

*** 04/26/2024 05:11:42 ***

Accepted from Queue Service Alert / Techline to WIPBin 8. Dispatch me by Michael Crandall

*** 04/26/2024 05:12:37 ***

Dispatched from WIPBin 8. Dispatch me to Queue ZZ Pam Hooper by Michael Crandall

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of	2024 EV9	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1,084
LA Grange	GA	30241	Prod. Date: 11/06/2023	Dealer: GA075	Kia of Lagrange

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

*** 04/26/2024 15:12:37 ***

Accepted from Queue = ZZ Pam Hooper to WIPBin Default

*** 04/26/2024 15:14:28 ***

Email is sent on 04/26/2024 15:14:16 by Pamela Hooper

To: [REDACTED]

Cc:

Title: Kia Customer Care Case [REDACTED]

*** Email - External Email Sent created on 04/26/2024 15:14:16 and created by Pamela Hooper ***

Your Case Number: [REDACTED]

VIN: [REDACTED] Alaina, 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 Care Team 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, Pam

*** Phone - Call - Outbound created on 04/26/2024 15:15:03 and created by Pamela Hooper ***

Called (706) 298-5024 at GA075 n/a unable to leave message

*** Phone - Call - Outbound created on 04/29/2024 10:11:41 and created by Pamela Hooper ***

Called (706) 298-5024 at GA075

Spoke with Melissa in Service; Cathy SA

Customer: [REDACTED]

Customer phone: [REDACTED]

Customer address: [REDACTED] FAYETTEVILLE GA

Most recent RO: [REDACTED]

---Mileage: 1,084

---Open Date: 4/24/24

---Close Date:

---Days Down:

---Customer states: headlamps and wipers are inop.

---Able to Duplicate (Y/N) y

---Cause: TL case open; doing diag; no codes

---Correction: fix tensioner and going back to cust today

Repeat Repair (Y/N): n

---# Times?:

Parts on order (Y/N): n

---Part # na

---Order # na

ETA for completion of repairs: completed

Rental or Loaner Provided (Y/N): y

---Date put in rental/loaner:

Vehicle repaired (Y/N): y

The customer has possession (Y/N): n

*** Phone - Call - Outbound created on 04/29/2024 10:31:45 and created by Pamela Hooper ***

Called [REDACTED]

Kia Motors America Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2024 EV9</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1.084
LA Grange	GA 30241	Prod. Date:	11/06/2023	Dealer: GA075	Kia of Lagrange

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

Wrt states:

1. Following up on case; gave case and phone#

Cust states:

1. Yes the DRL told me it was repaired
2. This is the 2nd time its happened; they replaced modular before
3. i hope this works Thanks

*** 04/29/2024 10:36:48 ***

Closed by Pamela Hooper with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia Motors America Consumer Affairs Department

Last name	First name	VIN of	2024 EV9	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	3,434
LA Grange	GA	30241	Prod. Date: 11/06/2023	Dealer: GA075	Kia of Lagrange

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Tire/Wheel

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Case History

Dealer : Kia of Lagrange

Technician : Zack Spraggins

Service Manager : Stacy Cauthen

Dealer Phone :

DPSM : Kenneth Kang

Vehicle Model : EV9 WIND AWD AUTO

Model Year : 2024

Mileage : 3293

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

[Problem Description]

Customer states tpms light is on and flashing not low tire pressure light just tpms light.

[Diagnostics Performed]

Performed tpms sensor status and all sensors are programmable and all have sensor ids none have been broken or replaced. scanned vehicle and found dtc code c112600 . verified proper voltage at the 12 volt battery it is at 12.30 volts.

*** 06/10/2024 01:02:09 (GMT-08:00) Pacific Time (US & Canada) ***

Email is sent on 06/10/2024 01:02:09 (GMT-08:00) Pacific Time (US & Canada) by Siebel System - Auto Message

To: [REDACTED]

Cc:

Title: FOLLOW-UP: Your Recent Service Visit

Your Auto-Created Case number : [REDACTED]

VIN : [REDACTED]

Dear [REDACTED]

Your dealer has made us aware of the current repair situation for your Kia vehicle. Your satisfaction is important to us and we would like to provide assistance should you have any outstanding concerns or issues that were not resolved by your dealership. If you would like further assistance, please respond to this email with your preferred method of contact (phone or email) and we will be happy to follow up with you regarding the matter.

If no further assistance is required, there is no action necessary on your part. We value you as a customer so please don't hesitate to reach out to us should you require assistance in the future.

Sincerely,

Kia Customer Care

*** 06/11/2024 07:59:43 ***

TL case# [REDACTED] was escalated to an FTS. Update will be provided after this request is reviewed.

*** 06/12/2024 10:46:01 (GMT-05:00) Eastern Time (US & Canada) ***

Accepted from Queue Service Alert / Techline to WIPBin Inbox by Jada Jones

*** 06/12/2024 11:47:13 (GMT-05:00) Eastern Time (US & Canada) ***

Kia Motors America Consumer Affairs Department

Last name	First name	VIN of	2024 EV9	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	3,434
LA Grange	GA	30241	Prod. Date: 11/06/2023	Dealer: GA075	Kia of Lagrange

Kia Case Type Lv11: Complaint

Kia Case Type Lv13: Tire/Wheel

Kia Case Type Lv12: Quality

Kia Case Type Lv14: Other

Dispatched from WIPBin Inbox to Queue Service Alert / Techline by Jada Jones

*** 06/12/2024 12:15:37 ***

Accepted from Queue Service Alert / Techline to WIPBin Default by Dan Boyer

*** 06/12/2024 12:17:11 ***

Dispatched from WIPBin Default to Queue Plug In by Dan Boyer

*** 06/13/2024 04:42:32 ***

Accepted from Queue Plug In to WIPBin Default by Dan Boyer

*** 06/13/2024 04:46:17 ***

Dispatched from WIPBin Default to Queue ZZ Dean Butler by Dan Boyer

*** 06/13/2024 05:06:55 ***

Accepted from Queue ZZ Dean Butler to WIPBin Working by Dean Butler

*** Phone - Call - Outbound created on 06/13/2024 05:09:55 and created by Dean Butler ***

Called [REDACTED] (owner) states

1 3rd time with TPMS light

2 Headlights and windshield wipers failed twice

Writer states

1 Very sorry

2 We will check in with the dlr for diag

3 We will end up escalating your case to ECR

Cust states

1 Thank you

*** Phone - Call - Outbound created on 06/13/2024 05:14:55 and created by Dean Butler ***

Called Cathy GA075

Writer states

1 Need RO info

Customer name: [REDACTED]

Customer phone #: [REDACTED]

Customer address: [REDACTED]

Most recent RO #: [REDACTED]

RO open date: 05/30/24

Mileage: 3,293

Most recent Repair Issue and Diagnosis: cust states TPMS light is on, still working with TL and FTS

RO #: [REDACTED]

RO open date: 03/11/24

Mileage: 1,099

Most recent Repair Issue and Diagnosis: headlights and wipers not working, installed BDC assy for TPMS light, TL advised tightened PIN tension for headlights and wipers

RO #: [REDACTED]

RO open date: 03/04/24 - 03/06/24

Mileage: 900

Most recent Repair Issue and Diagnosis: cust states TPMS light, removed code, found poor connection at BDC

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of	2024 EV9	Case Number	Mileage
LA Grange	GA	30241	Prod. Date: 11/06/2023	Dealer: GA075	Kia of Lagrange 3,434

Kia Case Type Lv11: Complaint
Kia Case Type Lv12: Quality
Kia Case Type Lv13: Tire/Wheel
Kia Case Type Lv14: Other

module corrected PIN tension, TL authorized BDC replacement

Repeat Repair (Y/N) Yes

If repeat repair, how many times?: 3rd

ETA for completion of repairs (if applicable):

Parts on order (Y/N): no

Part#

Order#:

Rental / Loaner Provided? If so, since when?: yes loaner provided

Vehicle repaired?: no

The customer has possession?: no

*** 06/13/2024 05:27:31 ***

Email is sent on 06/13/2024 05:27:20 by Dean Butler

To:

Cc:

Title: Kia Customer Care Case

*** Email - External Email Sent created on 06/13/2024 05:27:20 and created by Dean Butler ***

Your Case Number:

VIN: 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 Care Team 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. If you believe Kia has been unable to satisfactorily address your concerns, a third-party alternative resolution program called BBB AUTO LINE is available to you. This independent program is administered by BBB National Programs and is provided at no cost to you. You may contact them at: BBB AUTO LINE, a Division of BBB National Programs, Inc. 1676 International Drive, Ste. 550, McLean, VA 22102 or by phone at 800.955.5100. Thank you for working with Kia America regarding your concerns. Sincerely, Kia

America-----R

REPLY INSTRUCTIONS: If further communication is desired with a Kia Customer Care associate, 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 associate in a timely manner.

Case -----

*** Note - Others created on 06/13/2024 05:27:58 and created by Dean Butler ***

Vehicle Down 3x+ Same Concern

Forwarding to ECR.

1. Customer states TPMS light on
2. GA075 states still working with Techline
3. Dispatching because vehicle has been into dealer 3x for TPMS light.

*** 06/13/2024 05:30:50 ***

Dispatched from WIPBin = Wednesday to Queue Escalation Reviews by Dean Butler

Reason: 3X same thing

*** 06/14/2024 04:31:26 ***

Accepted from Queue Escalation Reviews to WIPBin 0. Inbox by Tracey Icenhour

*** 06/14/2024 04:49:53 ***

Case moved into WIPBin 0. Inbox and Sub Status of Working

Kia Motors America Consumer Affairs Department

Last name	First name	VIN of	2024 EV9	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	3,434
LA Grange	GA	30241	Prod. Date: 11/06/2023	Dealer: GA075	Kia of Lagrange

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Tire/Wheel

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

*** 06/14/2024 05:46:43 ***

Dispatched from WIPBin 1. Southern to Queue ZZ Shyla Gillette by Tracey Icenhour

*** 06/14/2024 06:48:15 ***

Accepted from Queue ZZ Shyla Gillette to WIPBin 00.Inbox by Shyla Gillette

*** 06/14/2024 06:57:54 ***

Dispatched from WIPBin = 00.Inbox to Queue Southern Region ECR by Shyla Gillette
Reason:

*** 06/17/2024 04:58:33 ***

Accepted from Queue Southern Region ECR to WIPBin 11. Southern by Matthew Stanford

*** 06/17/2024 05:21:35 ***

Case moved into WIPBin 11. Southern and Sub Status of Working

*** 06/17/2024 05:25:06 ***

Assigned to WIPBin 0 - Inbox of Kimberly Hubbard by Matthew Stanford
Reason:

*** Phone - Call - Outbound created on 06/24/2024 13:47:58 and created by Kimberly Hubbard ***

Wrt call to Cust, [REDACTED]

*No answer, LVM to return call.

Writer states.

- 1) Introduced Self, Calling from KIA's Escalation Team.
- 2) Calling in reference to your case received within office.
- 3) Advised customer will be contacting the dealer to obtain information related to case.
- 4) Will follow-up next week.
- 5) Provided phone number & Case number
- 6) Upon disconnect will be following up with an email as well.
- 7) Thank you.

*** 06/24/2024 13:50:27 ***

Email is sent on 06/24/2024 13:50:03 by Kimberly Hubbard

To: [REDACTED]

Cc:

Title: Kia Customer Care Case [REDACTED]

*** Email - External Email Sent created on 06/24/2024 13:50:03 and created by Kimberly Hubbard ***

Dear [REDACTED],

I attempted to reach you by phone today regarding your case which has been escalated to me for review. I contacted you to introduce myself and to further discuss your case, however it appears the repairs have been completed on your vehicle in the interim. If you have any unresolved questions or concerns, please do not hesitate to contact us back at your convenience. Thank you.

Sincerely,

Kim
520.955.9822

*** Email - Internal Email Received created on 06/24/2024 13:55:14 and created by Kimberly Hubbard ***

Kia Motors America Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2024 EV9</u>	<u>Case Number</u>	<u>Mileage</u>
MOONEY	ALAINA	KNDAFFS5XR6022810		16447378	3,434
LA Grange	GA	30241	Prod. Date:	11/06/2023	Dealer: GA075 Kia of Lagrange

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Tire/Wheel

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

WRT email to GA075 SVCM, Stacy:

Wrt states:

1. Cust name/Case #
2. Veh/VIN#
3. Cust claim review.
4. Request cust copies of ROs.
5. Thank you.

<For Internal Use Only

GA075 SVCM, Stacy Cauthen, scauthen@liechtygroup.com>

*** Email - Internal Email Received created on 07/01/2024 10:25:47 and created by Kimberly Hubbard ***

GA075 SVCM, Stacey, email to Wrt:

SVCM states:

1. Please see attachment for complete list of RO's for this vehicle.
2. DLR did make arrangements to deliver the vehicle back to the customer on 6/24.
3. Please let me know if you need anything else.
4. Thanks.

*** Phone - Call - Outbound created on 07/01/2024 10:40:39 and created by Kimberly Hubbard ***

Wrt call to Cust, [REDACTED]

*No answer, LVM to return call.

Writer states.

- 1) Introduced Self, Calling from KIA's Escalation Team.
- 2) Calling in reference to your case received within office, attempting to contact again to f/u on recent veh repairs.
- 3) Advised customer never got any response back from cust from previous VM or email.
- 4) If need further assistance, can call.
- 5) Provided phone number & Case number
- 6) Upon disconnect will be following up with an email as well.
- 7) Thank you.

*** Phone - Call - Outbound created on 07/01/2024 10:43:55 and created by Kimberly Hubbard ***

Wrt call to Cust, [REDACTED]:

(number was on the DLR RO)

Outgoing call:

Wrt states:

1. Name
2. Calling from Kia's Escalations office
3. Wrt received escalated case about cust veh and had attempted to contact Josh by phone/VM and email previously.
4. Wrt is following up on cust recent veh repairs.
5. Everything good?

Cust states:

1. Everything seems good so far.
2. Hopefully fixed now.
3. Been the same thing fixed like 3-4 times, but did something different this time.
4. So hopefully takes care of it.
5. Been in the shop half the time had it it feels like.

Kia Motors America Consumer Affairs Department

Last name	First name	VIN of	2024 EV9	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	3,434
LA Grange	GA	30241	Prod. Date: 11/06/2023	Dealer: GA075	Kia of Lagrange

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Tire/Wheel

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Wrt states:

1. Apologize.
2. Looks like the DLR did provide cust a loaner/rental while the veh was down.

Cust states:

1. Yes.

Wrt states:

1. Apologize.
2. Wrt can review for possible reimbursement of veh payments for the time the veh was down.

Cust states:

1. Yes, that would be great.
2. Don't think it was really half the time the veh was down, but felt like it.

Wrt states:

1. Apologize.
2. Wrt can send cust an email of the requested docs needed in order to review.
3. Wrt can look at the overall time down and can review from there.

Cust states:

1. Ok.
2. Don't want to exaggerate, but seemed like half the time.
3. Sorry, cust has 4 kids and trying to get ready to go out of town.
4. So not totally with it.

Wrt states:

1. Understand.
2. Verify email to send the email to for the requested docs.

Cust states:

1. Send to wife's email.
2. [REDACTED].
3. Will be able to get to it more quickly.

Wrt states:

1. Updated.
2. Wrt will send cust the email.
3. Once the requested docs are received, wrt can review.

Cust states:

1. Ok.
2. Thank you.

*** 07/01/2024 10:59:37 ***

Email is sent on 07/01/2024 10:59:00 by Kimberly Hubbard

To: [REDACTED]

Cc:

Title: Kia Customer Care Case# [REDACTED]

*** Email - External Email Sent created on 07/01/2024 10:59:00 and created by Kimberly Hubbard ***

Dear [REDACTED],

Kia Motors America Consumer Affairs Department

Last name	First name	VIN of	2024 EV9	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	3,434
LA Grange	GA	30241	Prod. Date: 11/06/2023	Dealer: GA075	Kia of Lagrange

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Tire/Wheel

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Per our conversation, please reply to this email with a copy of your original vehicle sales/lease contract or finance statement that includes your information, the vehicle information to include the VIN #, the financed amount and the agreed upon monthly payment amount. Also, please provide your current vehicle registration as well as any repair invoices and related receipts. Upon receipt, I will submit for review. Thank you!

Sincerely,

Kim
520.955.9822

*** 07/09/2024 13:55:27 ***

Email is sent on 07/09/2024 13:54:49 by Kimberly Hubbard

To: [REDACTED]

Cc:

Title: Kia Customer Care Case [REDACTED]

*** Email - External Email Sent created on 07/09/2024 13:54:49 and created by Kimberly Hubbard ***

Dear [REDACTED],

Per our previous conversation and email, please reply to this email with a copy of your original vehicle sales/lease contract or finance statement that includes your information, the vehicle information to include the VIN #, the financed amount and the agreed upon monthly payment amount. Also, please provide your current vehicle registration as well as any repair invoices and related receipts. Upon receipt, I will submit for review. Thank you!

Sincerely,

Kim
520.955.9822

07/10/2024 11:29:16

Email is received on 07/10/24 11:28:57 from [REDACTED]

Attachments:

[REDACTED] Kia EV9.pdf
Uber receipt for Kia.pdf

07/10/2024 11:49:02

Email is received on 07/10/24 11:48:59 from [REDACTED]

Attachments:

Uber receipt for Kia 2.pdf

*** Email - External Email Received created on 07/10/2024 11:28:58 and created by Kimberly Hubbard ***

Hi Kim,

So sorry it took me so long. We went out of town before I had a chance to get it all together. I think I have attached everything you asked for, it should be two attachments. One contains most of the documents and the other is an Uber receipt for when the headlights were out. You can see that our EV9 went to the dealership later that day.

Thanks so much,

[REDACTED] PhD

Kia Motors America Consumer Affairs Department

Last name	First name	VIN of	2024 EV9	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	3,434
LA Grange	GA	30241	Prod. Date: 11/06/2023	Dealer: GA075	Kia of Lagrange

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Tire/Wheel

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

*** Email - External Email Received created on 07/10/2024 11:48:59 and created by Kimberly Hubbard ***
Oops here's one more.

[REDACTED] PhD

*** 07/10/2024 12:12:20 ***

Email is sent on 07/10/2024 12:09:44 by Kimberly Hubbard

To: [REDACTED]

Cc:

Title: Kia Customer Care Case# [REDACTED]

*** Email - External Email Sent created on 07/10/2024 12:09:44 and created by Kimberly Hubbard ***

Dear [REDACTED]

I apologize, please reply to this email with a copy of your PNC bank loan statement that includes your information, the vehicle information to include the VIN #, the financed amount and the agreed upon monthly payment amount, this does have to be on the same document to be able to review. The document provided is just a deal sheet, and the bank statement does not include the VIN #. I apologize. Upon receipt, I will submit for review. Thank you!
Sincerely,

Kim

520.955.9822

07/10/2024 12:26:17

Email is received on 07/10/24 12:26:14 from [REDACTED]

Attachments:

PNC Loan statement for Kia.pdf

*** Email - External Email Received created on 07/10/2024 12:26:14 and created by Kimberly Hubbard ***

Sorry about that. I have four kids (one of them has SMA type 1 which is like ALS but in kids) so my brain is running at about 4000%! I think I have attached what you need. Thanks so much.

*** Phone - Call - Outbound created on 07/17/2024 15:23:20 and created by Kimberly Hubbard ***

Wrt call to Cust, [REDACTED]

Wrt states:

1. Name
2. From Kia.
3. Advised cust review is complete.
4. Requested reimbursement is for the UBERs minus tip, but got cust approved for 3 vehicle payments for a total of \$3715.95.
5. Advised cust sending O&R by email.
6. Need signed and returned.
7. Upon return, will submit for processing.

Cust states:

1. OMG.
2. That is awesome.

Wrt states:

1. Offering digital disbursement now.

Kia Motors America Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2024 EV9	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	3,434
LA Grange	GA 30241	Prod. Date: 11/06/2023	Dealer: GA075 Kia of Lagrange	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Tire/Wheel

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

2. Or can still do check by mail.
3. Processing times are approx. 60 days.
4. But once processing is complete, with the DD option, cust will receive an email from digital disbursement dept and cust would have 14 days to sign up for digital disbursement option preferred.
5. Such as direct deposit, Zelle, etc. through a secure weblink.
6. Both husband and wife will have to sign the o&R, but the DD can only be submitted under one owners name.
7. Which would cust prefer?

Cust states:

1. Whichever is easier.

Wrt states:

1. Apologize.
2. DD option is probably the quicker process once processing is complete.

Cust states:

1. Ok.
2. Do that.

Wrt states:

1. Which owner of the should wrt submit under, wife or husband?

Cust states:

1. Whichever, goes the same place.

Wrt states:

1. Cust name/info is the main one on the case right now, is it fine to submit it under cust name?

Cust states:

1. Yes.

Wrt states:

1. Verified cust primary phone #, email and mailing address?

Cust states:

1. Correct.

Wrt states:

1. Will get O&R typed up and sent over shortly.

Cust states:

1. Great.
2. Thank you so much.

*** 07/17/2024 15:48:52 ***

Email is sent on 07/17/2024 15:47:25 by Kimberly Hubbard

To: [REDACTED]

Cc:

Title: Kia Customer Care Case [REDACTED]

Attachments:

Mooney - Case # [REDACTED] O&R.pdf

Kia Motors America
Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2024 EV9</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	3,434
LA Grange	GA	30241	Prod. Date: 11/06/2023	Dealer: GA075	Kia of Lagrange

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Tire/Wheel

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

*** Email - External Email Sent created on 07/17/2024 15:47:25 and created by Kimberly Hubbard ***

Dear [REDACTED],
Per our conversation, please find our Offer and Release documents attached. Please confirm the address, sign, date, and return all 3 pages (1 page Offer, 2 page Release) to me by replying to this email, uploading to kia.com per offer letter instructions, or you may fax to 866.852.6617, ATTN: Kim - Case ID # [REDACTED]. If you fax, please still reply to this email letting me know when, so that I may find it in that day's received faxes. Once received, our turnaround for processing is a minimum of 45-60 days, and you will receive an automated email once the processing is complete and funds are ready to be distributed. Let me know if you have any questions. Thank you.

Sincerely,

Kim
520.955.9822

07/18/2024 08:51:15

Email is received on 07/18/24 08:51:11 from [REDACTED]

Attachments:

Mooney - Case [REDACTED] O&R.pdf

*** Email - External Email Received created on 07/18/2024 08:51:11 and created by Kimberly Hubbard ***

*** 07/18/2024 11:16:52 ***

Email is sent on 07/18/2024 11:16:26 by Kimberly Hubbard

To: [REDACTED]

Cc:

Title: Kia Customer Care Case# [REDACTED]

*** Email - External Email Sent created on 07/18/2024 11:16:26 and created by Kimberly Hubbard ***

Dear [REDACTED],
Thank you for your documents. Your claim was submitted for processing today. Please allow a minimum of 60 days for the completion of this process. Once in the final approved stage you will receive an email from Kia Payment Exchange. Please ensure that you register with your name, [REDACTED] cell number, [REDACTED], your email, [REDACTED], and Goodwill number, 0241459. You will only have 14 days to register before monies will be made available. Please feel free to respond to this email if you may have any further questions related to your digital reimbursement. Thank you!

Sincerely,

Kim
520.955.9822

*** 07/22/2024 07:55:32 ***

Goodwill #: 241459 Submitted

*** 08/02/2024 13:18:33 ***

Goodwill #: 241459 Expedited by Kimberly Hubbard

*** 08/07/2024 06:39:09 (GMT-08:00) Pacific Time (US & Canada) ***

Goodwill #: 241459 Final Approved

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of	2024 EV9	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	3,434
LA Grange	GA 30241	Prod. Date:	11/06/2023	Dealer: GA075	Kia of Lagrange

Kia Case Type Lv11: Complaint
Kia Case Type Lv12: Quality

Kia Case Type Lv13: Tire/Wheel
Kia Case Type Lv14: Other

*** 08/07/2024 06:39:09 (GMT-08:00) Pacific Time (US & Canada) ***

Email is sent on 08/07/2024 06:39:09 (GMT-08:00) Pacific Time (US & Canada) by Siebel System - Auto Message

To: [REDACTED]

Cc: [REDACTED]

Title: Update from Kia, Case # [REDACTED]

Dear ALAINA,

This email is to provide you with an update regarding the status of your request for assistance. It has been approved and you should be receiving an email from "Kia Payment Exchange" to complete your enrollment and select your preferred payment preference as soon as funding has been completed (typically occurs within one week or less). For your reference, the goodwill number for your claim is: [REDACTED]. If you have any further questions or concerns, please contact Kia Customer Care at (800) 333-4Kia (4542).

Sincerely,
Kia America

*** 08/12/2024 05:33:04 ***

Closed by Kimberly Hubbard with Resolution Code : Goodwill Issued
[Resolution Summary]

Kia Motors America Consumer Affairs Department

Page 1 of 28

Last name	First name	VIN of	2024 EV9	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	5,339
Jersey City, NJ	07305	Prod. Date:	11/25/2023	Dealer: NJ080	Jersey City 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 Discharging

Case History

*** 07/24/2024 05:53:47 ***

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

*** Phone - Call - Inbound created on 07/24/2024 05:58:02 and created by Desiree White ***

[REDACTED] Owner, states:

1. I have a brand new car and it will not even start now
2. I got it open
3. Afraid to close the door
4. There is nothing at all on
5. I drove the car yesterday
6. I had 86 miles left
7. Kia Access said 86 miles left and 27% battery
8. If there is any issue I just do not want the vehicle
9. I have had other issues with the car
10. The driver chair sometimes does not go back into the right position unless done manual
11. I am scared to use some options on the veh
12. I drive sometimes and the ac turns on on its own

Wrt states:

1. Apologized to cust
2. Adv 5y/60k miles roadside
3. Adv 20 mile radius tow to kia dealership

Cust states:

1. Also I have the welcome setting and it does not work several times
2. Sometimes even the button does not work
3. I have tried to give it some time but all these things keep happening
4. Have had it 3 to 4 months
5. I purchased a new car
6. I feel it has a default
7. I want it to perform like a new car
8. I buy brand new to not have issues
9. I have been googling and I feel this is defective
10. My wife is also scared to drive the car because of all the issues

Wrt States:

1. Apologized
2. Adv Kia participates in a third-party arbitration program through BBB AUTO LINE (this service is free of charge to Kia customers). Please reference your Warranty and Consumer Information Manual (WCIM) for more details about the BBB arbitration program.
3. Have you been to a dealership for any of these issues?

Cust States:

1. No it is a brand new car and should not have issues
2. These issues really concern me
3. I am afraid it will bring down with my kids in the car
4. I do not understand how the battery is draining while not in use

Wrt states:

1. Adv can get over to RSA to setup a tow to KIA dlr
2. Adv Nutley Kia is the closest KIA

Kia Motors America Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2024 EV9</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	5,339
Jersey City, NJ	07305	Prod. Date:	11/25/2023	Dealer: NJ080	Jersey City 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 Discharging

Cust states:

1. Will they have a loaner?

Wrt states:

1. Adv loaners are at the availability of the dlrs

Cust states:

1. Will find a kia dlr and call RSA on my own

Wrt states:

1. Offered to call dlr
2. Adv case number
3. Prefer emails or calls?

Cust states:

1. Both if possible
2. Calls are more preferred but email is for records

Wrt states:

1. Adv calling dlr to see if loaner fleet available

Cust states:

1. Thank you

***Wrt called NJ052 and spoke to Randall

1. Asked about loaners

Randall states:

1. Cannot look at that car until end of Aug
2. Cannot see it here

***Wrt switched back to cust

1. Adv spoke to Service Manager Mr. Randal and they do not have loaners there and no availability until end of Aug

Cust states:

1. Got a notification saying the 12v battery is dead

Wrt states:

1. Are you in a safe place or at your house?

Cust states:

1. I am at my house
2. Yes in a safe place

Wrt states:

1. Offered to call Jersey City Kia

***Wrt called NJ080 and spoke to Cedric

1. Calling to see if any loaners available and to see next ev appointment

Cedric states:

1. No loaners

Kia Motors America Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2024 EV9</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	5,339
Jersey City, NJ	07305	Prod. Date:	11/25/2023	Dealer: NJ080	Jersey City 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 Discharging

2. Next appointment is for Aug 6th

Wrt states:

1. Thank you

***Wrt switched back to cust

1. Adv called and spoke to Cedric at Jersey City and they do not have any loaners and next appointment is Aug 6th

Cust states:

1. Oh my goodness that is not good at all
2. I would have thought there would be more focus on the EV9
3. Can you call
4. Does it have to have a certain tech or something?
5. KIA should have more techs available

Wrt states:

1. Offered to call Fette Kia

***Wrt called NJ014 and spoke to Audrey

1. Calling to see if any loaners available and to see next ev appointment

Audrey states:

1. Can I have the phone number
2. Do not have loaners but rentals are available

Wrt states:

1. How far out is the next EV appointment?

Audrey states:

1. Let me try to reach service

Wrt states:

1. Ok thank you

Audrey states:

1. Rentals are through Hertz
2. Next appointment is last week of August

Wrt states:

1. Thank you

****Wrt switched back to cust

1. Adv fette does not have loaners
2. They have rentals
3. Adv there next appointment is not until the last week of August

Cust states:

1. I am scared to take this car anywhere
2. That is bad
3. KIA should have more ev techs available
4. That is bad on KIAs part
5. I greatly appreciate you but this is extremely bad on KIAs part

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of	2024 EV9	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	5,339
Jersey City, NJ	07305	Prod. Date:	11/25/2023	Dealer: NJ080	Jersey City 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 Discharging

6. Is it possible to get over to RSA to get a charge?

Wrt states:

1. Adv can get you over to RSA
2. Adv brief hold

Cust states:

1. Thank you so much

***Wrt called RSA and warm transferred to Rosie

*** 07/24/2024 06:45:04 ***

Email is sent on 07/24/2024 06:44:52 by Desiree White

To: [REDACTED]

Cc:

Title: Kia Customer Care Case# [REDACTED]

*** Email - External Email Sent created on 07/24/2024 06:44:52 and created by Desiree White ***

Your Case Number: [REDACTED]

VIN: [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 Care Team 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.

If you believe Kia has been unable to satisfactorily address your concerns, a third-party alternative resolution program called BBB AUTO LINE is available to you. This independent program is administered by BBB National Programs and is provided at no cost to you. You may contact them at: BBB AUTO LINE, a Division of BBB National Programs, Inc. 1676 International Drive, Ste. 550, McLean, VA 22102 or by phone at 800.955.5100.

Thank you for working with Kia America regarding your concerns.

Sincerely,

Kia America

REPLY INSTRUCTIONS: If further communication is desired with a Kia Customer Care associate, 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 associate in a timely manner. Case [REDACTED].

Kia Motors America Consumer Affairs Department

Last name	First name	VIN of 2024 EV9	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	5,339
Jersey City, NJ	07305	Prod. Date: 11/25/2023	Dealer: NJ080	Jersey City 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 Discharging

*** Note - Others created on 07/24/2024 06:45:14 and created by Desiree White ***

CALL TO ACTION

1. Cust requests buyback
2. Cust has not been to KIA dlr as next appointment not until end of August in area
3. Cust states concerned with safety
4. Cust adv of escalation and disclaimer
5. Please review and follow up accordingly

*** 07/24/2024 06:47:50 ***

Dispatched from WIPBin = Default to Queue Escalation Reviews by Desiree White
Reason:

*** 07/25/2024 04:12:31 ***

Accepted from Queue Escalation Reviews to WIPBin 0. Inbox by Tracey Icenhour

*** 07/25/2024 05:18:05 ***

Case moved into WIPBin 0. Inbox and Sub Status of Working

*** 07/25/2024 06:13:19 ***

Dispatched from WIPBin Default to Queue Eastern Region ECR by Haley Shaffer

*** 07/26/2024 05:30:27 ***

Accepted from Queue Eastern Region ECR to WIPBin 10. Eastern by Matthew Stanford

*** 07/26/2024 05:42:31 ***

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

*** 07/26/2024 05:43:56 ***

Assigned to WIPBin Default of Erryn Lundquist by Matthew Stanford
Reason:

*** Phone - Call - Outbound created on 07/31/2024 06:44:50 and created by Erryn Lundquist ***
wtr called owner [REDACTED], no answer, left VM w/ case # and wtr's phone #

*** 07/31/2024 06:45:47 ***

Email is sent on 07/31/2024 06:45:19 by Erryn Lundquist

To: [REDACTED]

Cc:

Title: Kia Customer Care Case [REDACTED]

*** Email - External Email Sent created on 07/31/2024 06:45:19 and created by Erryn Lundquist ***

Dear [REDACTED]

I am contacting you today regarding your case which has been escalated to me for review. If you would please let me know when it's a good time to call, I'd be happy to discuss your case with you. My direct phone number is listed below or, if you prefer email communication, you can reply to this email. Thank you.

Sincerely,

Erryn / Escalated Case Representative

Kia Motors America Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2024 EV9	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	5,339
Jersey City, NJ	07305	Prod. Date: 11/25/2023	Dealer: NJ080	Jersey City 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 Discharging

Kia America
Phone: 520.274.1662

*** Phone - Call - Inbound created on 08/09/2024 11:40:31 and created by Erryn Lundquist ***
owner [REDACTED]

1. Returning your call

wtr

1. Introduced self as ECR/CM
2. Following up on your case
3. Are you requesting a buyback of the veh?

owner

1. This car is not performing the way it's advertised to
2. When I hit the AC, it drops down 30 miles automatically
3. The longest I've been on the highway is 90 miles
4. I had 312 miles, a full battery
5. After driving the 90 miles, I only had 30 miles left
6. This happens every time
7. If I drive 10 miles, it will drop 90 miles
8. This is happening to other people too

wtr

1. Apologized
2. Wtr reviewed your service history and couldn't find any indication that you've taken it to a dlr for a diag
3. Have you?

owner

1. No
2. I couldn't get it in for at least a month
3. I called a few dlrs and none could get me in for a full month

wtr

1. Wtr knows they can be busy
2. We have to have a Kia diag to go off of in order to review your request for a buyback
3. Suggest making the appt
4. Please let wtr know when it's set so wtr can follow up with them
5. If you have any questions or concerns in the interim, feel free to contact wtr

owner

1. I'll get that set up and I'll let you know when it is
2. Thank you for your help

*** 08/09/2024 12:06:04 ***

Closed by Erryn Lundquist with Resolution Code : Referred to Dlr
[Resolution Summary]

*** 12/11/2024 06:58:09 ***

Reopened by Erryn Lundquist with Sub Status of Working

Kia Motors America Consumer Affairs Department

Page 7 of 28

Last name	First name	VIN of	2024 EV9	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	5,339
Jersey City, NJ	07305	Prod. Date:	11/25/2023	Dealer: NJ080	Jersey City 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 Discharging

*** 12/11/2024 07:48:26 ***

Email is sent on 12/11/2024 07:47:16 by Erryn Lundquist

To: [REDACTED]

Cc:

Title: Kia Customer Care Case# [REDACTED]

Attachments:

[REDACTED] - ACK.pdf

*** Email - External Email Sent created on 12/11/2024 07:47:16 and created by Erryn Lundquist ***

Dear [REDACTED],

Please find our review form attached. You will need to complete all pages of the form and provide all of the requested documentation. You may attach them in a reply to this email or fax them to 866.852.6617, ATTN: Erryn, Case ID# [REDACTED]. Once received, we will conduct a preliminary review of your case. This review can take up to 2 weeks. If any repairs are completed during that time, you will need to pick your vehicle up from the dealership. For more information, see your Warranty Consumer Information Manual.

Sincerely,

Erryn / Escalated Case Representative

Kia America

Phone: 520.274.1662

*** Phone - Call - Inbound created on 12/11/2024 07:50:45 and created by Erryn Lundquist ***

owner [REDACTED]

1. Now it's getting completely worse
2. I was driving with my family and my car shut off while I was driving
3. Completely went blank and lost power
4. I had 89% on the battery
5. I did try to call around but nobody is calling me back [REDACTED]
6. I'm feeling helpless at this point
7. Also when I was backing up, it's like the car panics and it won't allow me to park the car
8. Intermittent, has only happened about 3 times
9. Automatic parking malfunctioned on me
10. I barely drive the car, but it's not reliable for the road whatsoever
11. You can see I'm a big fan of Kia, and I love this car
12. But now I'm afraid and my wife is afraid
13. We need to get someone to look at this
14. I still can't drive on the highway because it drains the battery
15. If I have the key fob in my possession and try to open the door with my hand, there's a huge delay
16. I almost always have to press the button on the key fob or use the key
17. Also, the car vibrates if I go over 65 mph, but I try to avoid the highways though
18. I don't know if it's the car or if it's because of the road conditions
19. I believe I have a video of this one...my car was on but everything on the dashboard was completely off, and also happened when I was driving

wtr

1. Apologized
2. Wtr will call and get an appt for you
3. Will Nutley Kia or Jersey City Kia work for you?
4. Those are the closest ones to your home

Kia Motors America Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2024 EV9</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	5,339
Jersey City, NJ	07305	Prod. Date:	11/25/2023	Dealer: NJ080	Jersey City 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 Discharging

owner

1. Either one of those will be fine
2. I appreciate your help with this
3. I tried not to call again, but when it shut off this last time, we couldn't ignore anything anymore

wtr

1. Wtr is glad you called and will always be available if you need anything
2. Wtr just sent you an email with a form attached
3. Please fill that out and provide the requested docs
4. Wtr is going to call Nutley Kia now and then let you know when something is set up

owner

1. Thanks again

*** Phone - Call - Outbound created on 12/11/2024 07:51:33 and created by Erryn Lundquist ***
wtr called NJ088, spoke to Angelica, provided cust info, set appt for 12.17.24 @ 10:00AM

*** 12/27/2024 08:21:08 ***

Email is sent on 12/27/2024 08:19:48 by Erryn Lundquist

To: [REDACTED]

Cc:

Title: Kia Customer Care Case# [REDACTED]

*** Email - External Email Sent created on 12/27/2024 08:19:48 and created by Erryn Lundquist ***

Dear [REDACTED]

Please reply to this email with any documentation you would like for us to attach to your case. Thank you.

Sincerely,

Erryn / Escalated Case Representative

Kia America

Phone: 520.274.1662

*** Phone - Call - Outbound created on 12/27/2024 08:27:34 and created by Erryn Lundquist ***

wtr called owner [REDACTED]

1. Introduced as ECR
2. Following up on your case
3. Did you make it to your appt at Nutley Kia on 12/17?

owner

1. I didn't
2. It was hectic what with Christmas and everything, you know

wtr

1. Would you like for wtr to reschedule?

owner

1. No, I can do that
2. And I will

wtr

Kia Motors America Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2024 EV9</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	5,339
Jersey City, NJ	07305	Prod. Date:	11/25/2023	Dealer: NJ080	Jersey City 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 Discharging

1. Ok, just let wtr know when your appt is so wtr can follow up with them if needed

owner

1. There are other issues coming up
2. I took some videos
3. Can I send them to you?

wtr

1. Apologized
2. Of course

owner

1. Thank you
2. I'll let you know when the appt is

12/27/2024 12:13:22

Email is received on 12/27/24 12:13:20 from [REDACTED]

12/27/2024 13:29:52

Email is received on 12/27/24 13:29:51 from [REDACTED]

12/27/2024 13:31:55

Email is received on 12/27/24 13:31:53 from [REDACTED]

12/27/2024 13:35:29

Email is received on 12/27/24 13:35:26 from [REDACTED]

*** Email - External Email Received created on 12/27/2024 12:13:20 and created by Erryn Lundquist ***

Hello,

Here are some documents I did get a chance to safely record. It's extremely hard to document and catch everything on video for my family safety as well as mines. Most of these mishaps happens whole the car is fully being operated(driven).

I literally do not want these vehicle at all. I believe this vehicle is definitely a risk to drive.

- 1) The car had shut off while I was driving. This had happened twice.
- 2) The car sensors also starts going off as if the vehicle is going through some sort of a panic state to the point that it stops the vehicle completely.
- 3) my dash had completely turned off all whole the other screens were still on
- 4) key fob doesn't function at all at times. I don't think it's the actual key fob itself i really fo believe it's just the vehicle malfunctioning.
- 5) when using the automatic parking assist the car does not pick up the lines nor any vehicles surrounding it. Meaning for a parallel park it would literally just bang into the other car in front or behind if I don't release the button on key fob. My car literally pressed against the sidewalk when using this function to the point that it caused a scratch on the rims. Also if I use the key fob to pull out the car from a narrow space it'll keep moving forward even if release the button for it to stop, itll keep going even if I get in front off the vehicle to atleast cause pedestrian alert auto stop to function the same when moving it backwards. So I don't even use that feature at all anymore.
- 6) for me to drive 30 miles to get to my destination on the highway I have to make sure my vehicle has more than

Kia Motors America Consumer Affairs Department

Last name	First name	VIN of	2024 EV9	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	5,339
Jersey City, NJ	07305	Prod. Date:	11/25/2023	Dealer: NJ080	Jersey City 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 Discharging

double that amount. So for 30 miles on the highway to be safe I must have at least 75 miles or more to reach that destination. I did a trip that was 90 miles and I was fully charged at 280 miles i believed it read and by the time I made it to my destination I had to immediately recharge. My battery was down to 13% with about 27miles on the dash. I can not drive on the highway doing 50 to 65 mph at all. Ot will literally drained the battery. Local destinations I do get more on the battery it functions pretty well.

7) my automatic windshield wipers stop operating while i was driving through heavy rain. I was forced to pull over because I was literally driving blind. I had shut off and turn the car back on to see of it would some what reboot the car but the windshield wipers still wasn't operational. The ony way I was able to get them to operate if I physically hi the stick up manually. This happened twice first time it took almost a half an hour for them to start operating, and i do strongly believe it was because the rain had fairly calmed down. The 2nd time I turned the car off and back on and the wipers instantly became operational.

9) my car had completely died all while I still had about 32% left on my battery. I couldn't open the doors any anything of course due to completely dien out. I had to search up a YouTube video on how to get inside of my car. I also had placed a call directly to kia access. Spoke with with a representative because at first I really didn't know that the battery was completely dead due to my app stating I had 32% left and it was spring season sp.the weather was fairly warm out and dry out, and while we both was trying to figure out what was wrong my battery was still draining it literally dropped from 32% down to 20% and than finally down to 12% all while the car wasn't turned on or anything. Mind you the representative herself witnessed it because she was able to look at all features and functions of the vehicle through her device. That's when she said she believe it to be a battery issue and informed me to call for emergency in which I did and they had to manually charge up my battery.

*** Email - External Email Received created on 12/27/2024 13:29:51 and created by Erryn Lundquist ***
blank

*** Email - External Email Received created on 12/27/2024 13:31:53 and created by Erryn Lundquist ***
blank

*** Email - External Email Received created on 12/27/2024 13:35:27 and created by Erryn Lundquist ***
blank

*** 12/27/2024 16:29:27 ***

Email is sent on 12/27/2024 16:28:29 by Erryn Lundquist

To: [REDACTED]

Cc:

Title: RE: Kia Customer Care Case# [REDACTED]

*** Email - External Email Sent created on 12/27/2024 16:28:29 and created by Erryn Lundquist ***
Dear [REDACTED],

Documents did not attach in any of the four emails you sent today. Can you please try resending?

Sincerely,
Erryn / Escalated Case Representative
Kia America

12/27/2024 17:57:39

Email is received on 12/27/24 17:57:37 from [REDACTED]

*** Email - External Email Received created on 12/27/2024 17:57:37 and created by Erryn Lundquist ***
Highlight the entire link as if you was to copy the link and attempt to open it that way

Kia Motors America Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2024 EV9	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	5,339
Jersey City, NJ	07305	Prod. Date: 11/25/2023	Dealer: NJ080	Jersey City 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 Discharging

*** 12/30/2024 05:41:03 ***

Email is sent on 12/30/2024 05:39:30 by Erryn Lundquist

To: [REDACTED]

Cc:

Title: RE: Kia Customer Care Case [REDACTED]

*** Email - External Email Sent created on 12/30/2024 05:39:30 and created by Erryn Lundquist ***

Dear [REDACTED]

I cannot open a web link. Are you able to take photos and send them?

Sincerely,

Erryn / Escalated Case Representative

Kia America

*** Phone - Call - Outbound created on 01/06/2025 11:15:06 and created by Erryn Lundquist ***

wtr called [REDACTED], no answer, left VM w/ case # and wtr's phone #

*** Phone - Call - Inbound created on 01/06/2025 13:15:00 and created by Erryn Lundquist ***

wtr called owner [REDACTED]

1. Returning your call

owner

1. Today the worst happened that bothered me and threatened my safety
2. I was shaking when I got home
3. It's snowing out here and, while I was driving, my windshield wipers went and I was completely blinded
4. There was nowhere for me to pull off so I had to continue driving
5. The wipers didn't work automatically or manually
6. I felt like I had no control over anything
7. I got a sensor warning and then the GPS went, and the car acted like it was panicking
8. I finally got onto a shoulder safely
9. GPS never came back on
10. It's not the first time the wipers did this
11. This car is literally just a liability
12. How could this car pass an inspection and get to me?
13. I need to depend on this vehicle
14. It doesn't respond to extreme weather
15. I took it to Kia and they told me I had 9 recalls
16. That's all they did...the recalls
17. They couldn't find anything
18. The recalls didn't fix anything at all
19. This thing happened today
20. There was a guy who worked at Nutley and he told me that these EVs have major electrical problems
21. Today was the worst experience I ever had
22. I literally left it all in Gods hands

wtr

1. Apologized

owner

1. I really do not want this vehicle anymore

Kia Motors America Consumer Affairs Department

Page 12 of 28

Last name	First name	VIN of	2024 EV9	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	5,339
Jersey City, NJ	07305	Prod. Date:	11/25/2023	Dealer: NJ080	Jersey City 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 Discharging

2. It's a liability
3. My kids will not ride in it...I won't put them in it

wtr

1. Do these things happen often enough for a tech to duplicate it if they kept it a few days?

owner

1. It's a possibility
2. I'm a big Kia fan
3. This car is just unpredictable
4. It happens primarily on highways and in extreme weather
5. I just want out of this car
6. I can't just drop everything and take pictures and videos when these things happen
7. It's dangerous because I'm driving
8. These problems were almost instant after I bought it
9. Oh! I can't precondition my car either

wtr

1. Apologized again
2. We really need to get you into the dlr, and let them keep your car for a few days
3. They have to be able to duplicate these concerns in order to fix anything
4. Please set up an appt at Nutley Kia and let wtr know when it is

owner

1. Ok, as soon as I get off with you, I'll do that
2. Thank you

*** 02/20/2025 15:06:32 ***

Closed by Erryn Lundquist with Resolution Code : Referred to Dlr
[Resolution Summary]

03/12/2025 03:50:35

Email is received on 03/12/25 03:50:32 from [REDACTED]

*** Email - External Email Received created on 03/12/2025 03:50:33 and created by Haley Shaffer ***

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.

Good morning,

Hey, i would like a representative to please give me a call. I am extremely fed up with this vehicle and no longer wish to remain with this vehicle. It's to the point that it's causing alot of stress in my house hold due to the fact that the purchase and reason of this vehicle was meant to be a family vehicle. These alleged safety features are not functioning as it should. Any slight change of weather causes the sensors and features to loose function. Bottom line the vehicle is not living up to those features what so ever. As expressed before it doesn't happen consistently but my family life is not a gamble. The vehicle is not meant to be on the highway it literally drains my battery tremendously if I were to drive at speed limit of 55 mph and my destination were to be a 20 mile drive I have to make sure my vehicle has atleast 100 miles to cover 20 miles. I'm afraid to use the heater or ac it's definitely draining my battery tremendously. If I have 100% battery life which roughly gives me around 270 miles. The

Kia Motors America Consumer Affairs Department

Last name	First name	VIN of	2024 EV9	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	5,339
Jersey City, NJ	07305	Prod. Date:	11/25/2023	Dealer: NJ080	Jersey City 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 Discharging

moment I put my heater on it will drop about 20 miles if I was to instantly turn it off it will return back to its original starting miles, but if I were to leave it on for just 10 mins I will instantly loose out 30 miles instantly covering just 3 to 5 miles. I have remained patient thinking maybe these constant upgrades will help the vehicle perform better but it's just not. The safety features just have a mind of their own to the point that it's just not safe at all to drive, mind you the safety features was definitely a main factor and reason why me and my wife had decided to purchase the vehicle. I honestly feel like this car was some sort of demo. It's been plenty of times when I was driving while raining and wipers was even functioning at all that's dangerous I had to pull over and wait till the rain to settle for me to safely make my way home. I had sent a video of this as well it's all documented. Vehicle constantly informs me that the sensors are not functional despite of how many times I wipe and clean the sensors. I really don't want this vehicle any more and willing to do any and everything in my power to make sure that happens. This vehicle is not enjoyable to ride at all, I'm literally taking a risk and feel afraid when I'm forced to use this vehicle, and I say forced because I also have a sedan that my wife uses to drive to work and sometimes I'm forced to have to drive this vehicle to get to where I have to be. Other than that I dont use that car at all. I'm forced to swap my sedan for my brother's car since its a full size suv whenever I make plans with my family to enjoy some family time together because this car is really not that safe and my wife doesn't want our kids in that car. She's literally fed up because she feels like we've lost out on good hard earning money that he had to spend on a brand new car that we thought will be fit and safe vehicle for our family. We made a purcahse on a brand new car to avoid these type of problems. If that was the case I could've took a gamble on a used car.

Sent from AOL on Android

*** 03/12/2025 08:27:04 ***

Dispatched from WIPBin Default to Queue Eastern Region ECR by Haley Shaffer

*** 03/13/2025 06:19:33 ***

Accepted from Queue Eastern Region ECR to WIPBin 02. Eastern by Shyla Gillette

*** 03/13/2025 07:34:45 ***

Dispatched from WIPBin 02. Eastern to Queue ZZ Lindsay Haddock by Shyla Gillette

*** 03/13/2025 08:12:39 ***

Accepted from Queue = ZZ Lindsay Haddock to WIPBin Inbox

*** Phone - Call - Inbound created on 03/14/2025 14:51:48 and created by Keith Dobyns ***

[REDACTED] calls in-owner

states

1 have not had any contact from case

wrt

1 apologies

2 adv case is reassigned

3 agent will need some time to review then contact

4 adv to check back next week if no contact by then

cust

1 thank you

Kia Motors America Consumer Affairs Department

Last name	First name	VIN of	2024 EV9	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	5,339
Jersey City, NJ	07305	Prod. Date:	11/25/2023	Dealer: NJ080	Jersey City 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 Discharging

*** Phone - Call - Inbound created on 03/18/2025 08:06:39 and created by Kristl Moss ***

[REDACTED] Owner, states:

1. I have a case
2. I have been sitting on this case for a month

Wrt states

1. Apologized for concern
2. Case was just assigned on 3/13
3. We will leave a message for CM
4. Reaching out to CM over chat
5. CM states 'Please advise it will be tomorrow at the latest but could be today depending on availability'

Cust states:

1. Thank you

*** Phone - Call - Outbound created on 03/19/2025 12:11:40 and created by Lindsay Haddock ***

Wrt called cust [REDACTED] no answer, left voicemail that states:

1. Introduced self as ECR.
2. Following up on a case received for review.
3. Provided case number and call back number.

*** 03/19/2025 12:12:37 ***

Email is sent on 03/19/2025 12:12:23 by Lindsay Haddock

To: [REDACTED]

Cc:

Title: Kia Customer Care Case# [REDACTED]

*** Email - External Email Sent created on 03/19/2025 12:12:23 and created by Lindsay Haddock ***

Dear [REDACTED],

I attempted to reach you by phone today regarding your case which has been escalated to me for review. I contacted you to introduce myself and to further discuss your case. If you would kindly let me know your availability to speak with me, I will be happy to follow up with you. You can also reach me at my direct number listed below.

Sincerely,

Lindsay

Escalated Case Representative

520.274.1160

Kia America

*** Phone - Call - Outbound *** created on 03/19/2025 12:52:58 and created by Lindsay Haddock ***

Wrt received call from cust [REDACTED] and states:

1. Introduced self as ECR.
2. Name or case number?

Cust states:

1. [REDACTED].

Wrt states:

1. Wanted to introduce self and get more information on what is going on and what you are requesting of Kia.
2. What kind of symptoms is your vehicle experiencing?

Cust states:

1. The worst I experienced was the vehicle completely going off.

Kia Motors America Consumer Affairs Department

Page 15 of 28

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2024 EV9	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	5,339
Jersey City, NJ	07305	Prod. Date: 11/25/2023	Dealer: NJ080	Jersey City 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 Discharging

2. I didn't have control of the vehicle other than pressing the brakes on it.
3. We've had it 7 to 8 months and it only happened twice.
4. Also there was a time where I had about 37-38% on my battery.
5. I made an attempt to get into the car and I couldn't get into the car.
6. I had to Youtube for me to get inside of the car.
7. Once I got into the car it wasn't powering on.
8. I thought it had 42% but it had about 37-38% battery.
9. I called Kia access and expressed the problem.
10. I had to pop open the lock and push out the door handles.
11. While I was on the phone trying to figure out what was going on the battery percentage was dropping.
12. I got out of the car not feeling safe.
13. She told me to get out and call roadside assistance and make a claim.
14. Then any change of weather the sensors are going crazy.
15. It doesn't matter how many times I wipe them down or clean them.
16. The windshield wipers do not work.
17. I've had to pull over when it's raining to wait until it works again.
18. I've had to turn the vehicle off and on to see if they will start working again.
19. I have to manually hold it up for it to start working.
20. It would not work on its own.
21. The feature to take it out of a tight space, it would drive, but if I don't release it will still keep going.
22. It does not sense another car.
23. I used the automatic parking and three or four times it did it.
24. One time I went to use it and it jumped on the curb.
25. I had to park it myself.
26. When I was driving my dash completely turned off.
27. I couldn't see where I was going.
28. There's time where I go to open up my doors and they don't open.
29. Sometimes only one door opens.
30. Sometimes when I walk to my car the mirrors won't pop open.
31. I have to press the key fob for them to open.
32. There's a few times the door will open but the mirrors stay in.
33. It's like the sensors have a mind of their own.
34. If I have to reach 15-20 I have to make sure my car has 100 miles or better or I won't make it.
35. I believe there's a defect with my battery.
36. We don't even drive it no more.
37. My wife does not want that car anymore.
38. We paid hard earning money to get it and we cannot enjoy the car.
39. I have to use the car and I have to be extra careful and cannot enjoy the ride because the car has a mind of its own.
40. If I'm crossing the Harland Tunnel the sensors start acting erratically.
41. I feel like it's getting worse.
42. The scariest one is when I lost control.
43. The car shut off and I lost all functions of the car, even the steering wheel.

Wrt states:

1. Apologized.
2. Is it currently at the dealership?

Cust states:

1. No I never heard from the person taking this claim.
2. I wanted to speak with you before I took it in.
3. I took it in before and there was like 10 recalls on this vehicle.

Kia Motors America Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2024 EV9</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	5,339
Jersey City, NJ	07305	Prod. Date:	11/25/2023	Dealer: NJ080	Jersey City 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 Discharging

4. I did the updates and it's gotten worse.

Wrt states:

1. Advised customer that we always recommend getting the vehicle into the dealership to have the vehicle looked at.

Cust states:

1. I have a father in law who told me they have serviced EV9s and he never accepts no electric vehicles on it.
2. He said the only way that would be mimicked is if it's actually taken on the road.
3. He said putting it on the belt would not pick up on the diagnosis.
4. This doesn't happen consistently.
5. He said a specialist needs to come out.
6. I think a specialist needs to come out immediately.

Wrt states:

1. Advised customer it does need to be seen by the dealer first and foremost before a technician can even be considered.

Cust states:

1. We can use the Nutley Kia.
2. I want this done as soon as possible.

Wrt states:

1. Advised customer would reach out to the dealer to see about setting up an appointment.
2. Advised would connect him with the dealer.

Cust states:

1. I regret buying that vehicle.
2. This experience I had with the EV9 is ludicrous.
3. I did catch some stuff on video.
4. It was to the point where no one was outside and the car was frosty and I couldn't see on the highway and the windshield wipers wouldn't work.
5. It was snowing heavily that day.
6. My heater and ac wasn't working to defog my mirror.

Wrt states:

1. Apologized.
2. Advised definitely need to get him into the dealer.
3. Advised would reach out and see about an appointment for him.

Cust states:

1. Okay.

Wrt reached out to NJ088 and left voicemail for service to call customer or Wrt back

Wrt states:

1. Advised no one answered.
2. Advised left voicemail for a call back for an appointment.
3. Advised can also try to set up an appointment online for him.

Cust states:

1. Do you have the videos?

Kia Motors America Consumer Affairs Department

Last name	First name	VIN of	2024 EV9	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	5,339
Jersey City, NJ	07305	Prod. Date:	11/25/2023	Dealer: NJ080	Jersey City 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 Discharging

2. The previous agent said they couldn't open it.
3. I have videos of everything.
4. Every time it rains the sensor starts to act up.
5. I would like them to take the car for a drive so they can experience it.

Wrt states:

1. Advised customer would reach out tomorrow morning and see if we can set up an appointment in the morning.

Cust states:

1. I'm out running errands so I will see if I can make an appointment directly.
2. Thank you.

*** Phone - Call - Outbound created on 03/20/2025 08:16:54 and created by Lindsay Haddock ***

Wrt reached out to NJ088 to try to see about helping to set up an appointment for customer, left voicemail for [REDACTED] with information and callback number.

03/28/2025 09:48:21

Email is received on 03/28/25 09:48:19 from [REDACTED]

*** Email - External Email Received created on 03/28/2025 09:48:19 and created by Lindsay Haddock ***

Hey Lindsay,

The vehicle is in Jersey City Kia being serviced and diagnosed as we speak. Please give them a call i believe they want to know the issues which I already expressed as well as how they will be getting paid for their services (201) 374-8985. Also please give me a call at your earliest convenience.

*** Phone - Call - Outbound created on 03/28/2025 11:32:19 and created by Lindsay Haddock ***

Auto Callback

Wrt called cust [REDACTED] no answer, left voicemail that states:

1. Introduced self as ECR.
2. Calling back at your request.
3. Provided case number and call back number.

04/01/2025 10:57:47

Email is received on 04/01/25 10:57:44 from [REDACTED]

*** Email - External Email Received created on 04/01/2025 10:57:44 and created by Lindsay Haddock ***

Dear Lindsay,

Can you please give me a call regarding this claim of course. I need to know exactly what's going on with the EV9. I've reached out twice directly to Jersey City Kia Services and all I'm being told is that some issues was found but they had to contact a kia specialist i believe to help assist with the issue and that they are waiting for this kia Tech specialist to update them on what's going on. So as of right now I have no idea of what's going on and how long its going to take to resolve this issue. I'm literally left without a vehicle and full proper information on my vehicle.

*** Phone - Call - Outbound created on 04/01/2025 11:25:23 and created by Lindsay Haddock ***

Auto Callback

Wrt called cust [REDACTED] no answer, left voicemail that states:

1. Introduced self as ECR.

Kia Motors America Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2024 EV9</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	5,339
Jersey City, NJ	07305	Prod. Date:	11/25/2023	Dealer: NJ080	Jersey City 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 Discharging

2. Calling back at your request.
3. Provided case number and call back number.

*** Phone - Call - Outbound created on 04/01/2025 11:34:07 and created by Lindsay Haddock ***

Wrt called NJ080 spoke to service and states:

1. Introduce self as ECR.
2. Calling for update on repair.
3. Provided information

service states:

1. We told the customer previously we have to open a T/L case.
2. We're just waiting for that.

Wrt states:

1. Have you opened it yet?
2. Advised of not seeing a T/L case associated with the vehicle.

service states:

1. Yes it was opened.
2. Give me a moment.
3. Our technician went to Englewood for the day.
4. He'll be in tomorrow.

*** 04/01/2025 11:36:54 ***

Email is sent on 04/01/2025 11:36:35 by Lindsay Haddock

To: [REDACTED]

Cc:

Title: Kia Customer Care Case [REDACTED]

*** Email - External Email Sent created on 04/01/2025 11:36:35 and created by Lindsay Haddock ***

Dear [REDACTED],

I apologize I seem to have missed your call, I did attempt to call you back. At this moment I am waiting for confirmation from the dealership on what's going on with your vehicle but according to them so far they are currently working with our tech support to diagnose your vehicle. I will plan to follow up once again when there is a further update provided.

Sincerely,

Lindsay

Escalated Case Representative

520.274.1160

Kia America

*** Phone - Call - Outbound created on 04/01/2025 12:37:50 and created by Lindsay Haddock ***

Auto Callback

Wrt called cust [REDACTED] and states:

1. Introduced self as ECR.
2. Calling back at your request.

Cust states:

1. Yes.
2. I had spoke with Jersey City Kia Services.
3. I had spoke with the service.
4. They told me they had found some issues with the car.

Kia Motors America Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2024 EV9</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	5,339
Jersey City, NJ	07305	Prod. Date:	11/25/2023	Dealer: NJ080	Jersey City 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 Discharging

5. I asked them what kind of issue.
6. They said they don't know but it's something wrong with the system itself and they had to reach out to the specialist technician.
7. They said they were waiting on the specialist.
8. I'm in need of a vehicle.

Wrt states:

1. Apologized.
2. Advised customer of reaching out to the dealer and they said the technician is out of the dealer today.
3. Did they not provide a loaner vehicle?

Cust states:

1. No I was waiting for you to get that taken care of.

Wrt states:

1. Advised customer will reach out to the service manager to see if they are able to provide it for him.

Cust states:

1. My wife has a vehicle and my whole family cannot fit in the sedan.
2. I spoke with them and they said that they needed to have the information for me.
3. They said that they told you some things.

Wrt states:

1. Advised customer that the dealer has only provided information that they are working with the technical side and that the technician is not there.
2. Advised customer will reach out to the dealership to see about getting the loaner vehicle.
3. Advised that the rental or loaner vehicle is not a provision of the warranty.
4. Advised if there is a warranty repair we can review for possible goodwill if he needs to rent a vehicle.
5. Advised would review up to \$55/day.

Cust states:

1. We are planning on leaving this Thursday.

Wrt states:

1. Apologized.
2. Advised would follow up.
3. Advised would attempt to reach out to the Service Manager for him.
4. Advised would follow up when there was an update.

Cust states:

1. Thank you

04/02/2025 11:39:46

Email is received on 04/02/25 11:39:44 from [REDACTED]

*** Email - External Email Received created on 04/02/2025 11:39:44 and created by Lindsay Haddock ***

Dear Lindsay,

Hey, did you receive any word regarding the loaner? I need to know what I have to prepare myself for moving forward.

Kia Motors America Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2024 EV9</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	5,339
Jersey City, NJ	07305	Prod. Date:	11/25/2023	Dealer: NJ080	Jersey City 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 Discharging

*** Phone - Call - Outbound created on 04/02/2025 11:57:59 and created by Lindsay Haddock ***

Wrt called NJ080 spoke to service and states:

1. Introduce self as ECR.
2. Calling for update on repair.
3. Provided VIN

service states:

1. This one they said that they ordered a T/L case.
2. The Technician isn't here today.
3. He'll be here tomorrow.

Wrt states:

1. Asked to speak with SVCM as that was what was said yesterday.
2. Advised no T/L case has been opened yet.

wrt was transferred to SVCM

Wrt states:

1. Introduce self as ECR.
2. Calling for update on repair.
3. Was told a T/L case was opened but it has not be done so yet.
4. Customer is needing a loaner vehicle.

Dan, Service Manager states:

1. I have the Repair Order what do you need?
2. Presently I have no loaner vehicles in stock.
3. The technician that is assigned to this car is the only EV certified technician and he's off today.
4. Customer states windshield wipers do not work, we did reproduce that.
5. Customer states bad weather causes sensors to go off, we haven't had bad weather.
6. The technician is Germain.
7. He's at our other store today.
8. He told me he was working on a Techline case.
9. He brought it to us because we're the closest dealer.
10. If I get a T/L case number I will call you back before the end of our business day.

*** Phone - Call - Outbound created on 04/02/2025 13:24:06 and created by Lindsay Haddock ***

Auto Callback

Wrt called cust [REDACTED] and states:

1. Introduced self as ECR.
2. Calling back at your request.
3. Advised of speaking with the service manager and there are no loaner vehicles.
4. Advised they are trying to get the technical case opened.

Cust states:

1. What if I got a rental?

Wrt states:

1. Advised if vehicle is under warranty repair can review for up to \$55 per day.

Cust states:

1. Did you speak to the technician about what is going on?

Kia Motors America Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2024 EV9</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	5,339
Jersey City, NJ	07305	Prod. Date:	11/25/2023	Dealer: NJ080	Jersey City 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 Discharging

Wrt states:

1. Advised that the technician is not at the shop.
2. Advised of having been trying to get information on the vehicle but have been told that the technician is out of the shop.
3. Advised waiting on Service Manager to provide more information.

Cust states:

1. I'll have to follow up because they had to do a diagnosis.
2. I need answers.

Wrt states:

1. Advised customer they were only able to reproduce the windshield wipers not workings.

Cust states:

1. I'm in a desperate need of a vehicle.

Wrt states:

1. Advised will follow up with the dealership tomorrow.

*** Phone - Call - Inbound created on 04/04/2025 09:03:35 and created by Lindsay Haddock ***

Wrt received call from cust George and states:

1. Introduced self as ECR.
2. Name or case number?

Cust states:

1. [REDACTED].
2. I'm calling to see if you heard anything about the EV9
3. I'm being told it's being test driven.
4. I'm on my way there now.
5. It's been there 7 days and I have no information on what's going on.
6. It's got me completely upset.

Wrt states:

1. Advised will follow up with him later today.
2. Advised of not having heard anything from them yet.

Cust states:

1. I can give you a call right back
2. They told me they've taken it for a test drive.
3. And it should be done today.
4. Hopefully I can pick up and drive off.
5. It depends on what they're telling me.
6. If it was a system failure I'm not going to accept that vehicle.
7. I wouldn't want that vehicle because it's never going to be 100%

Wrt states:

1. Advised will notate that.

*** Phone - Call - Outbound created on 04/08/2025 12:38:40 and created by Lindsay Haddock ***

Auto Callback

Wrt called cust [REDACTED] and states:

Kia Motors America Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2024 EV9</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	5,339
Jersey City, NJ	07305	Prod. Date:	11/25/2023	Dealer: NJ080	Jersey City 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 Discharging

1. Introduced self as ECR.
2. Calling back at your request.
3. Were you able to pick up the vehicle?

Cust states:

1. Yes I did.
2. I'm still experiencing the problem with the vehicle.
3. They told me there was something underneath the vehicle, some bolts or something.
4. Allegedly nothing showed up on the diagnosis, but they found something underneath the vehicle that was metal on metal and sometimes they paint it with heavy coating.
5. The reason why the wipers were acting inaccurate.
6. They removed the paint and rebolted it.
7. The screen freezes up now.
8. I can't even use the GPS or use my android app.
9. The wipers are not accurately working the way they're supposed to.
10. You have to restart the vehicle and turn it off.
11. It starts to work and then given out again.
12. The car has a mind of its own.
13. All of the sensors started acting up again and the messages started popping up again.
14. I didn't experience anything with auto parking or auto pilot, because I haven't tried it.
15. Nothing popped up on the diagnosis but a bolt underneath that is supposed to be metal on metal.
16. He even told me for me to give him a call back.
17. He told me he would follow up in three to four days.
18. He said for me to give him a call.
19. We've been experiencing heavy rain which is when the car starts to act up.
20. It's been the same.
21. It's not a safe ride.
22. I don't understand how nothing showed up on the diagnosis.
23. I don't understand the diagnosis.
24. The only thing they're going to understand is if they take the car for a ride or try to mimic the problems I've expressed.
25. I've had a claim on a Kia before.
26. This is why the sensors are acting up.
27. I don't understand.
28. I don't rely on those diagnosis.
29. Those are for gas cars.
30. These are fully electrical
31. I don't feel safe driving the car.
32. Especially with a change of weather.
33. They're not functioning.

Wrt states:

1. Apologized.
2. Have you called him back yet?

Cust states:

1. No I didn't.
2. Because besides that I have work.
3. I will be giving him a call today.

Wrt states:

1. Advised customer would recommend to reach back out to the dealer to get it back in.

Kia Motors America Consumer Affairs Department

Page 23 of 28

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2024 EV9</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	5,339
Jersey City, NJ	07305	Prod. Date:	11/25/2023	Dealer: NJ080	Jersey City 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 Discharging

2. Did it happen when you got it or when it was having the weather issues?

Cust states:

1. The very first day I had it on the road was with the weather.
2. It immediately started acting up.

Wrt states:

1. Confirmed dealer.
2. Advised will be sending a complaint to the dealer.
3. Advised would like him to take the vehicle back to have a technical case open.
4. Advised customer to call back if and when he takes the vehicle back into the dealer.

Cust states:

1. I'm going to call them right after speaking with you.

Wrt states:

1. Advised him to call back.

Cust states:

1. You got it.

*** Phone - Call - Inbound created on 04/08/2025 12:58:38 and created by Lindsay Haddock ***

Wrt received call from cust [REDACTED] and states:

1. Introduced self as ECR.
2. Name or case number?

Cust states:

1. It's me again, [REDACTED].
2. They said next Tuesday at 9:45.
3. I wanted something sooner than that.
4. I told them to have some kind of tech specialist.
5. I wanted something sooner than that.
6. They said they would have that in hand.
7. I told them it was pretty much the same.
8. I told them the screen is delayed.
9. I told them pretty much the same.

Wrt states:

1. Did you get the name of the Service Advisor?

Cust states:

1. She said she would have to check and might give me a call back.

Wrt states:

1. Confirmed time.
2. Advised will follow up with them shortly after the appointment.
3. Advised if he takes it in earlier to let us know.

*** 04/14/2025 12:41:09 ***

Case moved into WIPBin 2. Tuesday and Sub Status of Working

Kia Motors America Consumer Affairs Department

Last name	First name	VIN of	2024 EV9	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	5,339
Jersey City, NJ	07305	Prod. Date:	11/25/2023	Dealer: NJ080	Jersey City 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 Discharging

*** Phone - Call - Outbound created on 04/18/2025 07:48:46 and created by Lindsay Haddock ***
Wrt called NJ080 to get information, left voicemail for call back.

*** 04/18/2025 07:49:43 ***

Email is sent on 04/18/2025 07:49:18 by Lindsay Haddock

To: danello@jerseycitykia.com

Cc:

Title: NJ080, Obtain Status Update: Case# [REDACTED], [REDACTED]

*** Email - External Email Sent created on 04/18/2025 07:49:18 and created by Lindsay Haddock ***
Wrt emailed SVCM requesting update.

*** Phone - Call - Outbound created on 04/23/2025 08:28:25 and created by Lindsay Haddock ***
Wrt called NJ080 spoke to Samantha (service) and states:

1. Introduce self as ECR.
2. Calling for update on repair.
3. Provided VIN.

Samantha (service) states:

1. This vehicle is not here.
2. They never brought the vehicle back in.

*** Phone - Call - Outbound created on 04/23/2025 08:29:54 and created by Lindsay Haddock ***
Wrt called cust [REDACTED] no answer, left voicemail that states:

1. Introduced self as ECR.
2. Following up on your case.
3. Provided case number and call back number.

*** 04/23/2025 08:30:46 ***

Email is sent on 04/23/2025 08:30:31 by Lindsay Haddock

To: [REDACTED]

Cc:

Title: Kia Customer Care Case# [REDACTED]

*** Email - External Email Sent created on 04/23/2025 08:30:31 and created by Lindsay Haddock ***

Dear [REDACTED],

I attempted to reach you by phone today to follow up on your case. If you would kindly let me know your availability, I will be happy to follow up with you.

Sincerely,

Lindsay

Escalated Case Representative

520.274.1160

Kia America

*** Phone - Call - Outbound created on 04/28/2025 06:53:53 and created by Lindsay Haddock ***
Wrt called cust [REDACTED] no answer, left voicemail that states:

1. Introduced self as ECR.
2. Following up on your case.
3. Provided case number and call back number.

*** 04/28/2025 06:54:21 ***

Email is sent on 04/28/2025 06:54:14 by Lindsay Haddock

Kia Motors America
Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2024 EV9	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	5,339
Jersey City, NJ	07305	Prod. Date: 11/25/2023	Dealer: NJ080	Jersey City 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 Discharging

To: [REDACTED]

Cc:

Title: Kia Customer Care Case# [REDACTED]

*** Email - External Email Sent created on 04/28/2025 06:54:14 and created by Lindsay Haddock ***

Dear [REDACTED]

I attempted to reach you by phone today to follow up on your case. If you would kindly let me know your availability, I will be happy to follow up with you.

Sincerely,

Lindsay

Escalated Case Representative

520.274.1160

Kia America

*** 04/28/2025 06:54:37 ***

Closed by Lindsay Haddock with Resolution Code : No Cust Contact

[Resolution Summary]

*** Email - External Email Sent created on 04/28/2025 06:54:14 and created by Lindsay Haddock ***

Dear [REDACTED]

I attempted to reach you by phone today to follow up on your case. If you would kindly let me know your availability, I will be happy to follow up with you.

Sincerely,

Lindsay

Escalated Case Representative

520.274.1160

Kia America

04/28/2025 07:55:02

Email is received on 04/28/25 07:55:00 from [REDACTED]

*** Email - External Email Received created on 04/28/2025 07:55:00 and created by Lindsay Haddock ***

Dear Lindsay,

I did received your message, and I will be following up today after work around 3 to 5pm.

*** Phone - Call - Outbound created on 05/14/2025 13:15:45 and created by Lindsay Haddock ***

Wrt called cust [REDACTED] no answer, left voicemail that states:

1. Introduced self as ECR.
2. Following up on your case.
3. Provided case number and call back number.

*** 05/14/2025 13:16:34 ***

Email is sent on 05/14/2025 13:16:25 by Lindsay Haddock

To: [REDACTED]

Cc:

Title: Kia Customer Care Case# [REDACTED]

*** Email - External Email Sent created on 05/14/2025 13:16:25 and created by Lindsay Haddock ***

Dear [REDACTED]

Kia Motors America Consumer Affairs Department

Page 26 of 28

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2024 EV9</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	5,339
Jersey City, NJ	07305	Prod. Date:	11/25/2023	Dealer: NJ080	Jersey City 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 Discharging

I attempted to reach you by phone today to follow up on your case. If you would kindly let me know your availability, I will be happy to follow up with you.

Sincerely,

Lindsay

Escalated Case Representative

520.274.1160

Kia America

*** Phone - Call - Outbound created on 05/15/2025 11:53:13 and created by Lindsay Haddock ***

Wrt called cust [REDACTED] and states:

1. Introduced self as ECR.
2. Following up on your case due to never hearing back.

Cust states:

1. I apologize about that.
2. I was suppose to have returned the car for service but I had rescheduled it.
3. I was waiting for the storm to see if it was going to give me difficulties which it did.
4. The problem is still the same.
5. He did tell me if I'm still experiencing the problems to let him know.
6. I'm still having problems.
7. It's not a good, reliable car to use when it's raining.
8. It's not safe to drive.
9. The sensors all go crazy.
10. Now I'm experiencing something about ventilation.
11. Constantly the windows are rolling up on their own.
12. When I'm on the highway and there's traffic, the sensors start to go off.
13. It goes frantic.
14. It's not reliable whatsoever.
15. I was waiting.
16. I was going to reschedule.

Wrt states:

1. Apologized.
2. Have you rescheduled the appointment yet?

Cust states:

1. Not yet, we've been having bad weather where I'm located.

Wrt states:

1. Confirmed he plans to reschedule it after the weather.

Cust states:

1. I do.
2. I want to get rid of the vehicle.
3. I want to enjoy the vehicle like that.
4. The battery doesn't hold up at all.
5. I'm recharging it twice a week.
6. I'm to the point where I'm thinking of getting a lawyer involved.
7. Me getting a diagnosis is not going to help.
8. We need a specialist.
9. A diagnosis is not going to fix the problem.
10. I've had the same problem with a previous car about diagnosis.

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