

EA03-015

HYUNDAI 1/13/04 RESPONSE

APPENDIX 3

MY 2002

KIA RIO AND RIO CINCO



Consumer Assistance Center Case Report

Printed By: EDiaz

Case Number - K194290

01/08/2004 11:29:25 AM

Case Details

Title: Accident/Fire/Warranty

VIN: KNADC123828146652

Priority: Priority

Case Type Level1: Complaint

Owner: Lisa Santino

Mileage: 6000

Severity: High

Case Type Level2: Fire

Owner Email: LSantino@attusa.com

Status: Working

Case Type Level3: Not Applicable

Contact Details

Name: [REDACTED]

Phone: [REDACTED]

Address1: [REDACTED]

Address2:

City: Mt Vernon

Alt Phone:

State: NY

Fax:

Zip: [REDACTED]

Dealer Details

Code: NY004

Name: Kia of Westchester

Case History

*** PHONE LOG 07/26/2003 01:30:00 PM (Local Time) ABagoody Action Type:

Customer stated:

1. the veh caught fire
2. would like to know why
3. feels Kia should pay cost for her troubles
4. will send Kia the pictures and the report
5. will keep in touch w/ the insurance company

Writer stated:

1. apologized for the inconvenience
2. if there is a problem with the veh Kia will stand behind there product & repair the veh under the terms of the warranty
3. will forward info for review
4. accident report documented

*** CASE DISPATCHED 07/29/2003 01:30:10 PM (Local Time) ABagoody from WIP default to Queue National CA.

*** CASE ACCEPTED 07/29/2003 08:20:36 PM (Local Time) WSpencer from Queue National CA to WIP ACCIDENTS.

*** NOTES 08/07/2003 01:09:33 PM (Local Time) WSpencer Action Type: Manager review not reviewed case with the legal dept

per legal- please have a DPBM perform a PIR on the vehicle

*** CASE DISPATCHED 08/07/2003 01:09:46 PM (Local Time) WSpencer from WIP ACCIDENTS to Queue East - Service US.

*** PHONE LOG 08/11/2003 11:41:52 AM (Local Time) ABagoody Action Type: Incoming call Customer stated:

1. has not received a response from Kia
2. Allstate advised cust to have Kia pay for the cost of the repair
3. Allstate will not provide cost whentel
4. Allstate advised cust to call Kia & have someone from Kia inspect the veh
5. wants this veh replaced w/ another Kia veh
6. needs veh to get around
7. daughter has taken pictures of the veh but cust has not sent the info to Kia
8. still has the address for Kia
9. will send info

Case History

Writer stated:

1. apologized for the inconvenience
2. advised cust case is still under review
3. unable to provide cust with a time frame for call back
4. advised cust to send KIA copies of the pictures from this file
5. KIA does not have a rental/owner policy
6. cust will have to speak with insurance company about rental coverage
7. cust can call back if cust needs an update

*** NOTES 08/12/2003 12:37:55 PM (Local Time) TBeam Action Type: Manager review
Please assist DPBM in setting up to complete a PIR, thank you

*** CASE ACCEPTED 08/12/2003 12:38:08 PM (Local Time) TBeam
from Queue East - Service 08 to WIP default.

*** PHONE LOG 08/13/2003 08:48:19 AM (Local Time) LSantino Action Type: Outgoing call
1. Writer attempted to contact customer at main contact #.
2. Customer was not available - hvm for her to return my call.

*** PHONE LOG 08/14/2003 11:41:38 AM (Local Time) LSantino Action Type: Outgoing call
1. Writer attempted to contact customer.
2. Customer was not available - hvm for her to return my call.

*** PHONE LOG 08/15/2003 08:18:08 AM (Local Time) LSantino Action Type: Outgoing call
1. Writer attempted to contact customer.
2. Customer was not available - hvm for her to return my call.

*** PHONE LOG 08/15/2003 08:28:51 AM (Local Time) LSantino Action Type: Incoming call
1. Customer returned my call.
2. Customer stated that she has sent the police report and pictures of the vehicle to NCA.
3. Customer stated that her vehicle was at Allstate - she gave me the name of the rep in charge of her case - Mike Kalman 631-776-1874 x116.
4. Customer stated that her vehicle is not repaired - she was told it was unreparable.

*** PHONE LOG 08/15/2003 08:27:31 AM (Local Time) LSantino Action Type: Outgoing call
1. Writer attempted to contact Mike Kalman at Allstate.
2. Mike was not available - hvm for him to return my call.

*** PHONE LOG 08/18/2003 08:42:00 AM (Local Time) LSantino Action Type: Incoming call
1. Writer received call from Mike - Allstate Insurance Company.
2. Mike stated that customer's vehicle is a total loss.
3. Mike stated that the vehicle is located at the Copart Salvage Yard - 1883 Montauk Highway, Bellport, NY.
4. Mike stated that vehicle could be inspected at any time - just have rep call him to let him know when he would be there.

*** PHONE LOG 08/18/2003 08:42:33 AM (Local Time) LSantino Action Type: Outgoing call
1. Writer contacted Dan Pawlowick to give him information on customer's vehicle.

*** NOTES 09/02/2003 11:54:13 AM (Local Time) LSantino Action Type: Manager review
1. Writer received PIR from DPBM - Dan Pawlowick.
2. Writer forwarded to Wayne Spencer - NCA.
3. Writer dispatched case to NCA Queue.

*** CASE DISPATCHED 09/02/2003 11:54:54 AM (Local Time) LSantino
from WIP District 8 to Queue National CA.

*** CASE ACCEPTED 09/03/2003 07:45:14 AM (Local Time) WSpencer
from Queue National CA to WIP ACCIDENTS.

*** NOTES 09/04/2003 01:18:23 PM (Local Time) MWIrz Action Type: Manager review
NCA RECEIVED PIR FROM REGION TODAY
FILE DISPATCHED TO THE LEGAL DEPT

*** CASE YANKED 09/04/2003 01:18:37 PM (Local Time) MWIrz
Yanked by MWIrz into WIPbin default.

*** CASE DISPATCHED 09/04/2003 01:19:04 PM (Local Time) MWIrz
from WIP default to Queue Legal.

*** NOTES 09/12/2003 02:55:14 PM (Local Time) MWIrz Action Type: Manager review
PER LEGAL

*** Privileged Information Redacted - Attorney-Client Communication***

REGION TO CONTACT NCA FOR ANY QUESTIONS REGARDING THE ABOVE
FILE ASSIGNED TO THE REGION FOR RESOLUTION

Case History

*** CASE YANKED 09/12/2003 02:58:18 PM (Local Time) MWiz
Yanked by MWiz into WIPbin default.

*** CASE DISPATCHED 09/12/2003 02:58:35 PM (Local Time) MWiz
from WIP default to Queue Eastern Region.

*** CASE ACCEPTED 09/16/2003 07:47:37 AM (Local Time) TBeam
from Queue Eastern Region to WIP default.

*** NOTES 09/19/2003 12:38:07 PM (Local Time) TBeam Action Type: Manager review
Please see wir when case is accepted. Hard copy in wirs office.

Thanks

*** CASE YANKED 11/05/2003 08:04:30 PM (Local Time) MCameron
Yanked by MCameron into WIPbin default.

*** CASE YANKED 11/06/2003 08:28:58 AM (Local Time) TBeam
Yanked by TBeam into WIPbin default.

*** PHONE LOG 11/28/2003 02:19:02 PM (Local Time) LBenito Action Type: Outgoing call
1. Writer attempted to contact Mike - Allstate Insurance Co.
2. Mike was not available - hrm for him to return my call.

*** PHONE LOG 12/09/2003 02:00:48 PM (Local Time) LBenito Action Type: Outgoing call
1. Writer attempted to contact Mike - Allstate KIA.
2. Mike was not available - hrm for him to return my call.

*** PHONE LOG 01/08/2004 05:54:15 AM (Local Time) LBenito Action Type: Outgoing call
1. Writer attempted to contact Mike - Allstate Insurance Company.
2. Mike was not available - hrm for a return call.

*****End Case Report K104290 *****

Accident Report

Case K194290

Report Details

*** End ***

1. Do You Own the Vehicle?

Yes

3. Who Was Driving the Vehicle?

<Provide Driver's Name, Address, and Phone>

Information same as above.

4. What is the Age of the Driver?

<Driver's Age>

5. What Was the Date and Time of the Accident?

<DATE> and <TIME>

On 7/24/08 @ 8:45 pm.

6. Describe the Road Weather Conditions at the Time of the Accident.

<ROAD WEATHER CONDITIONS>

It was very hot and the roads were very clear.

7. What Speed was the Vehicle Traveling?

<VEHICLE SPEED>

The vehicle was at a complete stop. Customer was waiting for a parking space in front of customer's home @ 565 E. 3rd Ave. Mount Vernon, NY 10550. There was nothing on in the vehicle.

8. Were any Other Vehicles Involved in the Accident?

No

9. Were There Any Injuries?

No

10. Was Anyone Taken by Ambulance to The Hospital?

No

11. Is Anyone Currently Under Medical Attention for this Incident?

No

12. Describe the Incident in Detail

<INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

Customer states she was at a complete stop on the street in front of her home with her grandson (7 years old) waiting 10-15 mins for a parking space. Customer smell a scent like coffee cooking. Customer had her granddaughter get the neighbor. The neighbor got to the vehicle and the vehicle went up into flames. There was no sign of smoke just the smell. The fire started on the passenger side of the vehicle. The fire dept arrived on the scene and opened the hood. Customer is not aware of all the damage to the vehicle, but the window shattered, tires were burnt, and most of the engine was burnt. Help not receive the report, should receive the information by the end of the day.

13. Were the Police Contacted?

Yes

14. What is the Name of the Officer, Department, and Badge Number?

<Officer Name, Department, Badge>

The police (Mt. Vernon Police Dept) came but Mt. Vernon Fire Dept @ (914) 665-2328 assist with the incident.

15. What is the Police Report Number?

<POLICE REPORT NUMBER>

The police dept did not assist with the incident.

16. Was the Insurance Company Contacted?

Yes. Name, Address, and Phone of Insurance Company, Policy #, and Claim #
Allstate Insurance company was contact. Dist # (914) 899-6181; Claim #3884302792.

17. Have You Settled With the Insurance Company?

No

18. Was the Vehicle Driven or Towed From the Scene?

Towed

19. Where is the Vehicle Now?

<VEHICLE LOCATION>

Pea's Towing @ (914) 699-5000 or (917) 939-9117 Mt. Vernon. 98 1/2 Fulton Lane Mt. Vernon, NY 10580.

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

Yes

22. Did the Airbag(s) Deploy?

No

23. Was Airbag Light on prior to accident?

No

24. What are you Requesting from KIA?

<RESOLUTION SOUGHT>

Customer states the insurance company advised customer to call KIA. Insurance company advised customer this is a defect in the product. Would like to know why the vehicle caught on fire. This was a brand new vehicle.

25. Have you reviewed the airbag section of the owners manual?

Yes - In order to consider your request, we will need you to provide us with copies of:

- L. Copy of Police Report (if available)
- M. Pictures of vehicle (front, rear and side views)

Not Applicable

1/08/04
12:27:34
msd079
VIN No :

Warranty Service Department
WARRANTY HISTORY INQUIRY

DIASEN
KIAPROD
7/29/02

KNADC123826148562

Model . . 31402
Series . RIO

In Service Date:

<u>Repair Date</u>	<u>W Dealer T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
9/30/02	W NY004	41949	1	67030ATT	WIRING ASSY-INST. OK52Y 67 030B	1411

Bottom

F3-Exit

F11-Show Detail

**Kia Motors America
Consumer Affairs Department**

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Last name ██████████	First name ██████████	VIN of 2002 RIO SEDAN KNADC123226188331	Case Number K180271	Mileage 0
Warsaw NC			Dealer: NC035 Stevenson Kia of	

Case History

Complaint Fire

*** PHONE LOG 06/23/2003 09:31 AM US Mountain Standard Time DUnderwood
WTR SPOKE TO MARY JONES (MOTHER OF Regina Draughton)

CALLER STATED:

1. VEHICLE IS UNDER MY DAUGHTER'S NAME
2. MY CREDIT WAS NOT GOOD ENOUGH
3. VEHICLE IS REALLY MINE
4. VEHICLE CAUGHT ON FIRE
5. I WANT MONEY FROM KMA TO HELP ME GET A DIFFERENT VEHICLE
6. DO NOT WANT ANOTHER KIA VEHICLE - THEY SCARE ME
7. FIRE STARTED UNDER DASH AND VEHICLE COMPLETELY BURNED UP

WRITER STATED:

1. SORRY TO HEAR ABOUT THE FIRE
2. WOULD DOCUMENT CALLERS CONCERNS AND COMPLAINTS AND FORWARD YOUR REQUEST TO THE APPROPRIATE PERSONNEL
3. NEED TO ASK YOU A FEW QUESTIONS -ACCIDENT / FIRE REPORT

CALLER STATED:

1. WHY DO I NEED TO ANSWER THOSE QUESTIONS
2. ALL RIGHT
3. WILLING TO FAX INSURANCE & POLICE REPORT

WRITER STATED:

1. TOOK ACCIDENT / FIRE REPORT
2. PROVIDED CASE NUMBER
3. WILL FORWARD CASE TO CORRECT DEPARTMENT FOR REVIEW

*** NOTES 06/23/2003 09:36 AM US Mountain Standard Time DUnderwood Action Type:Manager review
WRITER DISPATCHING CASE TO NATIONAL OFFICE FOR FOLLOWING REASONS:

1. CUSTOMER'S VEHICLE CAUGHT ON FIRE
2. CUSTOMER REQUESTING 2-3 THOUSAND DOLLARS TO ASSIST HER GETTING INTO A DIFFERENT VEHICLE

*** NOTES AND STATUS CHANGE 06/23/2003 04:14 PM Pacific Daylight Time NDeGama Action Type:Manager review
NCA reviewed case.

Cust alleging veh fire

Case dispatched to legal for review & recommendation of further action

*** NOTES 06/30/2003 10:41 AM Pacific Daylight Time WSpencer Action Type:Manager review
NCA TO SEND LETTER TO THE CUSTOMER REQUESTING ADDITIONAL INFO

*** NOTES 07/02/2003 08:18 AM Pacific Daylight Time WSpencer Action Type:Manager review
writer mailed customer request for additional information

case closed pending reply

**Kia Motors America
Consumer Affairs Department**

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Last Name	First Name	VIN of 2002 RIO SEDAN	Case Number	Mileage
		KNADC123226188331	K180271	0
Warsaw NC			Dealer: NC035 Stevenson Kia of	

*** CASE CLOSE 07/02/2003 08:18 AM Pacific Daylight Time WSpencer

*** CASE CT CSR 08/02/2003 10:26 AM Pacific Daylight Time M'Cameron

Accident Report

Case K180271

Report Details

1. Do You Own the Vehicle?

Yes

2. Who Was Driving the Vehicle?

<Driver's Name, Address, and Phone>

4. What is the Age of the Driver?

<Driver's Age>

DOB - [REDACTED]

3. What Was the Date and Time of the Accident?

<DATE> and <TIME>

6/29/2003 @ EVENING TIME

5. Describe the Road Weather Conditions at the Time of the Accident.

<ROAD WEATHER CONDITIONS>

NA

7. What Speed was the Vehicle Traveling?

<VEHICLE SPEED>

NA

8. Were any Other Vehicles Involved in the Accident?

No

9. Were There Any Injuries?

No

10. Was Anyone Taken by Ambulance to The Hospital?

No

11. Is Anyone Currently Under Medical Attention for this Incident?

No

12. Describe the Incident in Detail

<INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

WAS DRIVING VEHICLE AND SMELLED SMOKE THROUGH THE VENTS. PULLED OVER AND CALLED FOR 911 FOR ASSISTANCE. VEHICLE CAUGHT ON FIRE FROM UNDER DASH. VEHICLE WAS COMPLETELY BURNED UP BY THE TIME FIRE DEPARTMENT CAME.

13. Were the Police Contacted?

Yes

14. What is the Name of the Officer, Department, and Badge Number?

<Officer Name, Department, Badge>

STATE TROOPER / NAME - JESSE DOWE / BADGE # - 1055

15. What is the Police Report Number?

<POLICE REPORT NUMBER>

REPORT # 0573

16. Was the Insurance Company Contacted?

Yes, <Name, Address, and Phone of Insurance Company, Policy #, and Claim #>

YES / GIECO INSURANCE / JENNIFER CHAPMAN / 800-682-8114 EXT 6300 ... CLAIM # 0175702080101013

17. Have You Settled With the Insurance Company?

Yes

~~Truck~~

19. Where is the Vehicle Now?

<VEHICLE LOCATION>

UNKNOWN

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

Yes

22. Did the Airbag(s) Deploy?

No

23. Was Airbag Light on prior to accident?

No

24. What are you Requesting from KIA?

<RESOLUTION SOUGHT>

WANT KIA TO SEND ME 2-3 THOUSAND DOLLARS TO HELP ME GET ANOTHER VEHICLE. MY INSURANCE AND GAP INSURANCE IS PAYING OFF VEHICLE TO FINANCE COMPANY BUT I AM GETTING NOTHING. WILLING TO FAX POLICE REPORT TO KIA.

25. Have you reviewed the airbag section of the owners manual?

Yes - In order to consider your request, we will need you to provide us with copies of:

I. Copy of Police Report (if available)

II. Pictures of vehicle (front, rear and side views)

Not Applicable



Consumer Assistance Center Case Report

Printed By: EDiaz

Case Number - K190271

01/09/2004 11:36:36 AM

Case Details

Title: FIRE / MARY JONES

VIN: KNADC123228189331

Mileage: 0

Priority: Non-Priority

Severity: Low

Status: Closed

Case Type Level1: Complaint

Case Type Level2: Fire

Case Type Level3: Not Applicable

Owner: Michele Cameron

Owner Email: MCameron@kiausa.com

Contact Details

Name: [REDACTED]

Phone: [REDACTED]

Alt Phone:

Fax:

Address1: [REDACTED]

Address2:

City: Warsaw

State: NC

Zip: [REDACTED]

Dealer Details

Code: NC036

Name: Stevenson Kia of Jacksonville

Case History

*** PHONE LOG 06/23/2003 10:31:18 AM (Local Time) DUnderwood Action Type: WTR SPOKE TO MARY JONES (MOTHER OF Regina Draughton)

CALLER STATED:

1. VEHICLE IS UNDER MY DAUGHTER'S NAME
2. MY CREDIT WAS NOT GOOD ENOUGH
3. VEHICLE IS REALLY MINE
4. VEHICLE CALGHT ON FIRE
5. I WANT MONEY FROM KIA TO HELP ME GET A DIFFERENT VEHICLE
6. DO NOT WANT ANOTHER KIA VEHICLE - THEY SCARE ME
7. FIRE STARTED UNDER DASH AND VEHICLE COMPLETELY BURNED UP

WRITER STATED:

1. SORRY TO HEAR ABOUT THE FIRE
2. WOULD DOCUMENT CALLERS CONCERNS AND COMPLAINTS AND FORWARD YOUR REQUEST TO THE APPROPRIATE PERSONNEL
3. NEED TO ASK YOU A FEW QUESTIONS -ACCIDENT / FIRE REPORT

CALLER STATED:

1. WHY DO I NEED TO ANSWER THOSE QUESTIONS
2. ALL RIGHT
3. WILLING TO FAX INBURANCE & POLICE REPORT

WRITER STATED:

1. TOOK ACCIDENT / FIRE REPORT
2. PROVIDED CASE NUMBER
3. WILL FORWARD CASE TO CORRECT DEPARTMENT FOR REVIEW

*** NOTES 06/23/2003 10:38:29 AM (Local Time) DUnderwood Action Type: Manager review

WRITER DISPATCHING CASE TO NATIONAL OFFICE FOR FOLLOWING REASONS:

1. CUSTOMER'S VEHICLE CALGHT ON FIRE
2. CUSTOMER REQUESTING 2-3 THOUSAND DOLLARS TO ASSIST HER GETTING INTO A DIFFERENT VEHICLE

*** CASE DISPATCHED 06/23/2003 10:38:37 AM (Local Time) DUnderwood from WIP Open cases to Queue National CA.

*** CASE ACCEPTED 06/23/2003 05:13:57 PM (Local Time) NDeGarno from Queue National CA to WIP In progress.

*** NOTES 06/23/2003 05:14:21 PM (Local Time) NDeGarno Action Type: Manager review
NCA reviewed case.

Case History

Chief sleeping with fire

Case dispatched to legal for review & recommendation of further action

*** STATUS CHANGE 06/23/2003 05:14:21 PM (Local Time) NDegamo from status Working to status Pending Legal

*** CASE DISPATCHED 06/23/2003 05:14:27 PM (Local Time) NDegamo
from WIP in progress to Queue Legal.

*** CASE YANDED 06/27/2003 09:00:22 AM (Local Time) NDegamo
Yanked by NDegamo into WIP(n) in progress.

*** NOTES 06/30/2003 11:41:05 AM (Local Time) WSpencer Action Type: Manager review
NOA TO SEND LETTER TO THE CUSTOMER REQUESTING ADDITIONAL INFO

*** NOTES 07/02/2003 09:18:05 AM (Local Time) WSpencer Action Type: Manager review
writer mailed customer request for additional information

case closed pending reply

*** CASE CLOSE 07/02/2003 09:18:11 AM (Local Time) WSpencer Resolution Code = Please Specify.

*** CASE REOPENED 09/02/2003 11:36:47 AM (Local Time) MCarmeron
with Condition of Open and Status of Working.

*** CASE CLOSE 09/02/2003 11:36:55 AM (Local Time) MCarmeron Resolution Code = Please Specify.

*****End Case Report K180271 *****

Accident Report

Case K180271

Report Details

1. Do You Own the Vehicle?

Yes

3. Who Was Driving the Vehicle?

<Provide Driver's Name, Address, and Phone>

4. What is the Age of the Driver?

<Driver's Age>

DOB -

5. What Was the Date and Time of the Accident?

<DATE> and <TIME>

6/29/2003 @ EVENING TIME

6. Describe the Road Weather Conditions at the Time of the Accident.

<ROAD WEATHER CONDITIONS>

NA

7. What Speed was the Vehicle Traveling?

<VEHICLE SPEED>

NA

8. Were any Other Vehicles Involved in the Accident?

No

9. Were There Any Injuries?

No

10. Was Anyone Taken by Ambulance to The Hospital?

No

11. Is Anyone Currently Under Medical Attention for this Incident?

No

12. Describe the Incident in Detail

<INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

WAS DRIVING VEHICLE AND SMELLED SMOKE THROUGH THE VENTS. PULLED OVER AND CALLED FOR 911 FOR ASSISTANCE. VEHICLE CAUGHT ON FIRE FROM UNDER DASH. VEHICLE WAS COMPLETELY BURNED UP BY THE TIME FIRE DEPARTMENT CAME.

13. Were the Police Contacted?

Yes

14. What is the Name of the Officer, Department, and Badge Number?

<Officer Name, Department, Badge>

STATE TROOPER / NAME - JESSE DOWE / BADGE # - 1066

15. What is the Police Report Number?

<POLICE REPORT NUMBER>

REPORT # 0573

16. Was the Insurance Company Contacted?

Yes: <Name, Address, and Phone of Insurance Company, Policy #, and Claim #>

YBB / GEICO INSURANCE / JENNIFER CHAPMAN / 800-682-6114 EXT 6390 ... CLAIM # 0175702059101015

17. Have You Settled With the Insurance Company?

Yes

Towed

19. Where is the Vehicle Now?

<VEHICLE LOCATION>

UNKNOWN

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

Yes

22. Did the Airbag(s) Deploy?

No

23. Was Airbag Light on prior to accident?

No

24. What are you Requesting from KIA?

<RESOLUTION SOUGHT>

WANT KIA TO SEND ME 3-3 THOUSAND DOLLARS TO HELP ME GET ANOTHER VEHICLE . MY INSURANCE AND GAP INSURANCE IS PAYING OFF VEHICLE TO FINANCE COMPANY BUT I AM GETTING NOTHING. WILLING TO FAX POLICE REPORT TO KIA.

25. Have you reviewed the airbag section of the owners manual?

Yes - In order to consider your request, we will need you to provide us with copies of:

I. Copy of Police Report (if available)

II. Pictures of vehicle (front, rear and side views)

Not Applicable

1/08/04
12:28:08
wms079

Warranty Service Department
WARRANTY HISTORY INQUIRY

DIANE
KIAPROD
8/05/02

VIN No : KNADC123226188331

Model . . 31402
Series . RIO

In Service Date:

<u>Repair</u> <u>DATE</u>	<u>W Dealer</u> <u>T No.</u>	<u>Repair</u> <u>Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
8/23/02	W NC035	70518	1	AIR CONDITIONING, EV 09760A00	KIT, A/C-RIO K0BA2 61 020C	2348
8/06/02	W NC020	76772	1	42250ATT	CAP-FILLER OK33A 42 250	696

Bottom

F3=Exit

F11>Show Detail

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2002 RIO CINCO	Case Number	Mileage
[REDACTED]	[REDACTED]	KNADC163926041210	K65316	4,000
Cody WI			Dealer: W001 Rosen Kia	

Case History

Complaint Repurchase

*** PHONE LOG 02/12/2002 03:19 PM US Mountain Standard Time SLarez

CUSTOMER STATES.

1. MY CAR HAD AN ENGINE FIRE NEAR THE SPARK PLUG
2. WE HAD THE CAR TOWED TO THE DEALERSHIP
3. THE DEALERSHIP DID NOT SEEM TO CARE.
4. I E-MAILED KMA AND GOT A RESPONSE FROM A PAUL STAPLETON.
5. THE CAR IS AT THE DEALERSHIP NOW.
6. THE CAR HAS BEEN RUNNING ROUGH FOR A WHILE BEFORE THIS INCIDENT HAPPENED.
7. I JUST WANT KIA TO STAND BEHIND THE PRODUCT
8. THE DEALERSHIP ROSEN KIA DOES NOT SEEM LIKE THEY ARE GOING TO DO THAT.
9. THAT IS WHY I E-MAILED KM AND CALLED THIS NUMBER.

WRITER STATES.

1. I AM SORRY ABOUT THE SITUATION
2. LET ME DO SOME RESEARCH ON THE SITUATION
3. I WILL RETURN YOUR CALL TOMORROW AFTER I SPEAK TO THE DEALERSHIP

*** PHONE LOG 02/12/2002 03:49 PM US Mountain Standard Time SLarez Action Type:Outgoing call

WRITER CALLED DEALERSHIP AND SPOKE TO STEVE LARSON A SVC ADVISOR.

STEVE STATES.

1. I AM NOT 94100 SURE OF WHAT IS GOING ON.
2. MY INITIAL DIAGNOSES IS THAT IT MAY BE A MOUSE
3. IT WOULD BE BETTER TO SPEAK TO THE SVC MGR.
4. HE HAS GONE HOME FOR THE DAY.

CUSTOMER STATES.

1. I WILL CONTACT HIM TOMORROW

*** PHONE LOG 02/13/2002 09:09 AM US Mountain Standard Time SLarez Action Type:Outgoing call

WRITER WILL CALL SVC MGR TOMORROW, NOT CUSTOMER

WRITER CONTACTED SVC MGR AT THE DEALERSHIP

WRITER STATES.

1. I AM CALLING ABOUT THE RIO THAT CAUGHT ON FIRE.

SVC MGR TOM STATES.

1. THE CAR IS HERE
2. IT DOES LOOK LIKE THERE IS A FOREIGN SUBSTANCE IN THE ENGINE.
3. THERE IS MATERIAL, IT LOOKS LIKE FROM A RODENTS NEST OR SOMETHING LIKE THAT.
4. WE BELIEVE THAT A MOUSE WAS TRYING TO BUILD A NEST IN THERE AND THAT CAUGHT ON FIRE.
5. THE INSURANCE COMPANY WAS HERE YESTERDAY AND IT SOUNDED LIKE THEY WERE GOING TO COVER IT.
6. WE ARE GOING TO FAX THEM SOME CLAIM PAPERS.
7. IT IS ABOUT \$1000 DOLLARS WORTH OF DAMAGE.
8. I EXPLAINED THE SITUATION TO SKIP HEISER AND HE SAID HE WOULD NOT COVER IT BECAUSE OF OUR FINDINGS
9. DPSM FEELS THAT IT WAS NOT A DEFECT IN THE MATERIAL, IT WAS CAUSED BECAUSE OF A FOREIGN SUBSTANCE.

**Kia Motors America
Consumer Affairs Department**

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Last name [REDACTED]	First name [REDACTED]	VIN of 2002 RIO CINCO KNADC163926041210	Case Number K65316	Mileage 4,000
Cudahy WI			Dealer: WED01 Rosta Kia	

*** PHONE LOG 02/13/2002 09:13 AM US Mountain Standard Time SLarez Action Type:Incoming call

WRITER GOT A CALL FROM THE CUSTOMER
CUSTOMER STATES.

1. I GOT A CALL FROM MY INSURANCE CO.
2. THEY WANT YOU TO CONTACT THEM
3. THERE IS QUITE A GAP BETWEEN THE INFORMATION THEY RECEIVED AND THE INFORMATION I RECEIVED FROM THE DEALERSHIP
4. HIS NAME IS [REDACTED] HIS CEL PHONE IS [REDACTED]

CUSTOMER STATES.

1. I AM NOT ABLE TO CONTACT THE INSURANCE COMPANY
2. WHAT I WILL DO IS GET ALL THE INFORMATION I HAVE ORGANIZED.
3. I WILL SPEAK TO THE APPROPRIATE PEOPLE REGARDING THIS SITUATION
4. AND GET BACK TO YOU.

*** NOTES 02/13/2002 09:18 AM US Mountain Standard Time SLarez Action Type:Manager review

WRITER SPOKE TO SUPERVISOR JODI, WRITER WAS ADVISED TO DISPATCH TO NATIONAL FOR HANDLING.

*** PHONE LOG 02/13/2002 09:23 AM US Mountain Standard Time SLarez Action Type:Incoming call

WRITER GOT A CALL FROM SKIP H. DPEM

WRITER STATES.

1. I SPOKE TO TOM THE SVC MGR AT THE DEALERSHIP REGARDING THIS ACCIDENT/FIRE.
2. HE SAID THAT HE BELIEVE A RODENT WAS BUILDING A NEST IN THERE
3. TOM THE SVC MGR SAID THAT YOU WERE NOT GOING TO COVER ANYTHING BASED ON HIS FINDING.

DPEM STATES.

1. I NEVER TOLD HIM THAT.
2. I ADVISED HIM THAT THEY WOULD HAVE TO CONTACT THE INSURANCE CO.
3. MORE THAN LIKELY I WILL GO OUT AND DO A PIR
4. BUT I NEVER SAID I WAS NOT GOING TO COVER IT I HAVE NOT EVEN LOOKED AT THE CAR YET.

*** PHONE LOG 02/13/2002 09:25 AM US Mountain Standard Time SLarez Action Type:Incoming call

1. Vehicle Owner: [REDACTED]
2. Vehicle Driven by: SAME AS OWNER
3. Date and time of incident: 2/9/02 ABOUT 1130A-12NOON NOT REALLY 100% SURE
4. Location of incident: OUR RESIDENCE 5646 KIRKWOOD AVE, CUDAHY WI 53110
5. Road conditions: CLEAR,
6. Speed: JUST STARTED THE CAR, THE VEHICLE WAS NOT MOVING.
7. Any other vehicles involved: NO
8. Any injuries: NO
9. Description of incident: CUSTOMER STARTED THE CAR TO RUN SOME ERRANDS, NOTICED THAT THERE WAS SMOKE FROM UNDER THE HOOD, STOPPED IN THE MIDDLE OF THE DRIVEWAY AND SAW A SMALL ENGINE FIRE INSIDE THE ENGINE NEAR THE SPARK PLUGS. WAS PUT OUT BY SNOW WHEN POLICE DEPARTMENT ARRIVED THEY USED A FIRE EXTINGUISHER
10. Was the police contacted: YES, CUDAHY P.D.
11. Was the insurance company contacted: YES, AMERICAN FAMILY INSURANCE
12. Was the vehicle towed: YES

**Kia Motors America
Consumer Affairs Department**

Page 3 of 6

Last name	First name	VIN of 2002 RIO CINCO	Case Number	Mileage
		KNADC163926041210	K65316	4,000
City/State			Dealer: W001 Rosen Kia	

13. Vehicle location: AT ROSEN KIA
14. Have repairs been completed: NO
15. Were parties wearing a seat belt: N/A
16. Resolution sought: WOULD LIKE KIA TO STAND BEHIND PRODUCT

*** NOTES 02/13/2002 09:26 AM US Mountain Standard Time SLarez Action Type:Manager review
CUSTOMER IS LOOKING FOR KIA TO STAND BEHIND THE PRODUCT.

*** PHONE LOG 02/13/2002 09:36 AM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER RECEIVED A CALL FROM MICHAEL VIOLA R/A
MICHAEL STATES.

1. I GOT A CALL FROM THE DPSM ABOUT A SITUATION AT ROSEN KIA.
2. HE WILL BE BACK IN TOWN TOMORROW.
3. HE WILL GO TO ROSEN KIA AND EXAMINE THE VEHICLE.
4. WE WILL THEN GO FROM THERE.

WRITER STATES.

1. I WILL DOCUMENT THAT I SPOKE WITH YOU.
2. I WILL BE DISPATCHING THIS TO NATIONAL.

*** PHONE LOG 02/13/2002 09:43 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CUSTOMER AT WORK
WRITER STATES.

1. ALL THE CONCERNED PARTIES HAVE BEEN NOTIFIED OF THE SITUATION
2. OUR DPSM WILL BE AT THE DEALERSHIP TOMORROW TO TAKE A LOOK AT THE VEHICLE.
3. IT WILL BE A WAITING GAME FROM HERE ON OUT.
4. I WOULD ADVISE YOU TO KEEP IN CONTACT WITH YOUR INSURANCE COMPANY REGARDING THIS SITUATION.

CUSTOMER STATES.

1. SO THE DETERMINATION WILL BE MADE TOMORROW.

WRITER STATES.

1. I AM NOT POSITIVE ABOUT THAT
2. I WOULD KEEP IN CONTACT WITH THE INSURANCE COMPANY
3. IT WILL BE A TIME CONSUMING PROCESS.
4. GAVE CUSTOMER CASE NUMBER AND MY EXTENSION IN CASE THEY HAVE MORE PROBLEMS OR QUESTIONS.

*** PHONE LOG 02/13/2002 11:05 AM US Mountain Standard Time SLarez Action Type:Incoming call
CUSTOMER CALLED BACK
CUSTOMER STATES.

1. I GOT A COPY OF THE P.D. REPORT AND ALSO THE FIRE DEPT. REPORT.
2. I WANT TO KNOW IF YOU NEED THOSE FAXED TO YOU.

WRITER STATES.

1. I WOULD SAY CONTACT THE DEALERSHIP AND FIND OUT IF THEY NEED THEM.

**Kia Motors America
Consumer Affairs Department**

Page 4 of 6

Last name	First name	VIN of 2002 RIO CINCO	Case Number	Mileage
[REDACTED]	[REDACTED]	KNADC163926041210	K65316	4,000
Cady WI	[REDACTED]		Dealer: W1001 Rosen Kia	

2. THE MORE DOCUMENTATION YOU HAVE THE BETTER.
3. AS FAR AS SENDING THEM TO ME, DO NOT DO THAT.
4. I FORWARDED THIS CASE TO OUR NATIONAL OFFICE FOR HANDLING

*** NOTES 02/13/2002 11:10 AM US Mountain Standard Time StapletonP Action Type:Manager review
writer sending file to the region for PIR

*** PHONE LOG 02/13/2002 11:24 AM US Mountain Standard Time MViola Action Type:Outgoing call
WTR SPOKE W/ SVM PAT KIRKLEWSKI @ W1001-ROSEN KIA THIS DATE

WTR ADVISED:

1. WTR AWARE DPSM SKIP HEISER PLANS ON BEING AT DLR TOMORROW FOR PIR

SVM ADVISED:

1. INSURANCE ADJUSTER INSPECTED VEHICLE YESTERDAY AND SAID IT LOOKS LIKE IT'S SOMETHING THEY'D COVER
2. NO COMMITMENT AS TO RESPONSIBILITY

WTR ADVISED:

1. THANKS FOR INFO

*** EMAIL OUT 02/13/2002 11:25 AM US Mountain Standard Time MViola Action Type:External email

Send to:[Lheiser@kiausa.com]

Skip:

I spoke w/ Tom today and advised him you'll be at W1001 to complete a PIR for this vehicle.

Thanks,

Michael Viola, CRCA

*** NOTES 02/18/2002 08:56 AM US Mountain Standard Time MViola Action Type:E-mail rep.

WTR RECVD EMAIL FROM DPSM SKIP HEISER THIS DATE ADVISING:

1. PIR COMPLETED
2. TOOK DIGITAL PICTURES BUT DOESN'T HAVE COLOR PRINTER
3. REQUESTING DIRECTION AS TO PROCESSING PICTURES

*** NOTES 02/18/2002 08:57 AM US Mountain Standard Time MViola Action Type:E-mail sent

WTR SENT EMAIL TO DPSM SKIP HEISER THIS DATE ADVISING:

1. PROCESS PIR & FRWD ASAP

*** NOTES 02/20/2002 09:30 AM US Mountain Standard Time MViola Action Type:Correspondence rec.

CRCA RCVD FROM DPSM/HEISER, VIA FEDEX:

1. HARD COPY OF COMPLETED PIR
2. DISC W/PHOTOGRAPHS OF VEH
3. ROD'S

HARD FILE CREATED AND FWRD TO MLV FOR HANDLING.

**Kia Motors America
Consumer Affairs Department**

Page 5 of 6

Last name	First name	VIN of 2002 RIO CINCO	Case Number	Mileage
		KNADC163926041210	K65316	4,000
Cudahy WI			Dealer: W1001 Rosen Kia	

*** EMAIL OUT 02/21/2002 04:09 PM US Mountain Standard Time MViola Action Type:External email

Send to:[Pstapleton@kiausa.com]

Paul:

I am forwarding to you today via inter-office mail a FIR for this file.

Thanks,

Michael Viola

*** CASE CLOSE 02/21/2002 04:01 PM US Mountain Standard Time MViola
WTR SENT FIR TO PAUL STAPLETON THIS DATE VIA INTER-OFFICE MAIL.
FILE CLOSED AS NO FURTHER ASSISTANCE NEEDED FROM CRCA

*** PHONE LOG 02/22/2002 09:08 AM US Mountain Standard Time SLarez Action Type:Outgoing call
CUSTOMER CALLED BACK
CUSTOMER STATES.

1. THE INSURANCE COMPANY DROPPED OFF A CHECK TO THE DEALERSHIP OF ROUGHLY \$1100
2. WE HAVE NOT HEARD ANYTHING FROM KIA YET.
3. WE WOULD LIKE SOME SORT OF RESOLUTION AS TO WHAT CAUSED THIS FIR.
4. ALSO IF WE ARE IN DANGER OF THIS HAPPENING AGAIN.
5. I AM KIND OF DISAPPOINTED THAT KIA HAS NOT GOTTEN BACK TO ME.

WRITER STATES.

1. THIS CASE IS STILL IN REVIEW.
2. THE DOCUMENTS WERE FORWARDED TO THE APPROPRIATE PEOPLE YESTERDAY.
3. THIS IS A TIME CONSUMING PROCESS
4. LET ME CONTACT THE PEOPLE THAT I NEED TO CONTACT AND I WILL GET BACK TO YOU.

*** PHONE LOG 02/22/2002 09:13 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED M.VIOLA REGARDING SITUATION, HE WAS NOT THERE.

*** PHONE LOG 02/22/2002 10:44 AM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER CALLED P.STAPELTON AT NATIONAL.

1. THE CASE IS BEING REVIEWED.
2. ADVISE CUSTOMER THAT SOMEBONE WILL BE IN CONTACT WITH THEM.

WRITER STATES.

1. THANK YOU PAUL.

*** PHONE LOG 02/22/2002 10:47 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CUSTOMER AND LEFT V/M/

WRITER STATES.

1. I DID CONTACT OUR NATIONAL OFFICE.
2. THEY ADVISED ME THAT THE CASE IS BEING REVIEWED.
3. SOMEBONE WILL CONTACT YOU.

**Kia Motors America
Consumer Affairs Department**

Page 6 of 6

Last name	First name	VIN of 2002 RIO CINCO	Case Number	Mileage
[REDACTED]	[REDACTED]	KNADC163926041210	K65316	4,000
Cudahy WI			Dealer: W001 Rosen Kia	

4. IT IS A TIME CONSUMING PROCESS

*** CASE CLOSE 02/22/2002 10:49 AM US Mountain Standard Time SLarez
CASE BEING REVIEWED BY NATIONAL, CUSTOMER WILL RECEIVE CONTACT

*** NOTES 02/25/2002 10:17 AM US Mountain Standard Time StapletonP Action Type:Manager review
WRITER REC FIR
sending file to the legal dept.

*** PRIORITY CHANGE 02/25/2002 09:17:53 AM StapletonP

*** NOTES 03/17/2002 01:33 PM US Mountain Standard Time BNakamura Action Type:Manager review
Legal has scheduled a meeting with an outside investigator re: vehicle fire. Will advise the region accordingly after meeting.

*** NOTES 04/23/2002 04:40 PM US Mountain Standard Time BNakamura Action Type:Manager review
Reviewed file with Jurassic Park. Per Mr. Park's instructions, please have the region prepare a denial letter to the customer. Fire report states "accumulation of leaves/tree seeds underneath the spark plug wires and in contact with the engine was noted at the fire origin.

*** NOTES 04/24/2002 11:01 AM US Mountain Standard Time StapletonP Action Type:Manager review
please read the above case notes

*** NOTES 04/26/2002 12:11 PM US Mountain Standard Time MViola Action Type:Meeting
WTR GENERATED & SENT LETTER THIS DATE

*** CASE CLOSE 04/26/2002 01:19 PM US Mountain Standard Time MViola
ABOVE SENT TO CUST THIS DATE VIA FEDEX PRIORITY OVERNIGHT W/ TRACKING #454049389108
FILE CLOSED AS NO FURTHER ASSISTANCE NEEDED FROM CRCA

4/23/03
13:49:49
wsd079
VIN No :

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
8/04/01

In Service Date:

KNADC163926041210

Model . . 31502
Series . RIO

<u>Repair Date</u>	<u>W Dealer T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
11/06/02	W WI001	11460 A	02	Muffler Assy (Front)	PIPE ASSY-FRT	8037
10/21/02	W WI001	10457 B	02	WHEEL BALANCE (4 WHE	WHEEL-DISC,STEEL	7665
2/02/02	W WI001	95426 A	02	SUNVISOR ASSY, R&R,	SUNVISOR,LH	3753
1/21/02	W WI001	94751 B	02	FUEL TANK GAUGE UNIT	GAUGE ASSY-FUEL	3626

Bottom

F3=Exit

F11>Show Detail

3/17/02

12:36:42

wsc079

VIN No : KNARC163926041210

Warranty Service Department

WARRANTY HISTORY INQUIRY

Model . . 31502

Series . RIO

In Service Date:

NAKAMURAB

KIAPROD

8/04/01

Repair Date	W Dealer T No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
2/02/02	W WI001	95426 A		SUN VISOR ASS'Y, R&R	SUNVISOR, LH	3753
1/21/02	W WI001	94751 B		FUEL TANK GAUGE UNIT	GAUGE ASSY-FUEL	3626

Bottom

F3-Exit

F11>Show Data11

Complete Section 4, 5 & 7 only if incident does NOT involve personal injury or damage to property other than the KIA vehicle itself or if expressly authorized by the KIA Legal Department.

DAMAGE TO AUTOMOBILE (KIA)

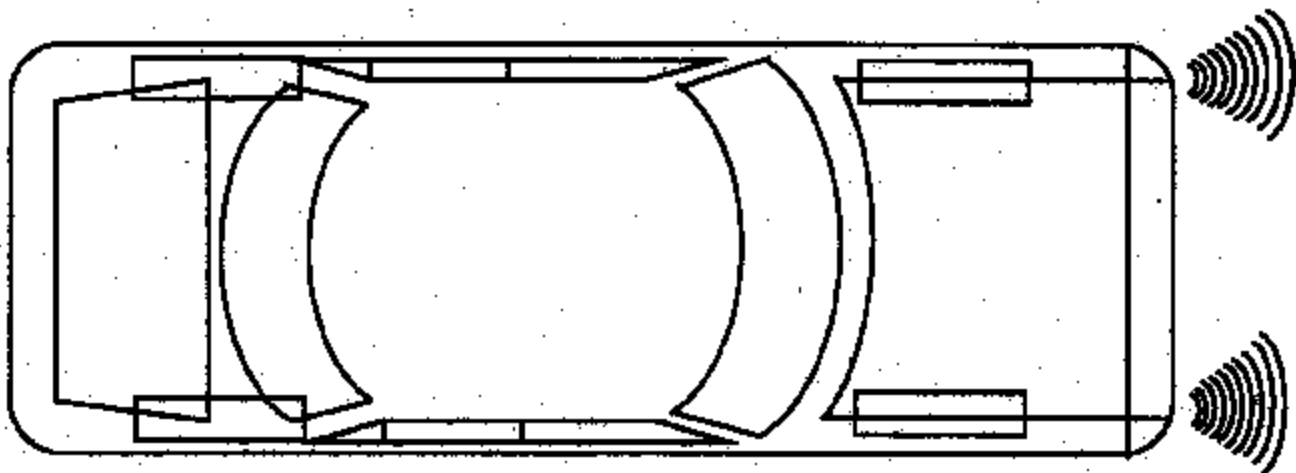
Fire and smoke damage to top of engine and engine compartment - top of engine head - spark plug wires - air filter box - coil - various wires and hoses. The inside of the engine compartment is filled with chemical residue from fire being extinguished.

DESCRIBE EXTENT OF DAMAGE:

REPAIR ESTIMATE: \$1073.06

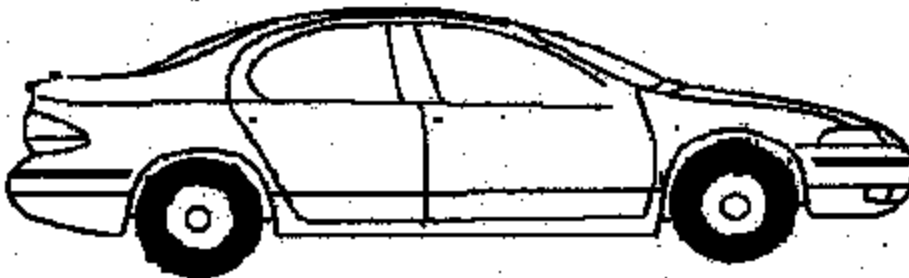
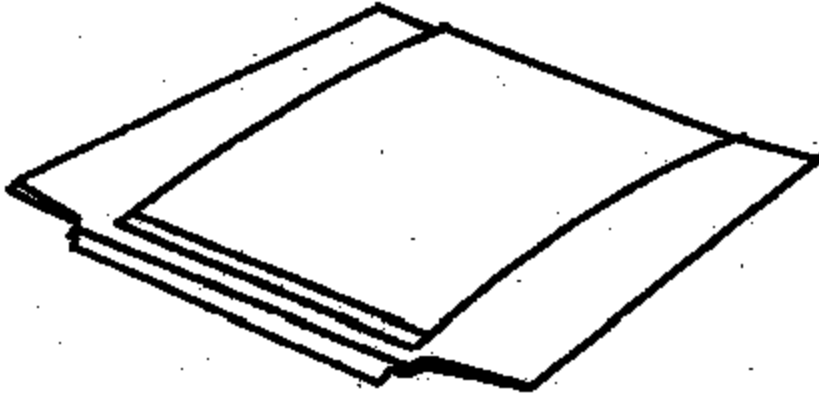
Top Engine Shield was removed by the Fire Dept. and was placed in the back hatch area of vehicle Part # 26248-23000

IF PARTS WERE MOVED, TAG & INDICATE PRESENT LOCATION:

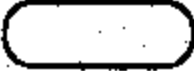
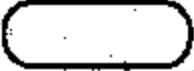


Hood



Latch(es) jammed (Y/N):	na	Describe:	na
Front Elevated (Y/N):	na	Height/Location:	na
Rear Elevated (Y/N):	na	Height/Location:	na
Rear contact windshield:	na	Describe:	na
Rear Penetrate windshield:	na	Describe:	na



Lights

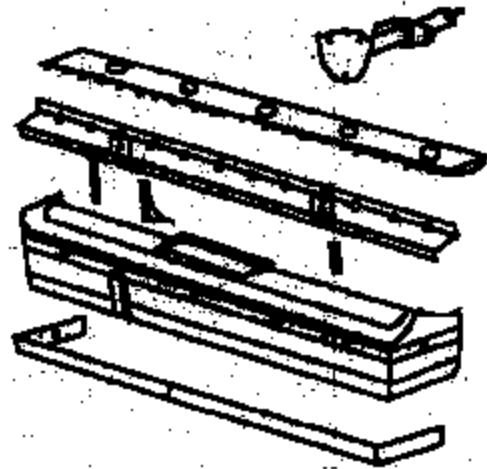
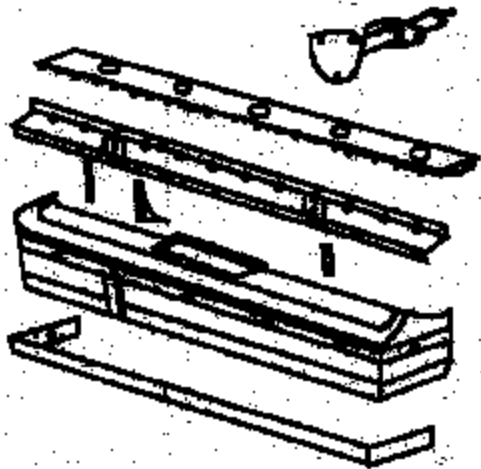
Right Front	Left Front
	
na	na
na	na
na	na
na	na
na	na

← Head Lights →
← Tail Lights →
← Brake →
← Intact →
← Conditional →
← Flashed →
← Note →

Left	Right Rear
	
na	na
na	na
na	na
na	na
na	na

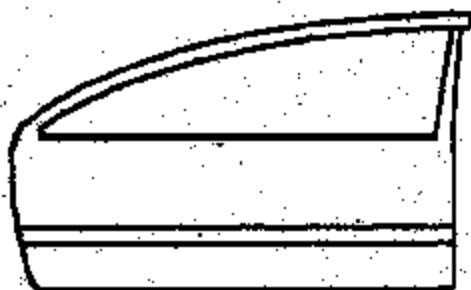
Bumper

	Front	Rear
Detached / Missing:	na	na
Height, top:	na	na
Height, bottom:	na	na
Absorber marking:	na	na



Doors

	Left Front	Right Front	Left Rear	Right Rear	Trunk
Jammed Closed	na	na	na	na	na
Jammed Open	na	na	na	na	na
Operational	na	na	na	na	na
Penetration	na	na	na	na	na
Note	na	na	na	na	na



Left Front



Left Rear



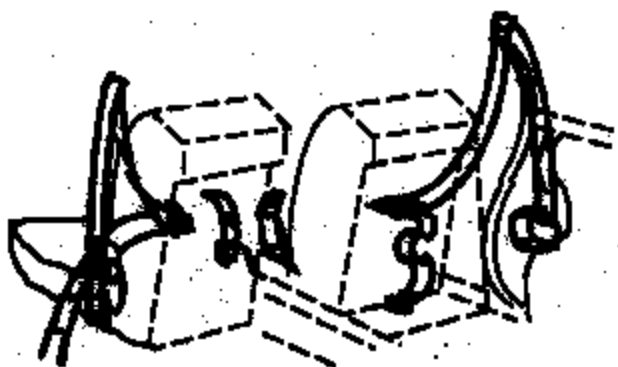
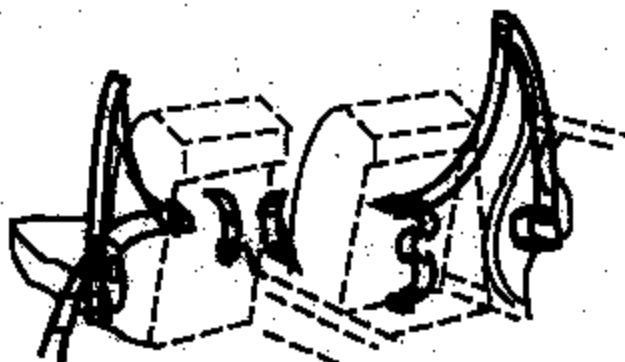
Right Rear



Right Front

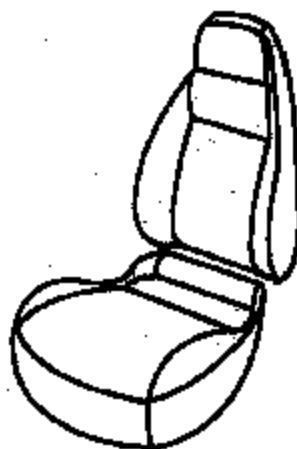
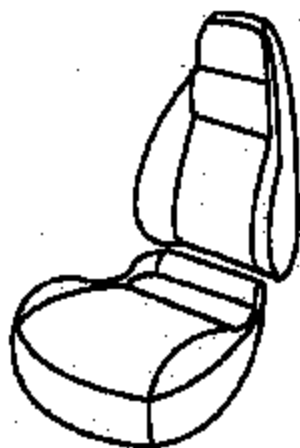
Restraint System

	Driver	Right Front	Left Rear	Right Rear	
Type: Passive/Active:	na	na	na	na	
Latched/Unlatched:	na	na	na	na	
Hardware Damage:	na	na	na	na	
Operational or Jammed:	na	na	na	na	
Other Damage:	na	na	na	na	
Cut / Torn:	na	na	na	na	
Deployments:	na	na	na	na	
Notes:	na	na	na	na	

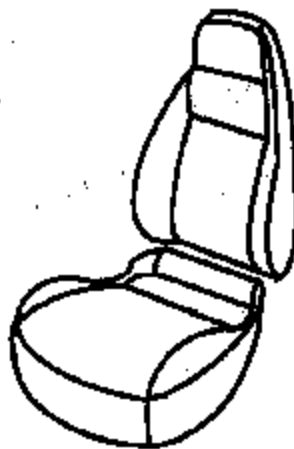
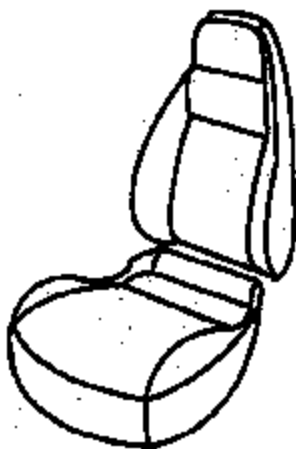


Seats

	Driver	Right Front	Left Rear	Right Rear	
Seat Type:	no	no	no	no	
Seat adjuster type:	no	no	no	no	
Jumped / operational:	no	no	no	no	
Head Rest up or down:	no	no	no	no	
Separation:	no	no	no	no	
Notes:	no	no	no	no	



**Show seat
Measurement locations**



Under Hood / Mechanical / Fuel System

Inspect: Yes Fluids present: No Approx qty: 3/4 full

Tank Damage: none

Strip Damage: none

Fill Pipe Condition: good Filter Cap: good

Hose Damage: none Notes: Fire was in engine compartment

Steering

Steering: power

Fluid Present: fluid reservoir full

Steering: ok works as designed

Describe: _____

Front end damage describe: none

Notes: fire was in engine compartment power steering pump and reservoir not damaged by fire

Brakes

System: power

Hand Brake Condition: ok

Master Cyl Fluid: ok Approx qty: full

Brake Type, Front: disk Brake Type, Rear: drum

Examination, detail: no

Tires / Wheels

	Left Front Tire	Right Front Tire	Left Rear Tire	Right Rear Tire
Manufacturer:				
Size:				
Model:				
DOT Numbers:				
Load Range:				
Recom'd PSI:				
Actual PSI:				
Tread depth:				
Locations:				
Burn Area:				
Tread Type:				
	SW WW	SW WW	SW WW	SW WW
Tread Striations:				
Wheel Mt:				
Code Numbers:				
DOT Numbers:				
Rim Impacts:				
Grass / Weeds:				
Special Info:				
Notes / Misc:	Fire was in engine compartment			

PRELIMINARY FIELD INVESTIGATION

Vehicle Viewed at: Rosen Kia - W1001 - Milwaukee, WIDate: 02/14 & 02/15/2002

(Date)

Viewed by: Skip HalseyKia Motors America Inc.DPBM

NAME

Employed by

Title

Others Present:

NAME

Employed by

Title

NAME

Employed by

Title

What parts / system is alleged defective? Spark plug wires in engine compartmentDescribe condition of alleged defective part / system: Spark plug wires were burnt

It appears that the hot spot of the fire was at the center and towards the rear of the engine cover. The fire was concentrated on the top of the engine in the valley on the valve cover where the spark plug wires run. Upon investigation I found organic material in this valley such as a cotton type material also seed from a maple tree. It seems to have been some kind of material used by some type of animal. It appears to be nest material. I have pictures attached. It seems that this material caught fire.

Condition of adjoining or related part / system:

The top of the engine has fire and smoke damage and the engine compartment is covered with chemicals used to extinguish the fire.

ATTACH ADDITIONAL PAGE IF MORE PHOTOS ARE REQUIRED

ALL PHOTOS MUST BE MOUNTED, MAXIMUM 2 PER PAGE, PRIOR TO FORWARDING TO
KMA NATIONAL CONSUMER AFFAIRS

6.

PRELIMINARY FIELD INVESTIGATION

Photographs of vehicle showing all damage forward original photographs to KMA Corporate
Consumer Affairs retaining negatives in Regional Office

Ident:	Brief description of content (do not write on photographs)
UNDERHOOD	Disk # 1
014	Engine Compartment
015	Rt. Side View of engine compartment
016	Lft. Side View of engine compartment
017	Close up coil area rt. side
018	Close up lft. side engine near coil area
019	Front of engine
020	Close up of engine
021	Area of engine organic material found
022	Another view of lft. side of engine
023	close up lft. side of engine
024	close up of area organic material found
REMOVED DAMAGED PIECES IF REPAIRED	
025	Engine cover (inside view)
026	Engine cover (inside view)
027	Engine cover (outside view)
028	View of engine cover back on engine
029	View of engine cover back on engine (close up)
030	Organic material taken out of valve cover
Disk # 2	
004-31	Close up of organic material taken out of valve cover
002-32	Close up of area where organic material was found
003-33	Another view of material
004-34	Another view of material
006-35	Close up of organic material

ATTACH ADDITIONAL PAGE IF MORE PHOTOS ARE REQUIRED

ALL PHOTOS MUST BE MOUNTED, MAXIMUM 2 PER PAGE, PRIOR TO FORWARDING TO
KAMA NATIONAL CONSUMER AFFAIRS

SERVICE HISTORY

Where is vehicle normally serviced? Rosen Kia - W001 - Milwaukee, WI. Service File Attached

Pre-delivery service by: Rosen Kia - W001 - Milwaukee, WI. Service File Attached

Regular maintenance history: Service File attached

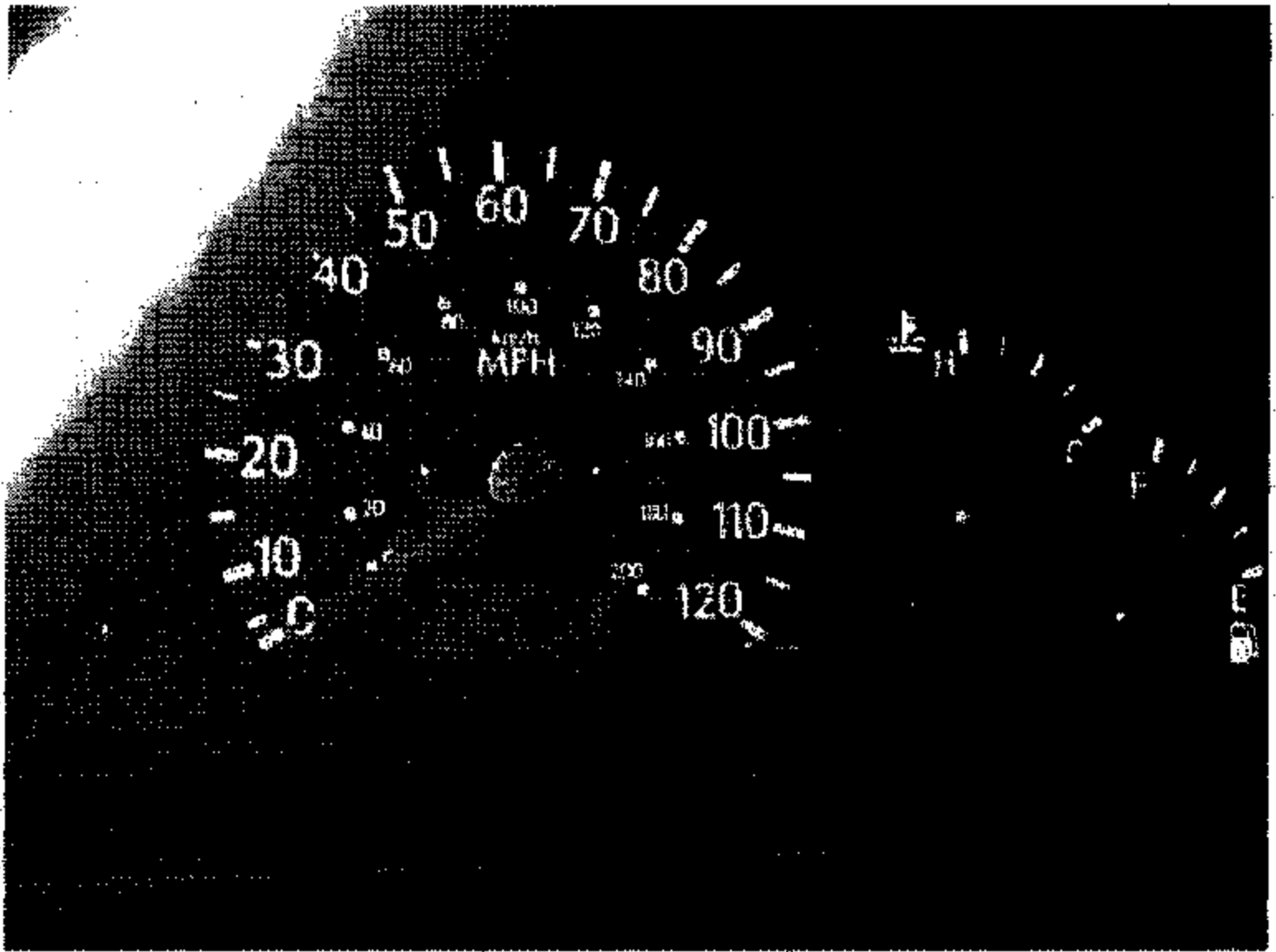
ATTACH COPIES OF REPAIR ORDERS (FRONT & BACK) AND ANY OTHER INFORMATION REGARDING THE
SERVICE HISTORY OF THE VEHICLE

COMMENTS: Attached copies of Service File - Insurance Estimate - Rosen Estimate - Police Report

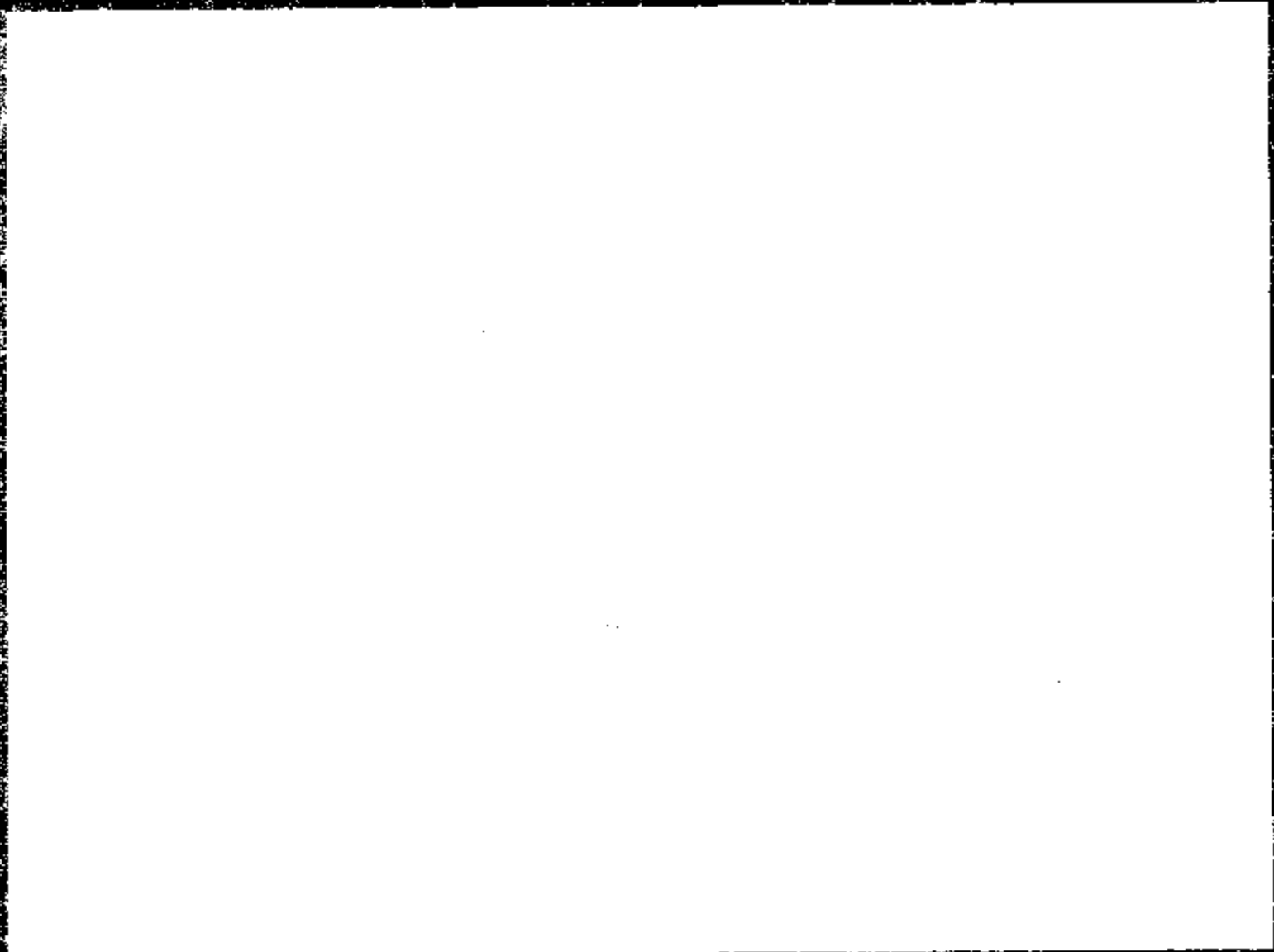
DATE: 02/15/2002

PREPARED BY: 

#1 VIN
LABEL

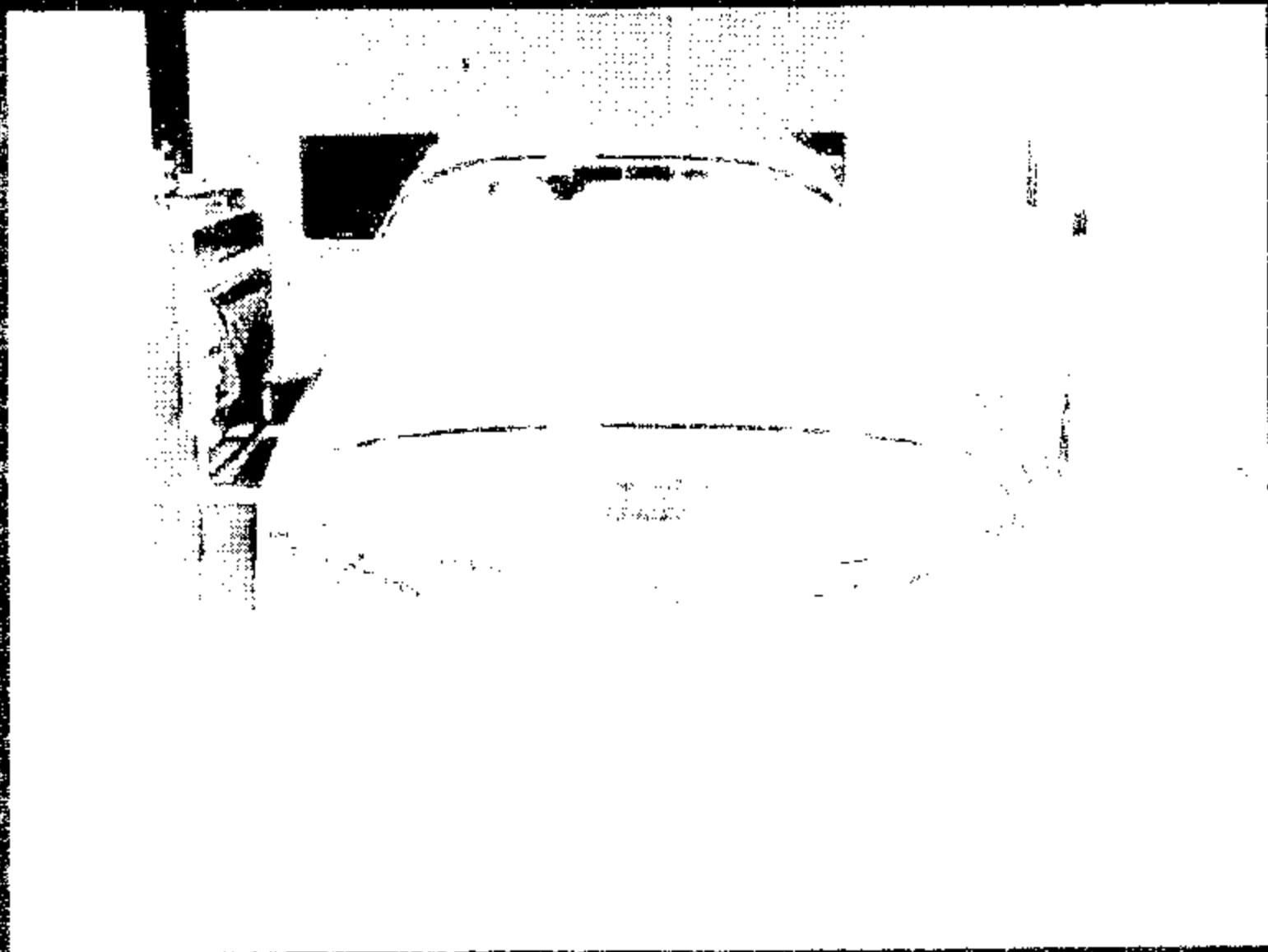


#3
ODOMETER

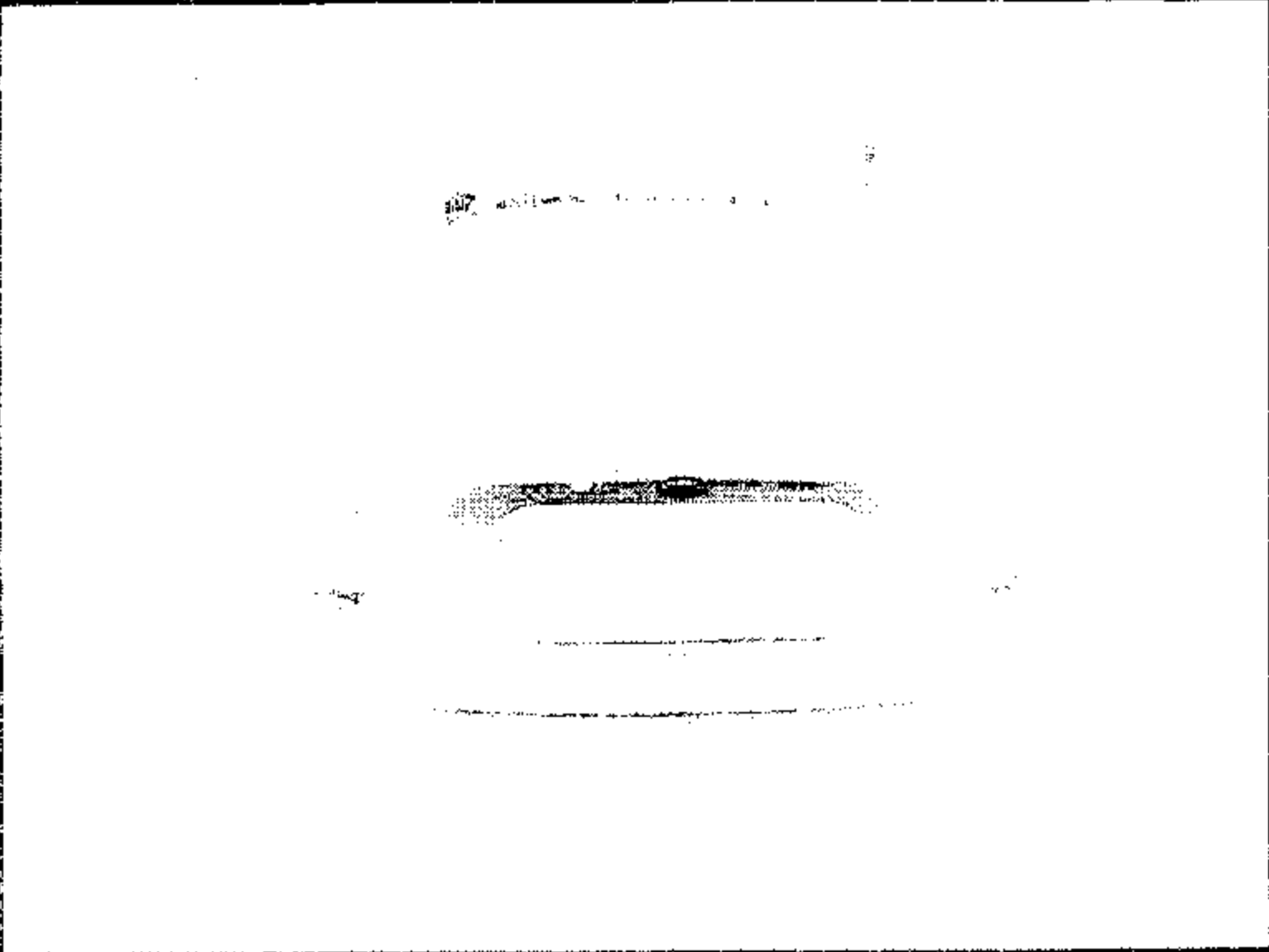


#4

REAR LICENSE PLATE

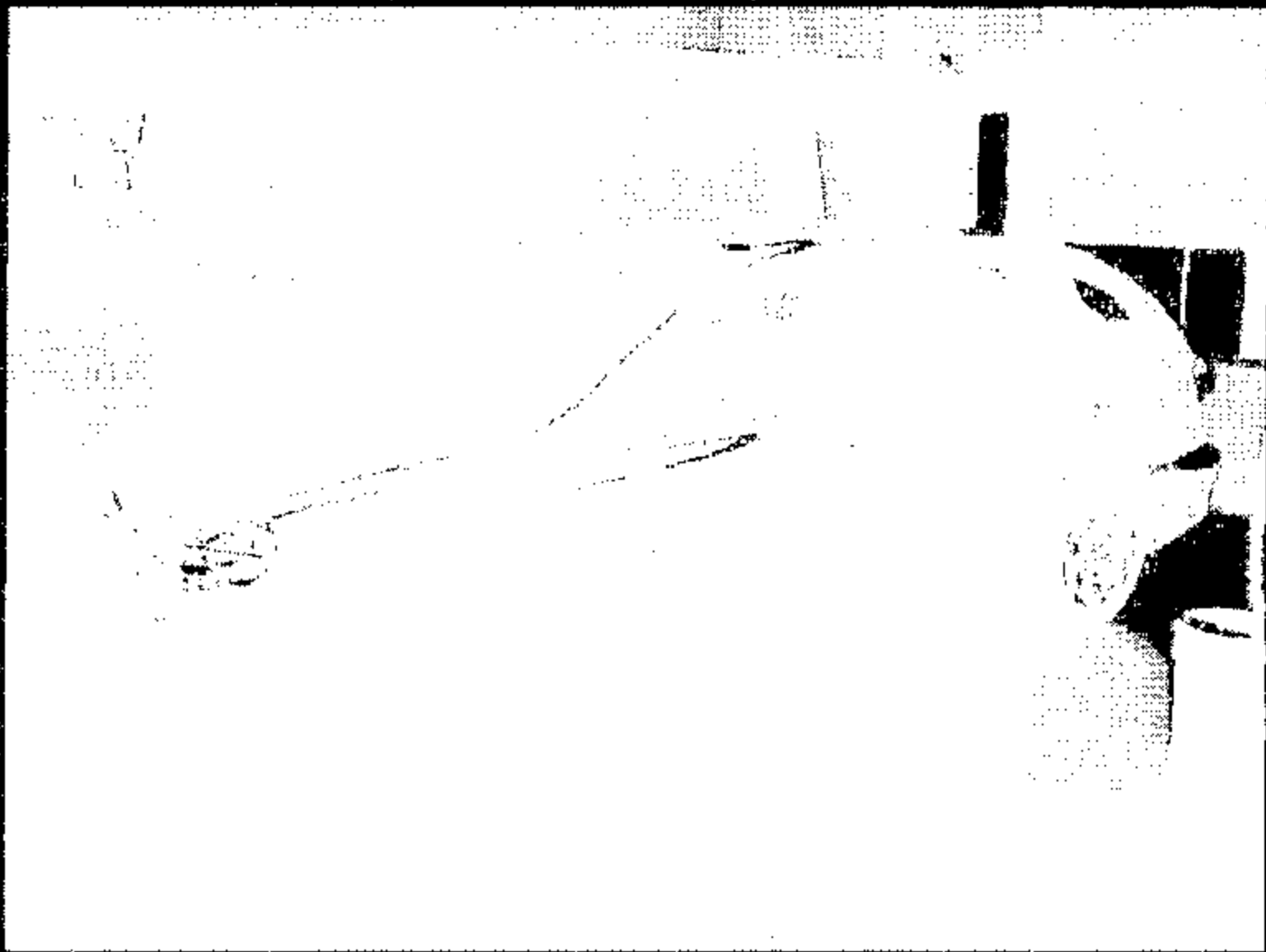


#5
FRONT



#6

REAR



#7

LEFT SIDE

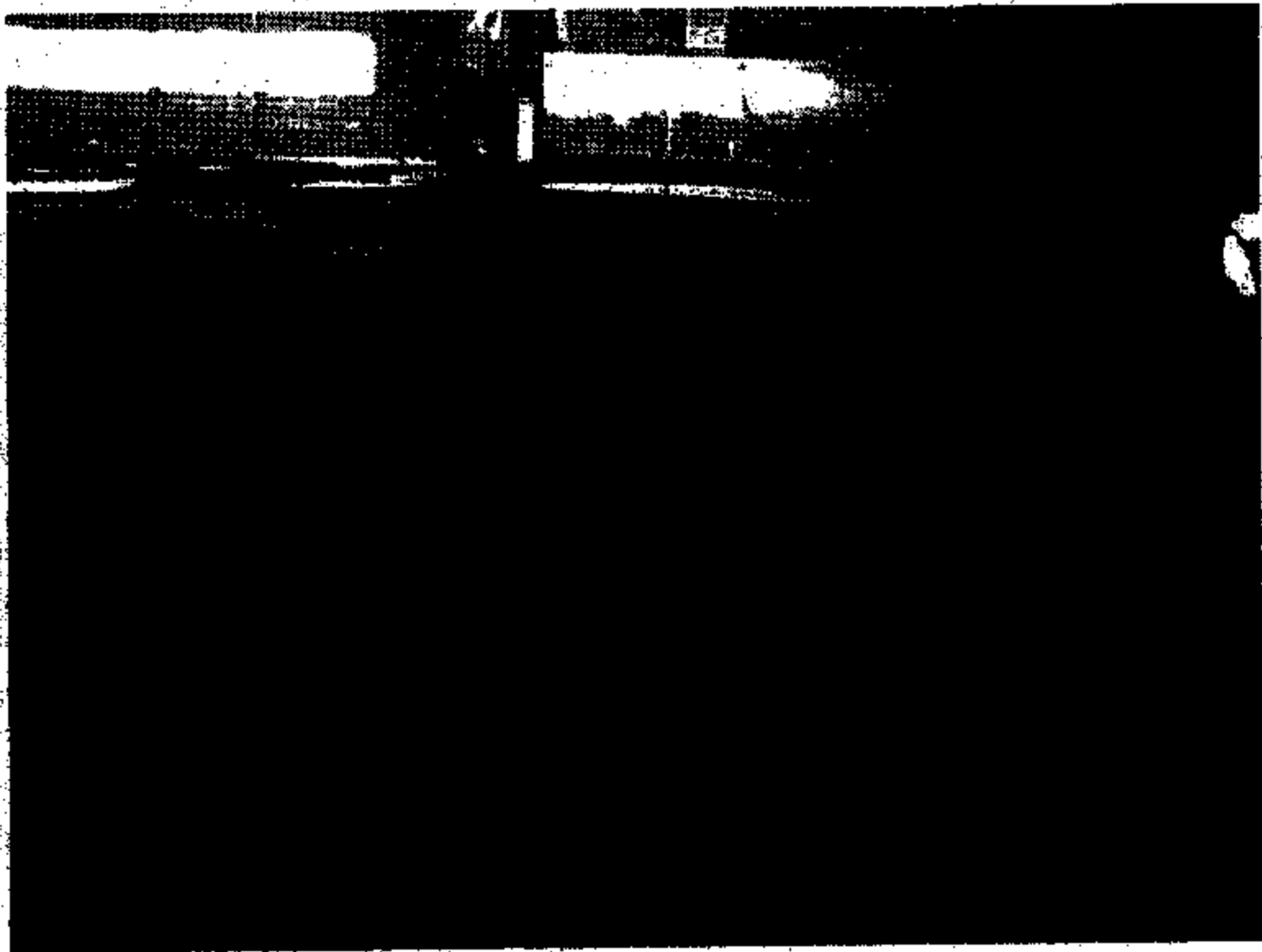


#8

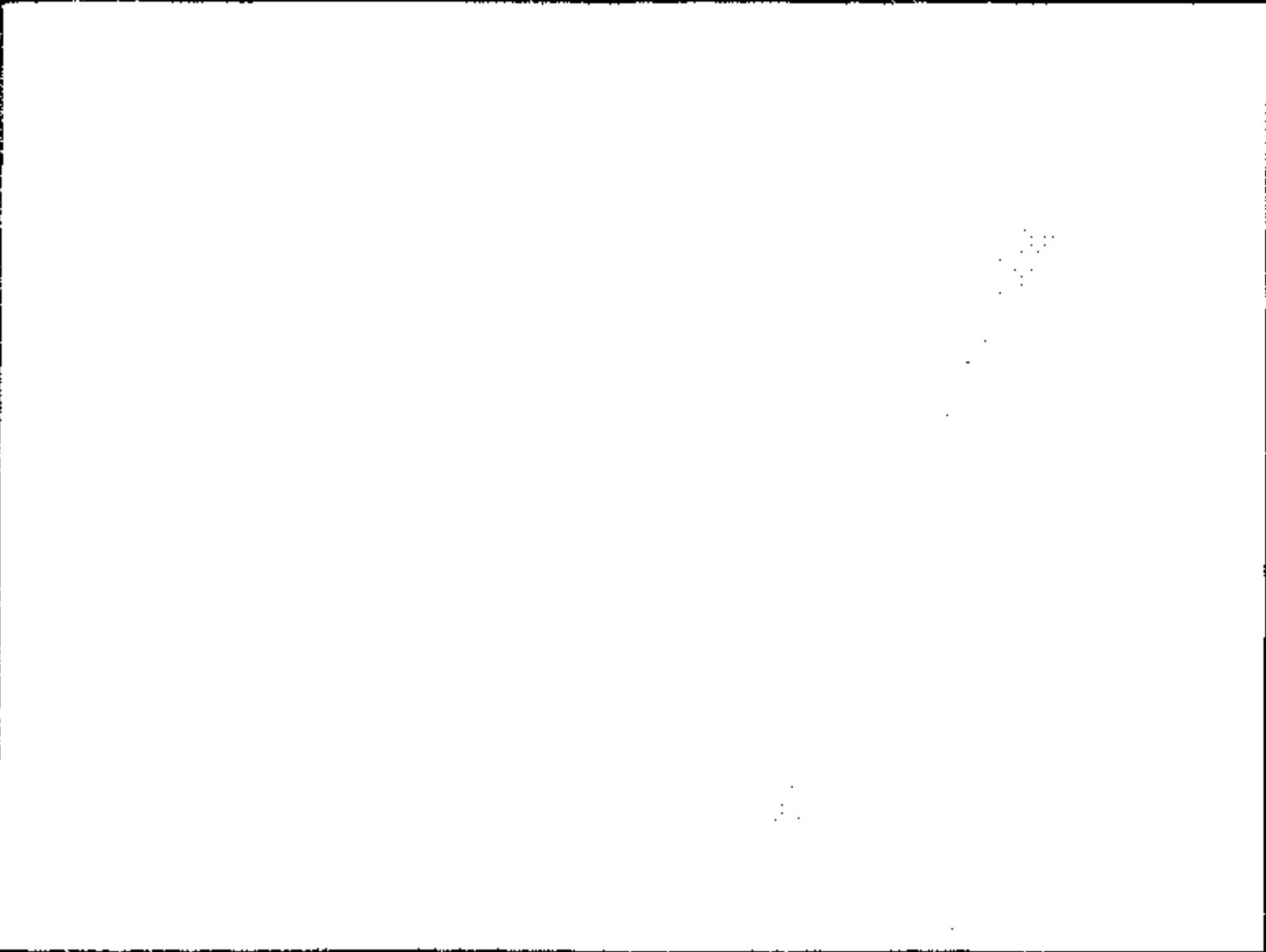
RIGHT SIDE



#9
AIRBAG
LEFT



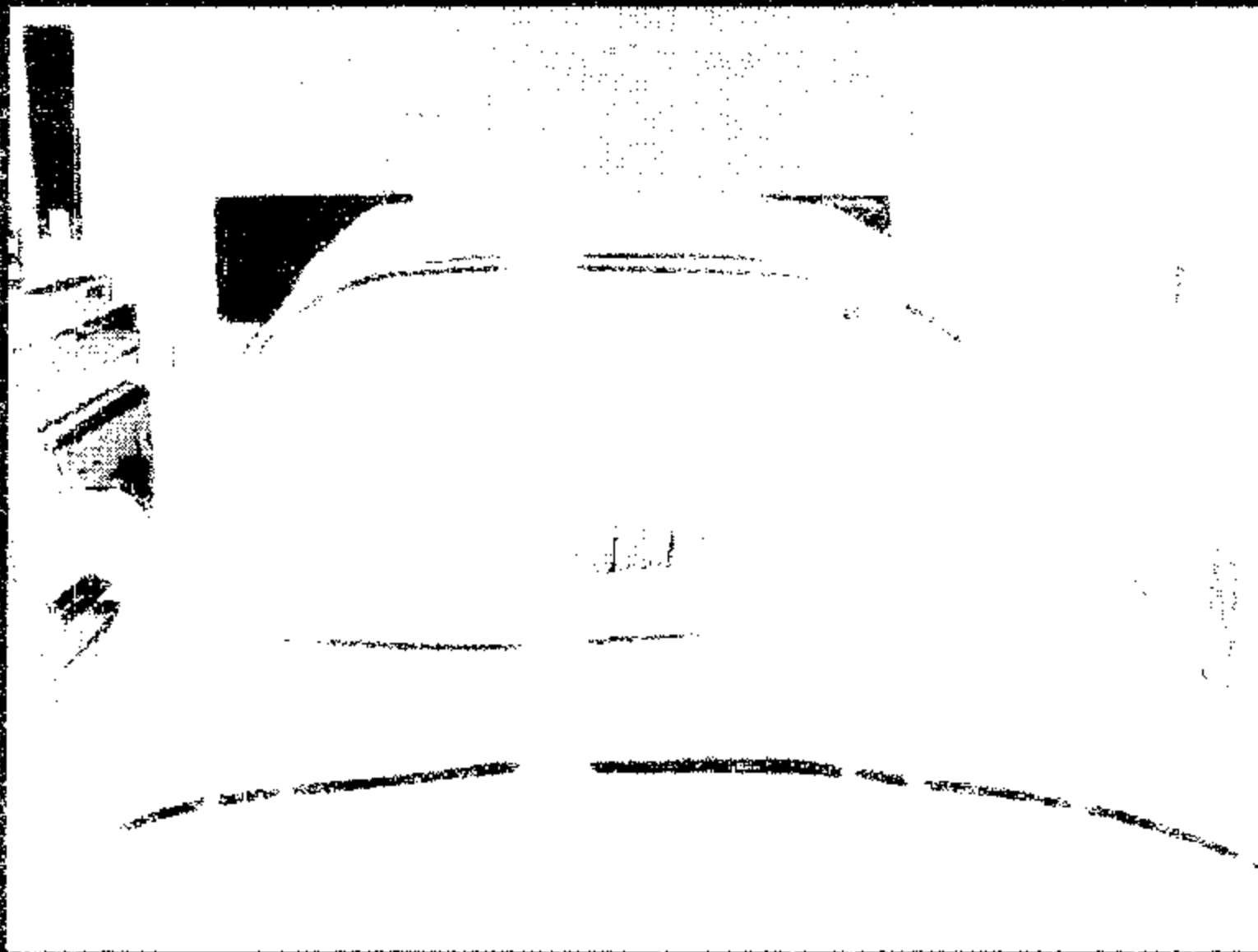
#10
AIR BAG
RT.



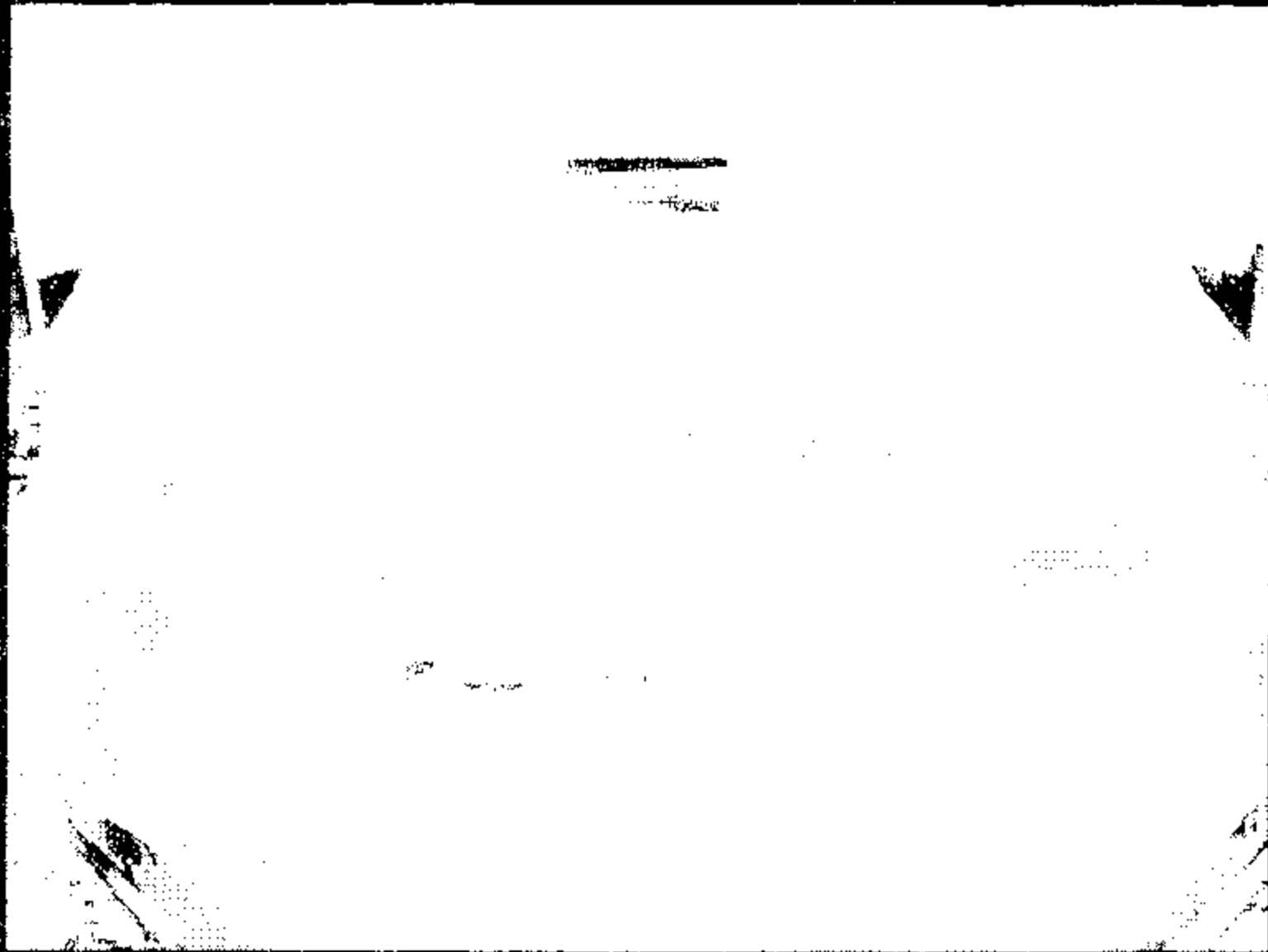
#11

SEAT BELT L

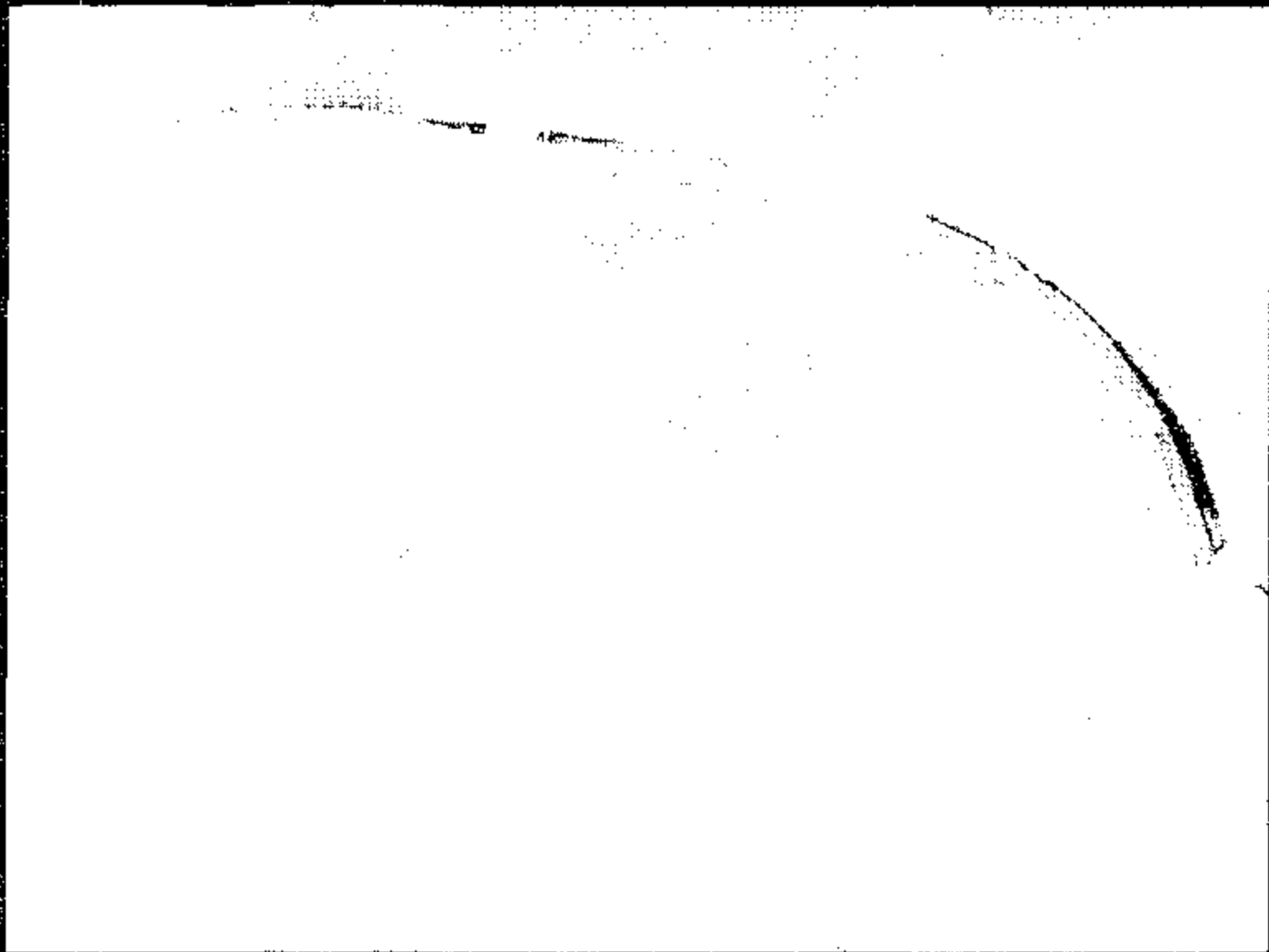
#12 SEAT BELT R.



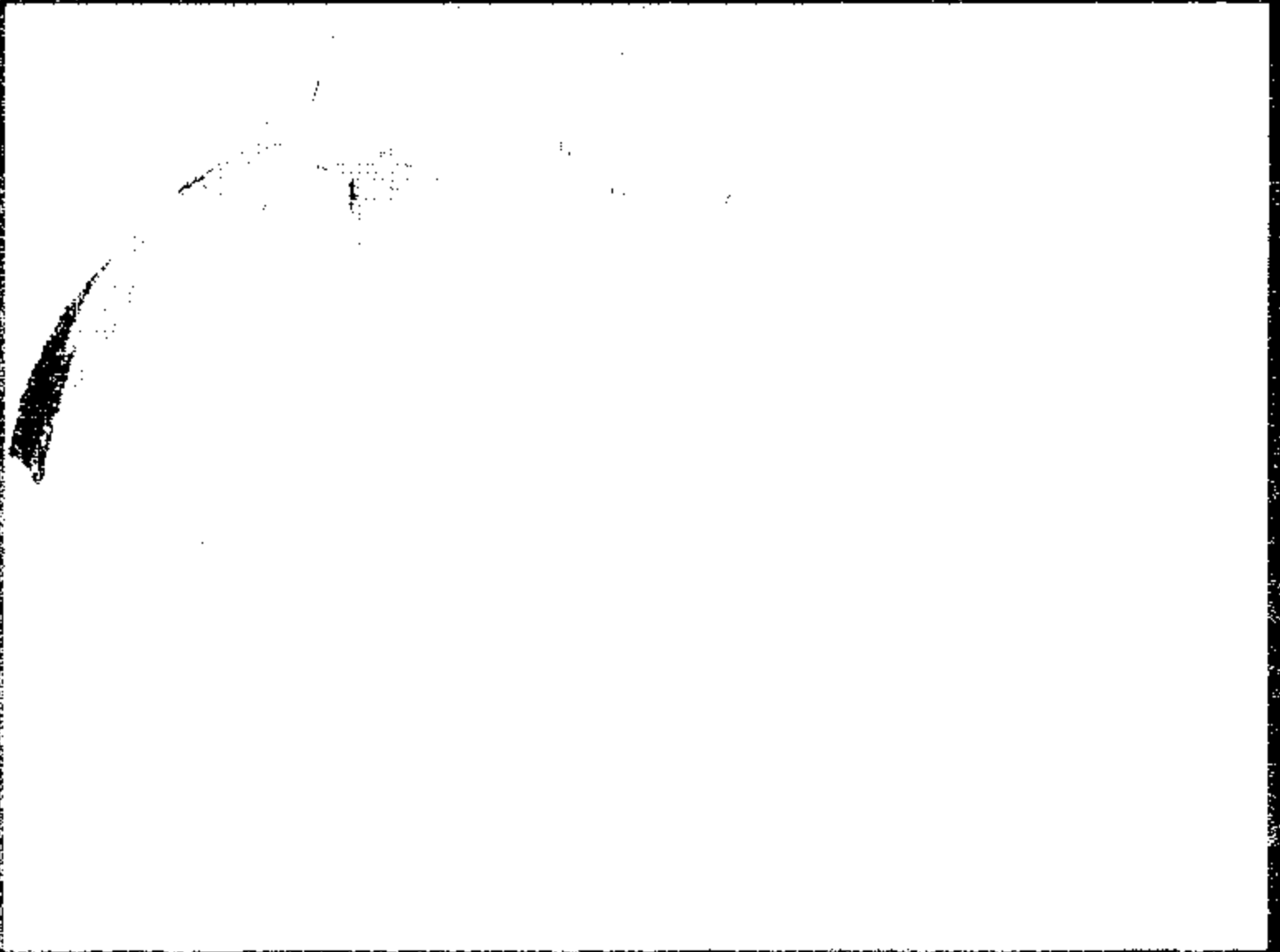
#13
Windscreens



#14
ENGINE COMPARTMENT

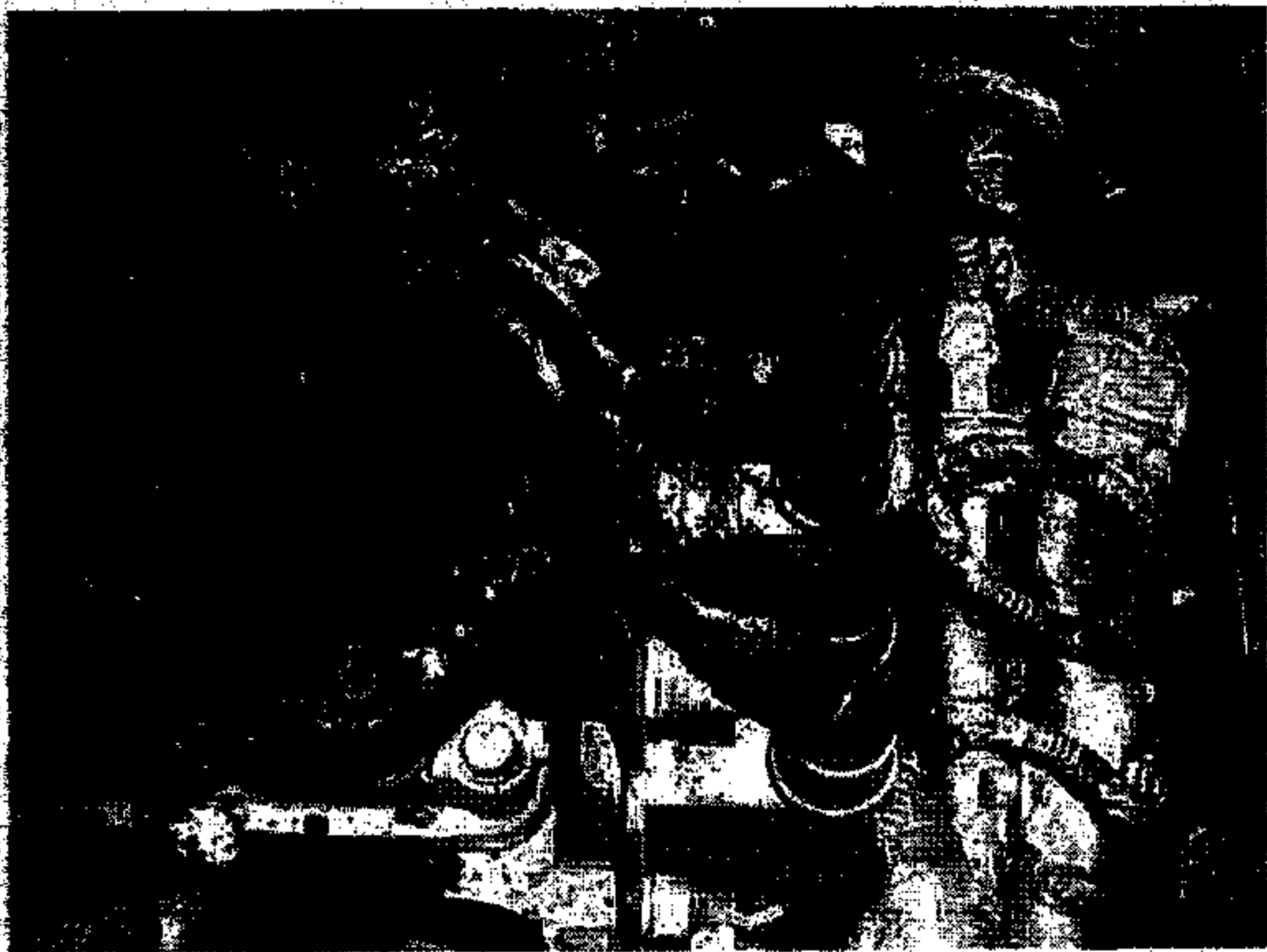


#13
RT. SIDE ENGINE COMPARTMENT



#16

LEFT SIDE VIEW ENGINE
COMPACT UNIT



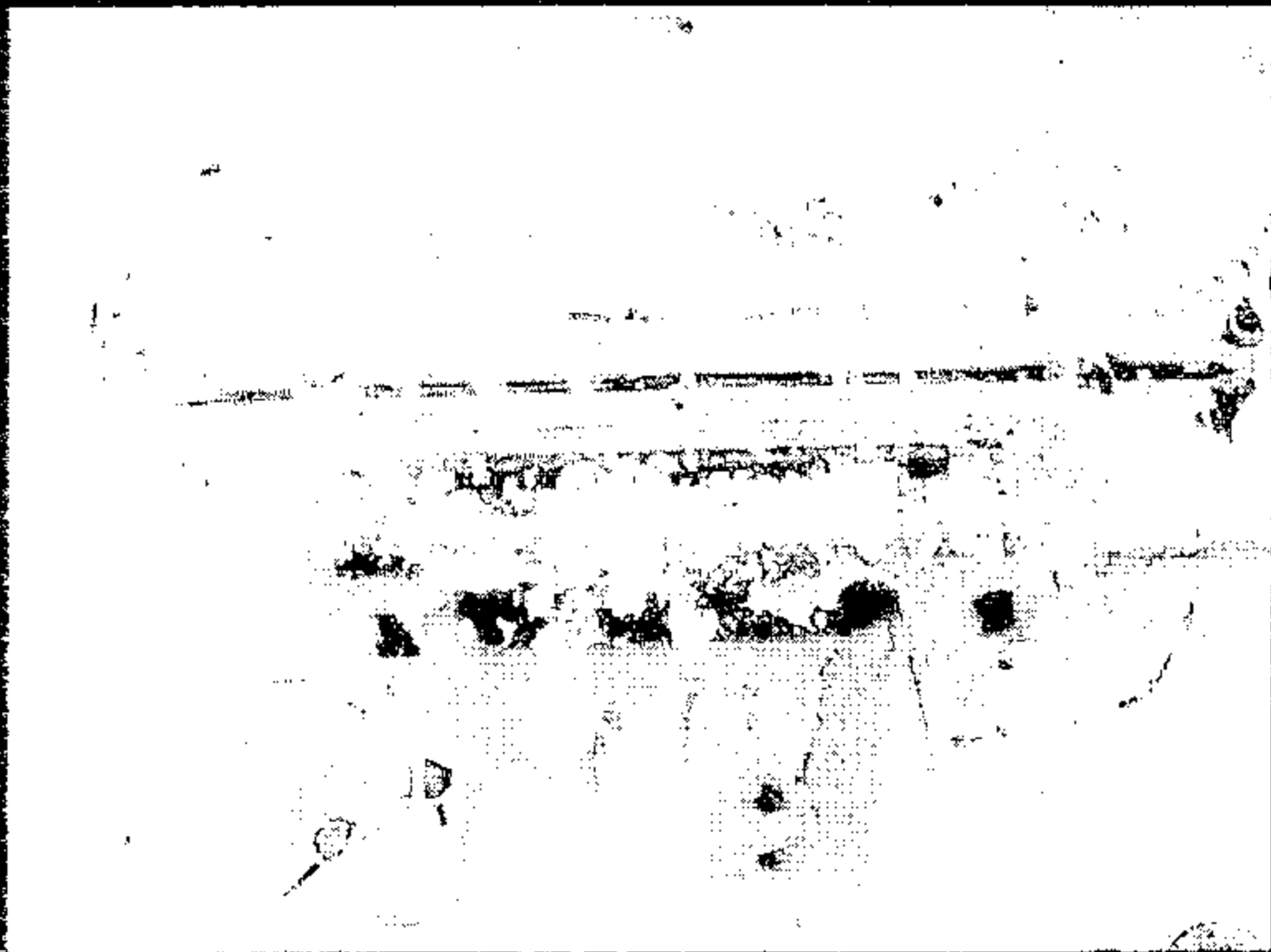
#17

CLOSE UP COIL AREA RT.

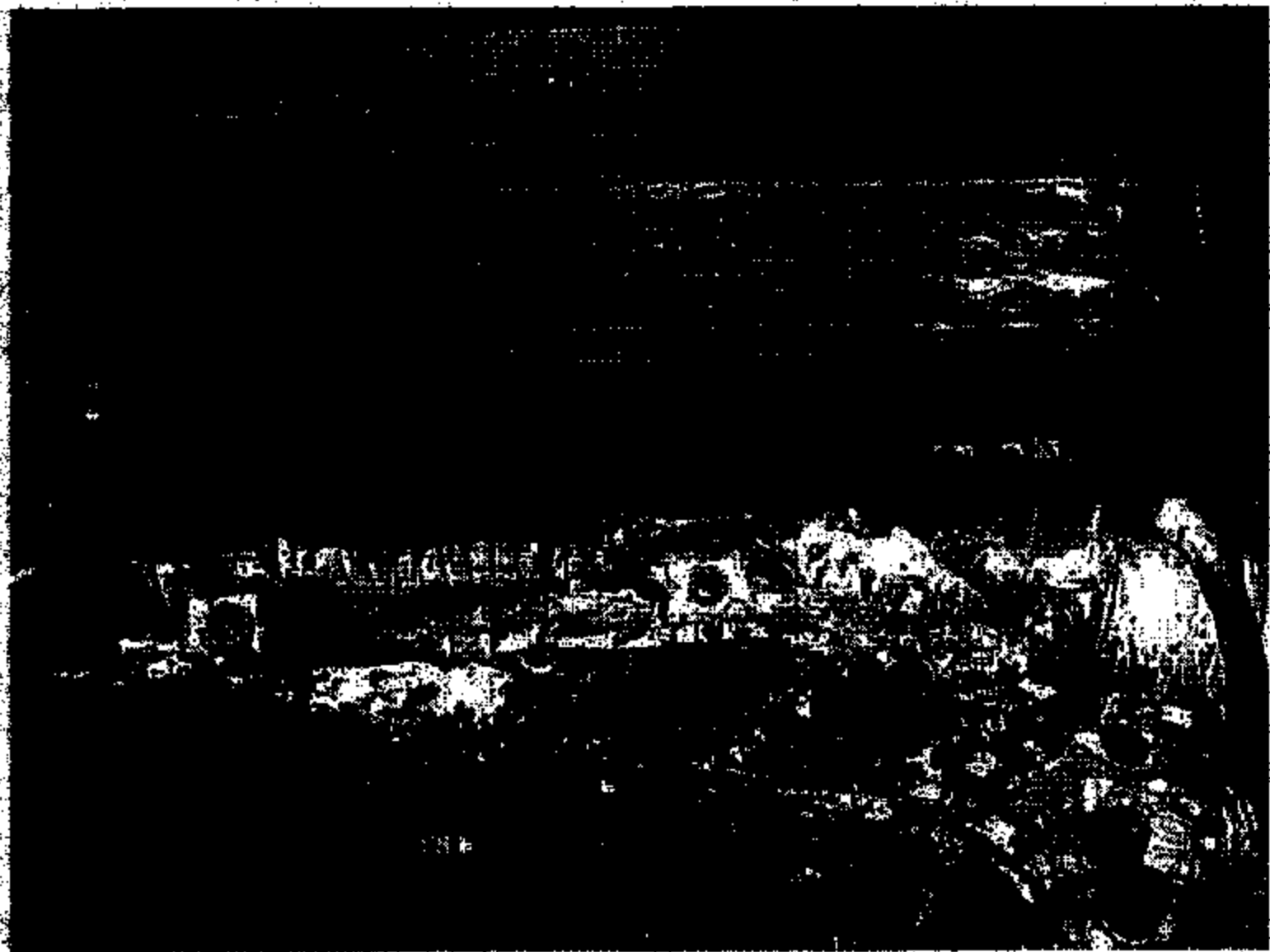


18

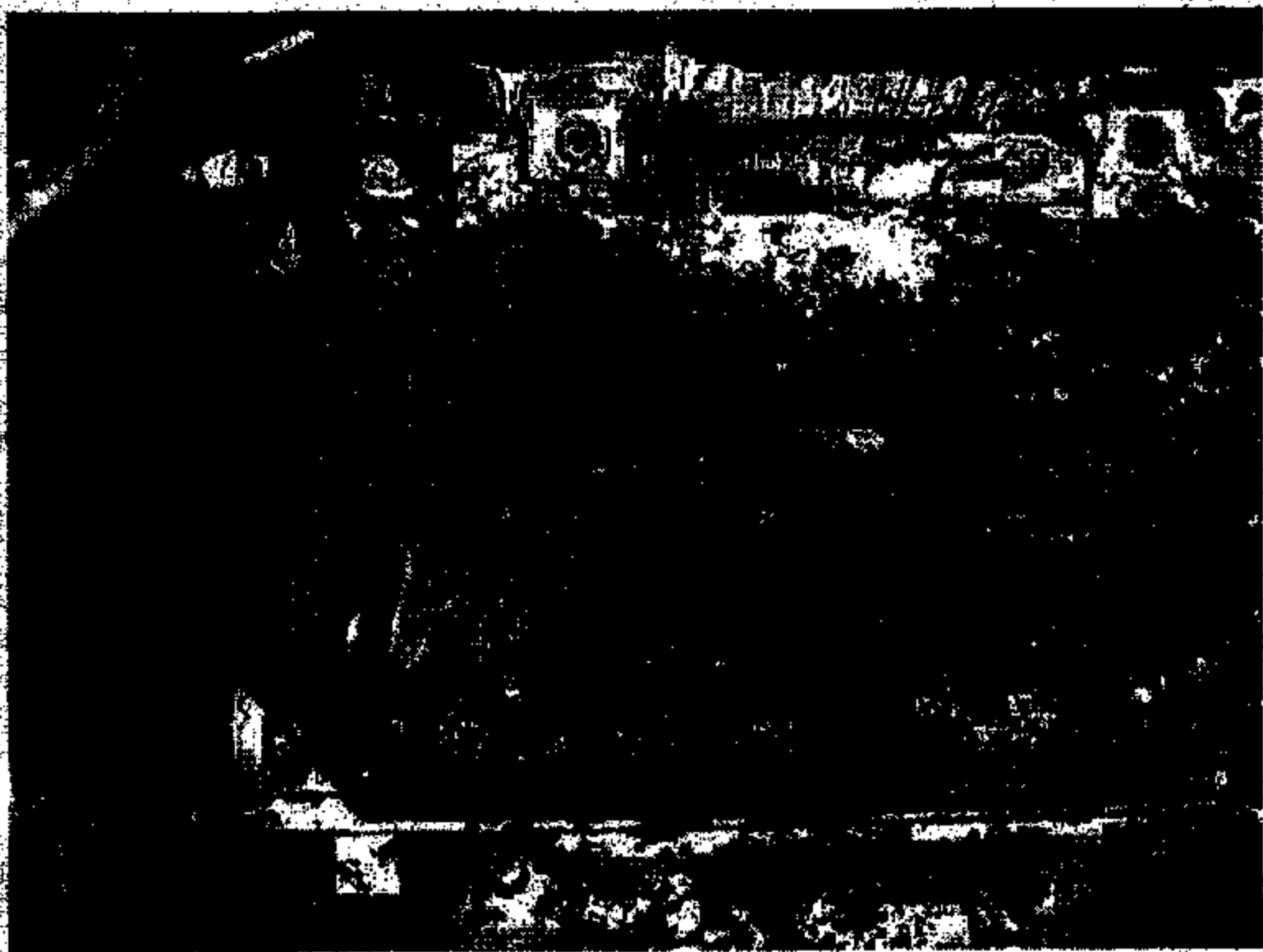
CLOSE UP LFT. SIDE ENGINE
NEAR COIL AREA



#19
FRONT OF ENGINE

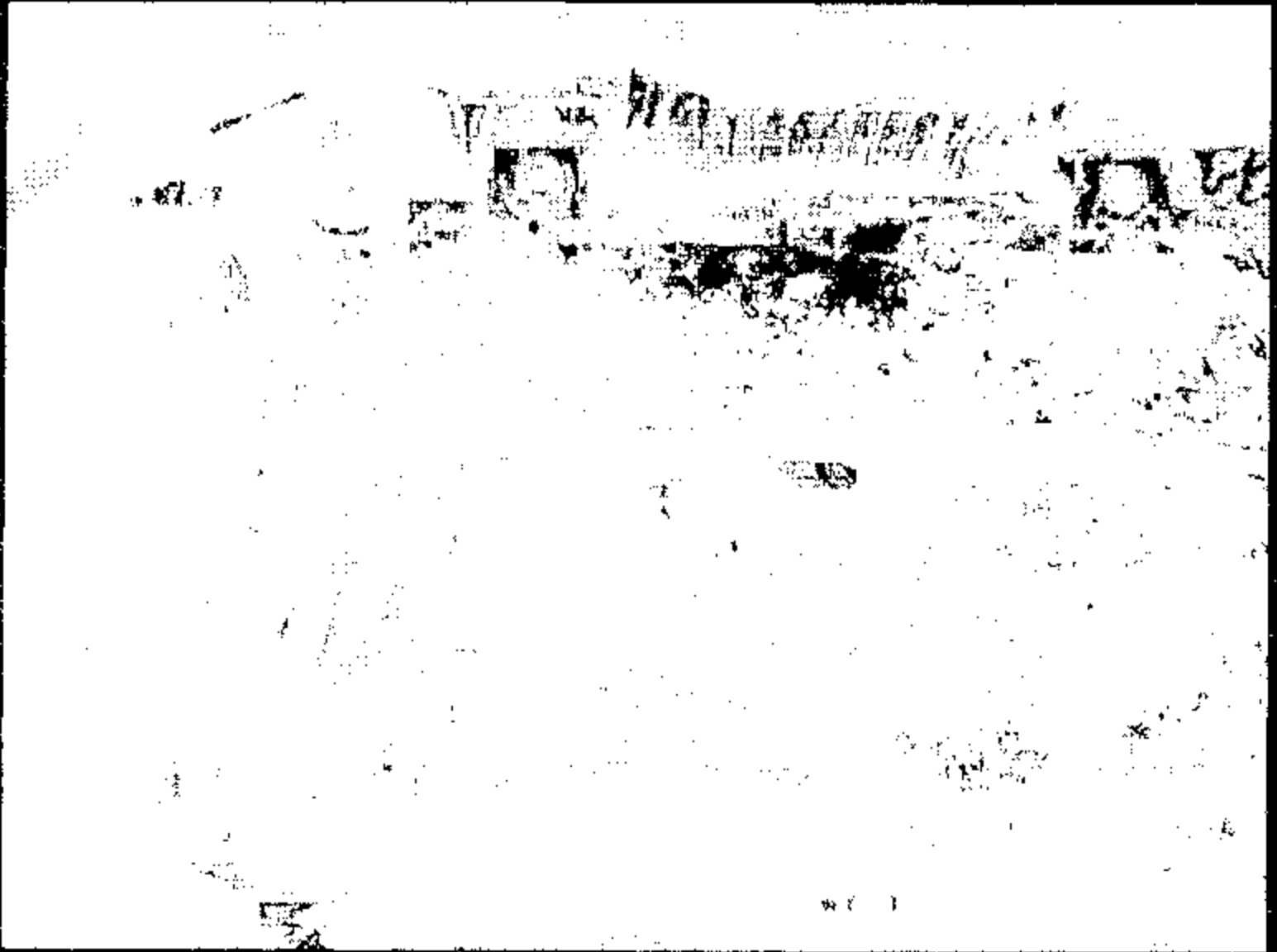


20
CLOSE UP OF
ENGINE



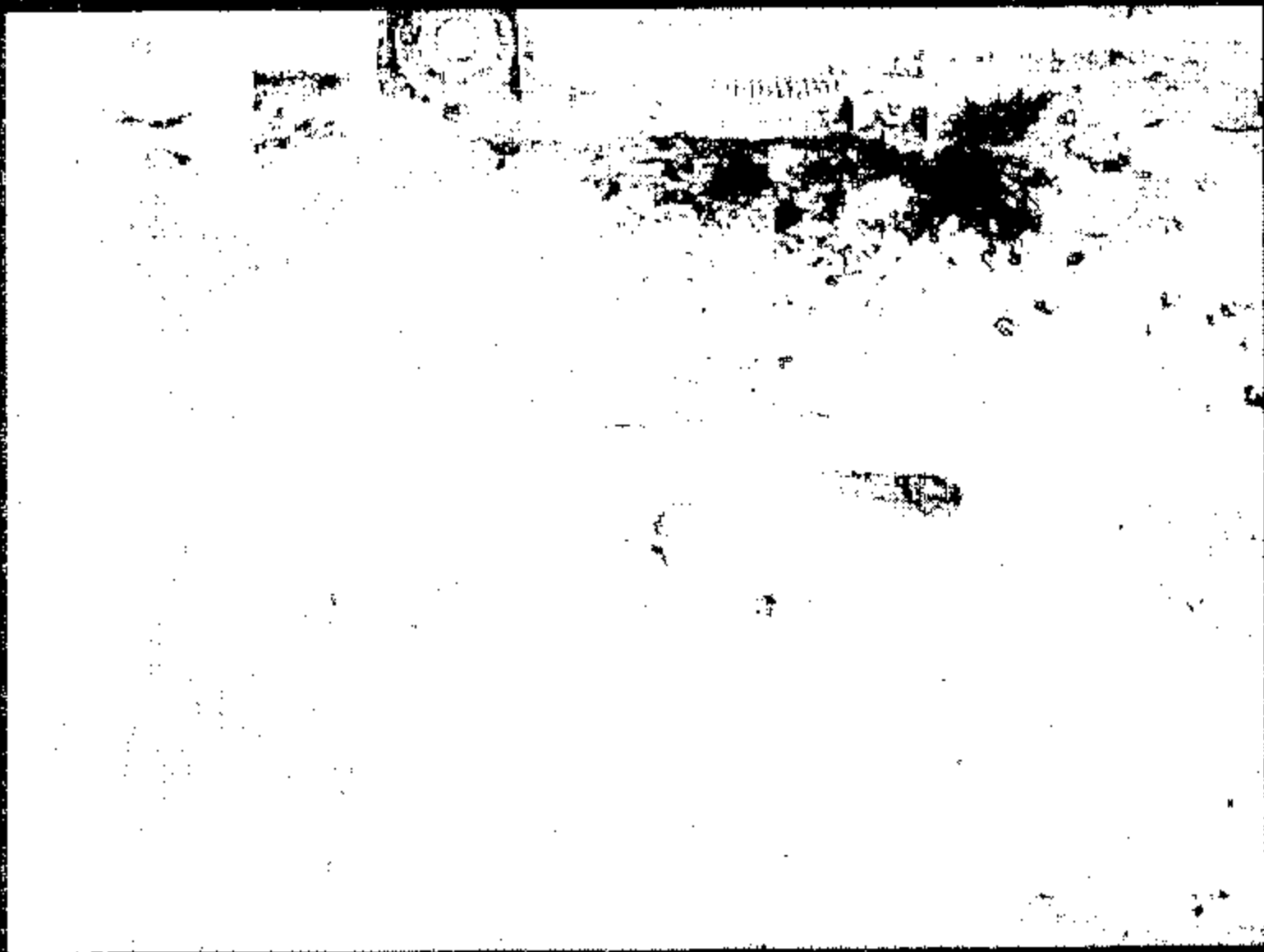
#21

AREA OF ENGINE - ORGANIC MATERIAL FOUND



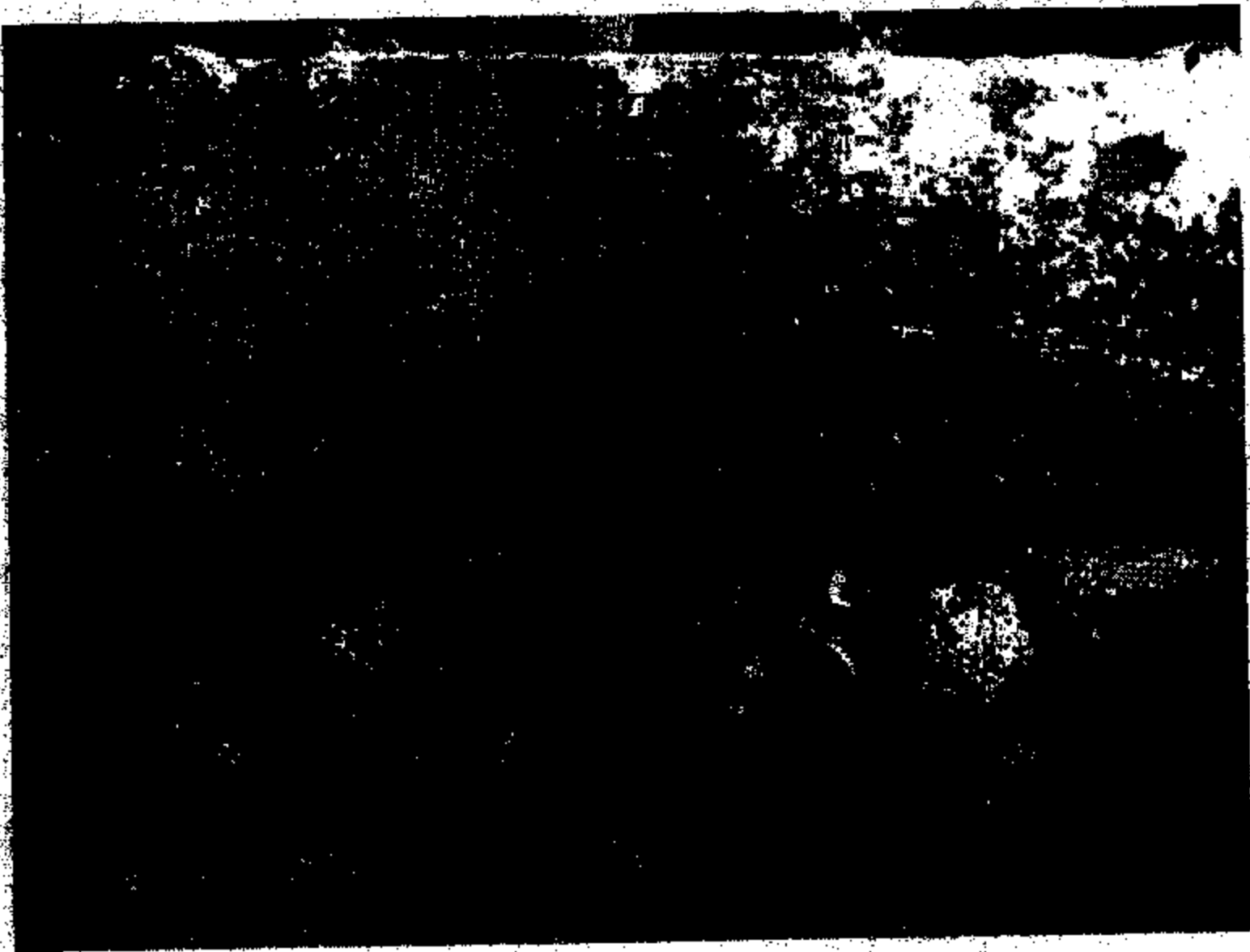
#22

VIEW OF LEFT SIDE OF ENGINE



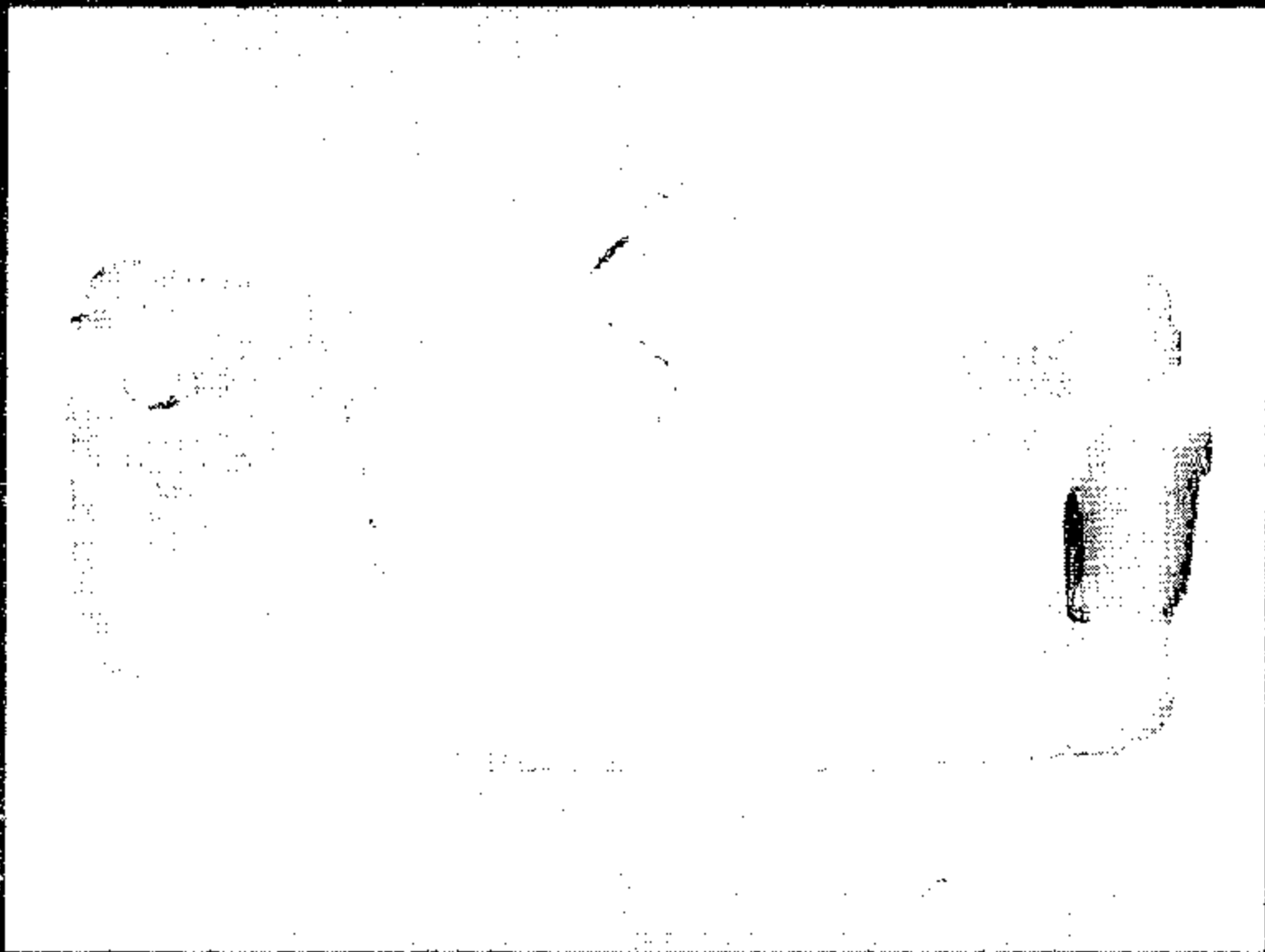
#23

CLOSE UP LT. SIDE OF ENGINE

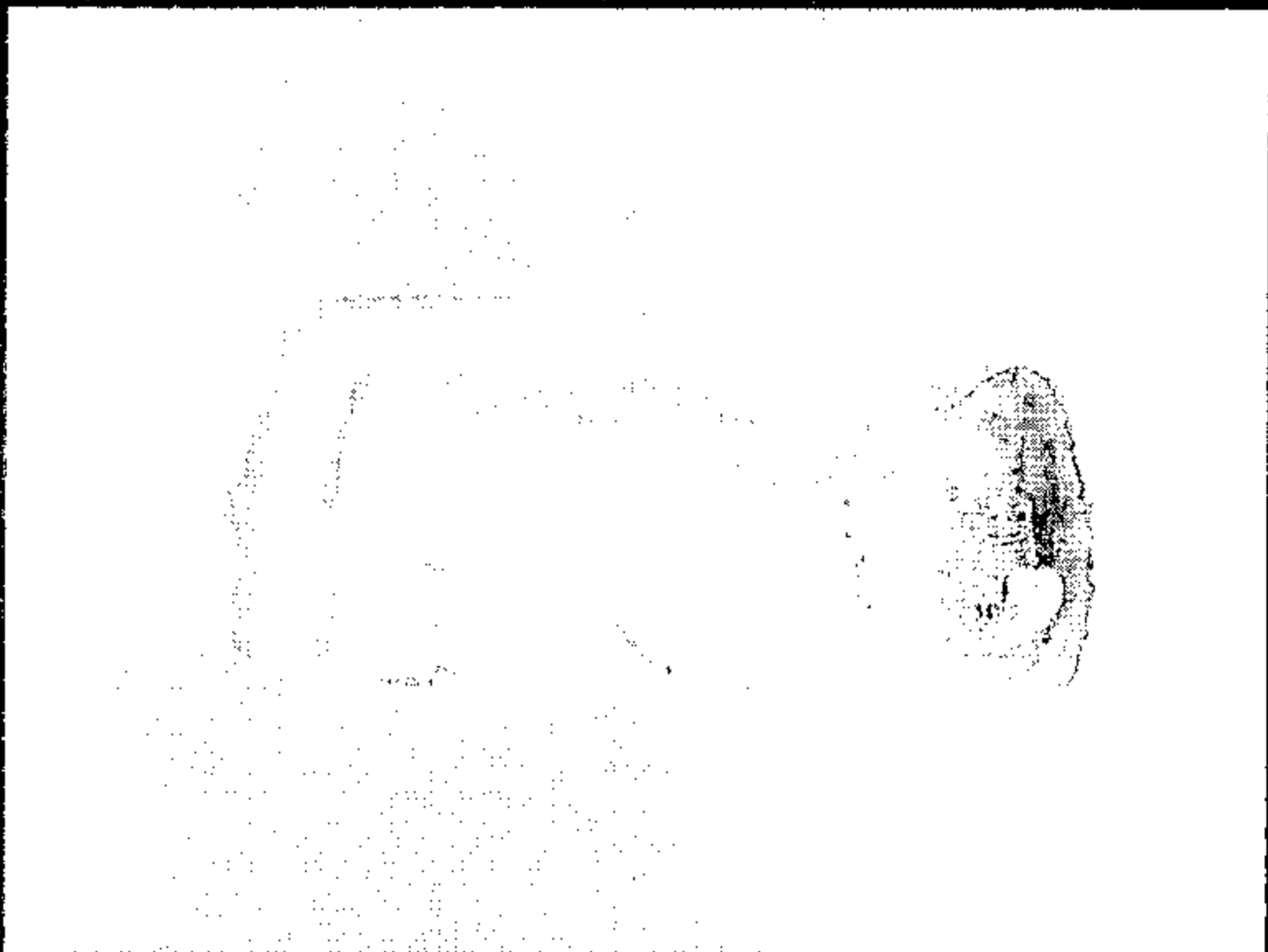


#24

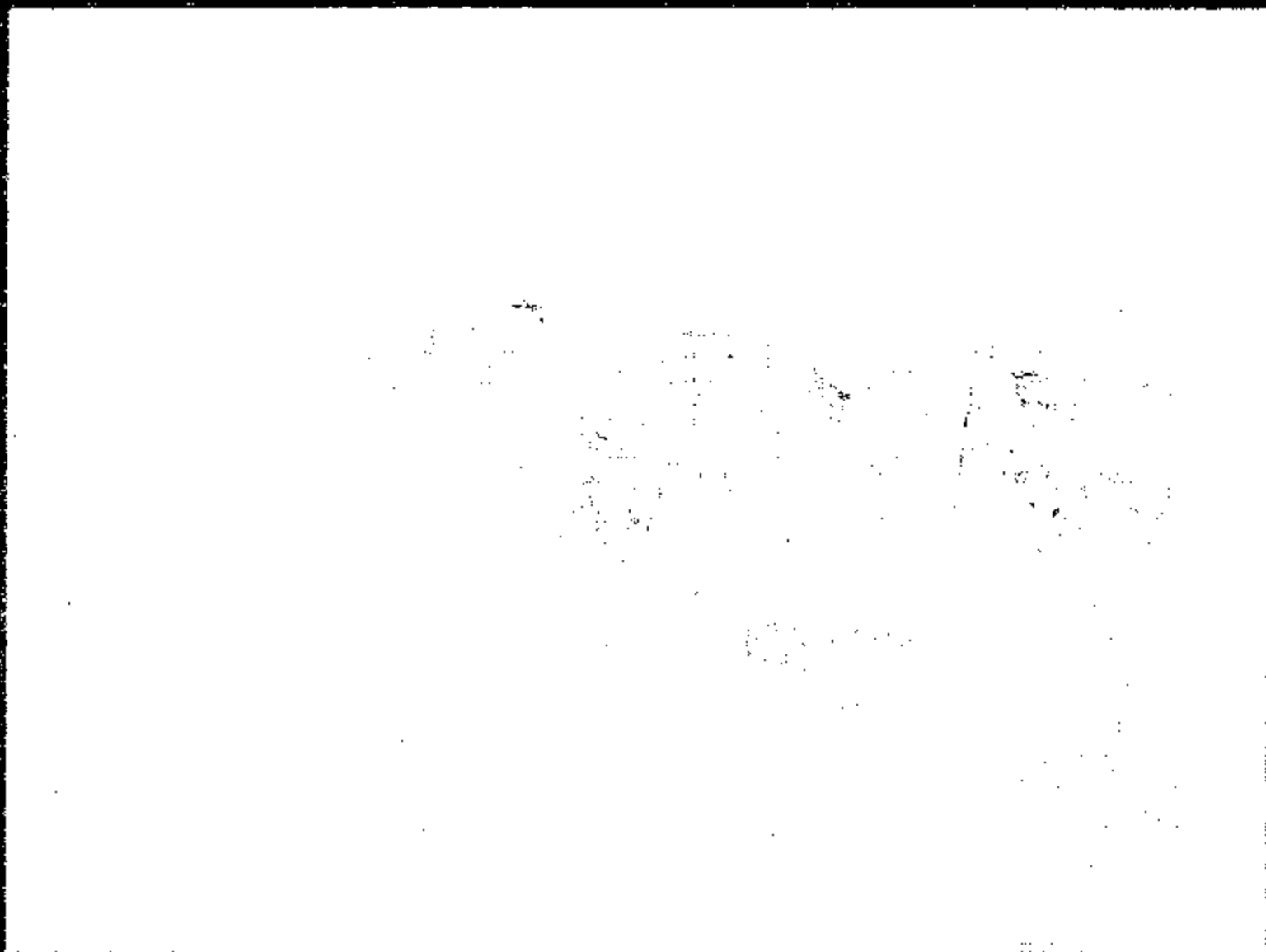
CLOSE UP OF AREA WHERE ORGANIC
MATERIAL FOUND



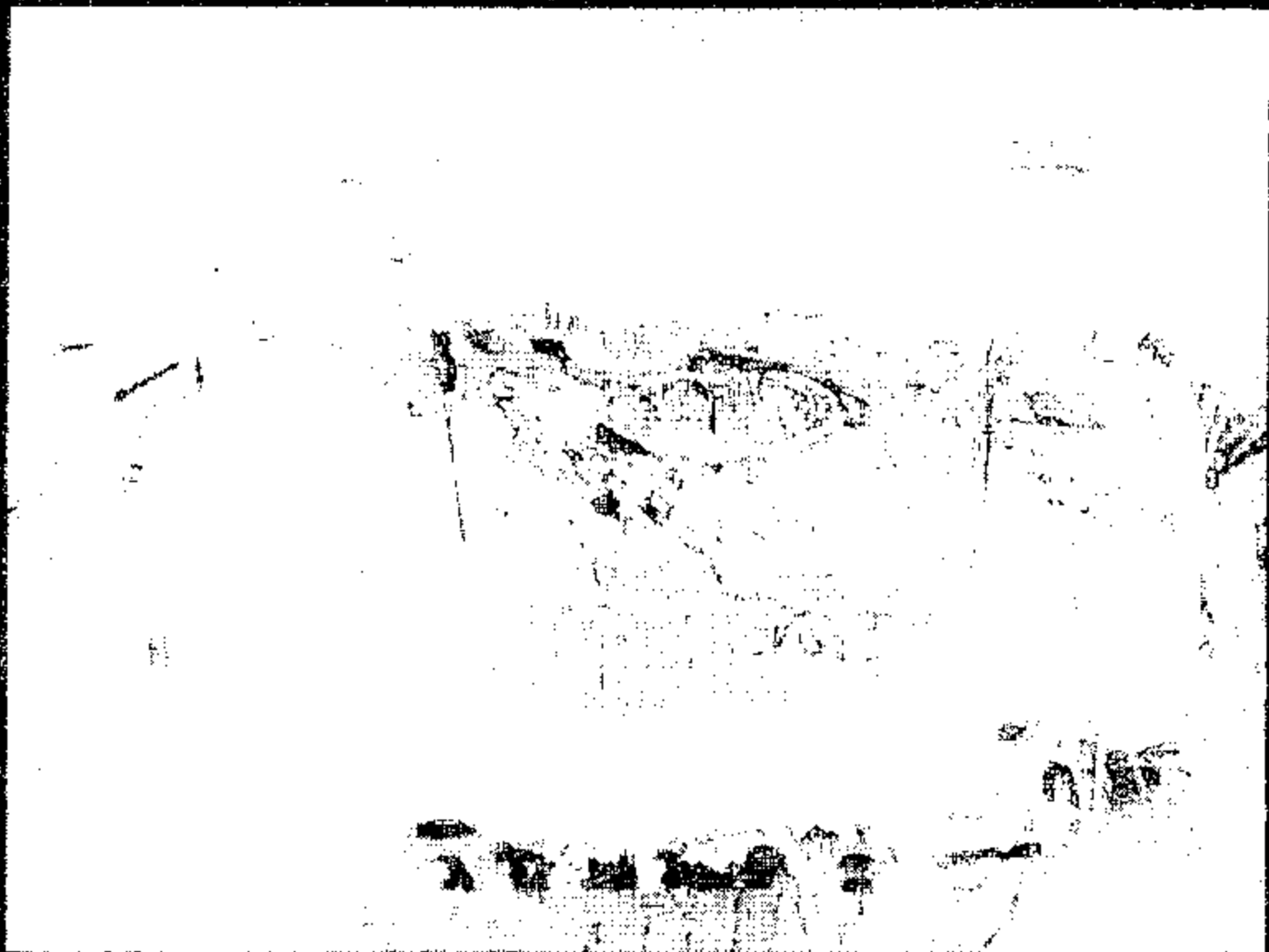
#25
Eprints Cover



#26
ENGINE COVER
INSIDE VIEW

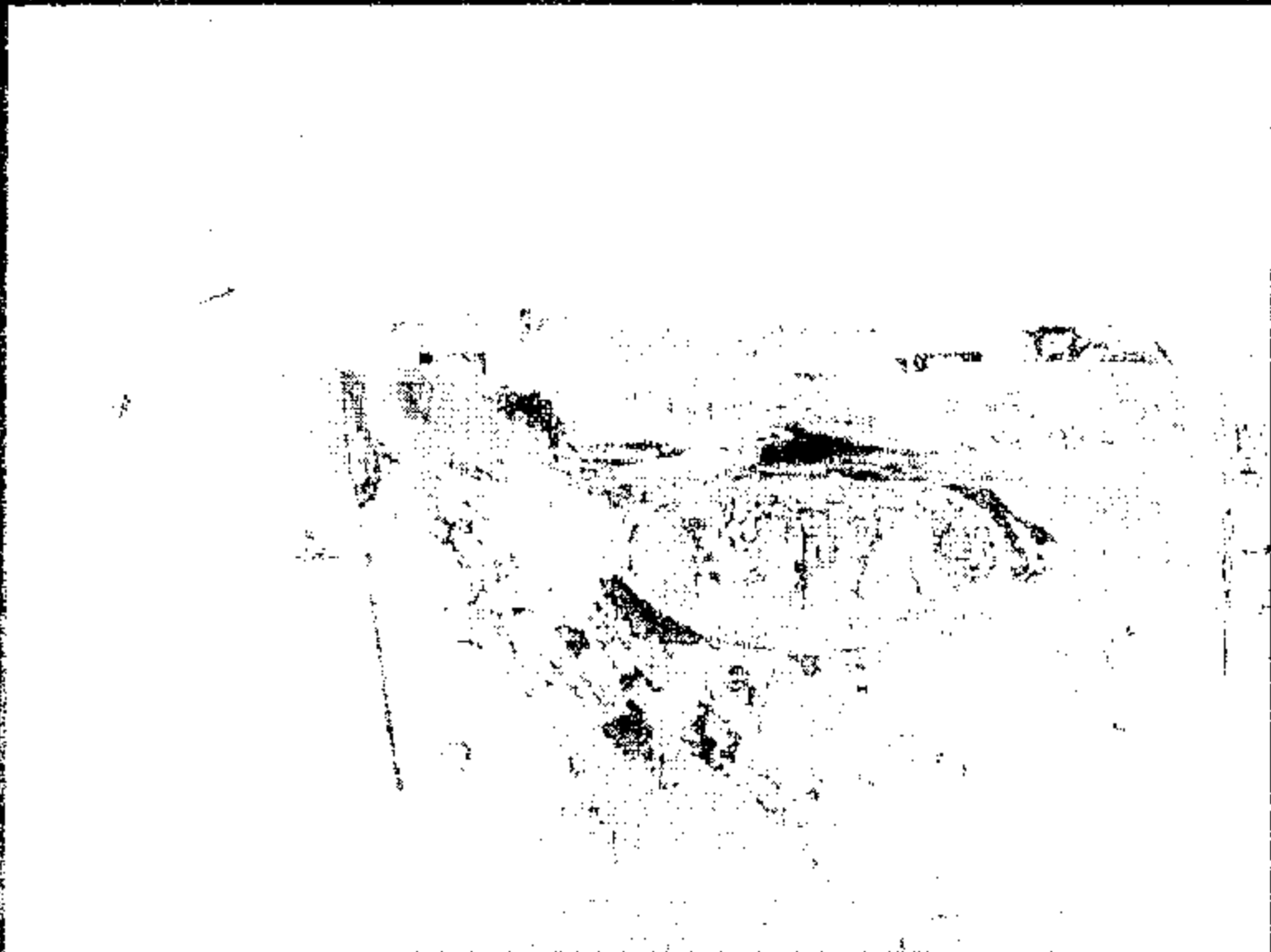


#27
Exhibit Cover
Outside view



#28

ENGINE COVER BACK
ON ENGINE



#29
CLOSE UP
ENGINE COVER
ON ENGINE

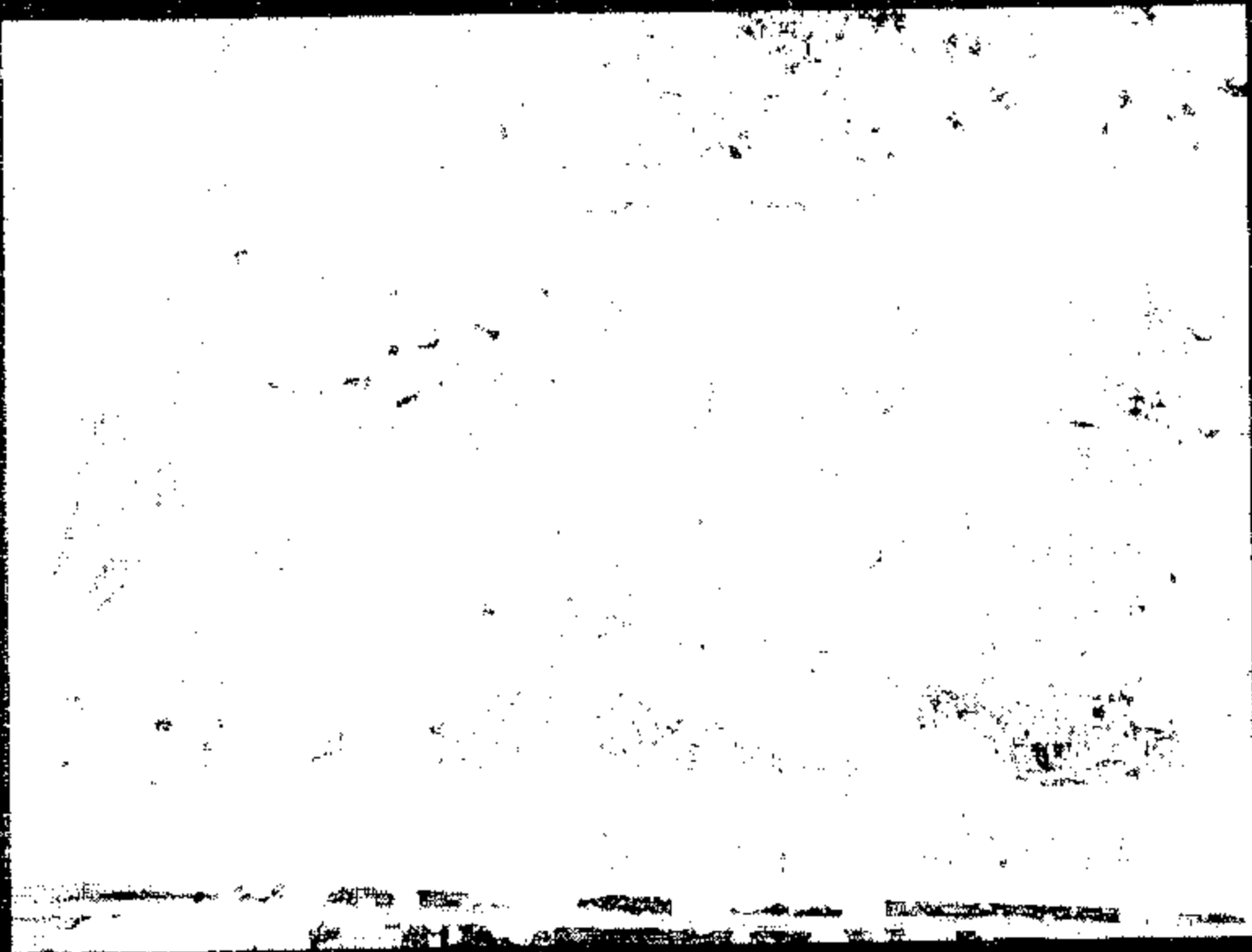
#31

ORGANIC MATERIAL REMOVED
FROM VALVE COVER



#31

CLOSE UP OF
ORGANIC MATERIAL
REMOVED FROM
VALVE COVER



#32
CLOSE UP OF AREA
WHERE ORGANIC MATERIAL
FOUND

#33
ORGANIC
MATERIAL
FROM VEHICLE



#34
ORGANIC
MATERIAL

#35

ORGANIC
MATERIAL

AMERICAN FAMILY INSURANCE COMPANY
 440 S. EXECUTIVE DRIVE
 BROOKFIELD, WI 53005
 (262) 784-9100

CD LOG NO 273 -0

02-12-02 9:56 PM

ESTIMATE

CLAIM INFORMATION

CLAIM #	00-601-311512	POLICY #	10-226722-01
COMPANY	AMERICAN FAMILY INSURANCE	CLM REP/AGENT	DENNIS MATT
INSURED	[REDACTED]	LOSS DATE	02-09-02
CLAIMANT		LOSS TYPE	COMPREHENSIVE
FILE NUMBER	PEDERSEN, JANE	FILE #	
LOSS PAYEE		ACCT #	PEDERSEN, JANE

INSPECTION

COMPANY	AMERICAN FAMILY INSURANCE		
TYPE	FIELD		
APPRAISER NAME	MARK CLOUGH	FAX	(800) 977-9029
WORK PHONE	(414) 784-9100	INSP DATE	02-12-02
ADDRESS	P.O. BOX 2927	LOCATION	
CITY STATE	MILWAUKEE WI	CITY STATE	
ZIP	53201-2927		

OWNER

CULAHY WI [REDACTED] WORKS HOME# [REDACTED]

REPAIR

ATTN BOB	SHOP LIC#
ROSEN NISSAN	CAR IN
5505 S. 27TH STREET	CAR OUT
GREENFIELD WI 53221-	REPAIR DAYS
	REG. ID 39-1632060
SHOP PHONE (414) 282-9300	FAX

VEHICLE

2002 KIA RIO CINCO 4 DR WAGON
 4CYL GASOLINE 1.5

OPTIONS

TWO-STAGE - EXTERIOR SURFACES	AIR CONDITIONING
POWER STEERING	AUTOMATIC TRANS
POWER BRAKES	AM-FM RADIO
SLIDING BACK GLASS	

BODY COLOR	BLUE	MILEAGE	3,825
CONDITION	GOOD	VIN	KHADC163926041210
LICENSE #	[REDACTED]	CODE	T999
LICENSE STATE	[REDACTED]	VEH INSP #	

REMARKS:

COLLECT DEDUCTIBLE FROM OWNER
 ANY SUPPLEMENTAL DAMAGE MUST BE APPROVED BY AN AMERICAN FAMILY REPRESENTATIVE

OP CODES:

* - USER-ENTERED VALUE	E - REPLACE OEM	NG - REPLACE NAGG
BC - QUALITY REPL. PART	EU - QLTY RECYCLED PART	BP - QUALITY REPL. PART
TE - PARTL REPL PRICE	ET - PARTL REPL LABOR	IT - PARTIAL REPAIR
I - REPAIR	L - REFINISH	SB - SUBLET
N - ADDITIONAL LABOR	RI - R&I ASSEMBLY	P - CHECK
AA - APPEAR ALLOWANCE	RP - RELATED PRIOR	UP - UNRELATED PRIOR

OP	GDE	MC	DESCRIPTION	MFR PART NO.	PRICE	AJ%	HOURS	R
E			VALVE COVER	REPLACE OEM	131.15*		1.0*2*	
E			VALVE COVER GASKET	REPLACE OEM	24.40*		INC*1*	
E			PCV VALVE	REPLACE OEM	7.90*		INC*1*	
B			PCV HOSE	REPLACE OEM	4.30*		INC*1*	
E			VENT HOSE	REPLACE OEM	11.30*		INC*1*	
E			OIL CAP	REPLACE OEM	12.25*		INC*1*	

E	IGNITION WIRES	REPLACE OEM	70.15*	INC*1*
E	TOP ENGINE SHIELD	REPLACE OEM	137.05*	INC*1*
SB	ENGINE SHIELD NUTS	SUBLET	0.70*	1
SB	ENGINE SHIELD BOLTS	SUBLET	2.30*	1
E	EXHAUST MANIFOLD HEAT SHI	REPLACE OEM	20.80*	0.5*2*
E	INJECTION HARNESS	REPLACE OEM	139.10*	2.5*2*
SB	CLEAN UP ENGINE AREA	SUBLET	100.00*	1

13 ITEMS

FINAL CALCULATIONS & ENTRIES
PARTS

GROSS PARTS \$ 558.40
OTHER PARTS
PAINT MATERIAL

ADJUSTMENTS	DISCOUNT	MARKUP	
PARTS TOTAL			\$ 558.40
TAX ON PARTS & MATERIAL @ 5.600%			\$ 31.27

LABOR	RATE	REPLACE HRS	REPAIR HRS	
1-SHEET METAL	\$ 42.00			
2-MECH/ELEC	\$ 73.00	4.0		\$ 292.00
3-FRAME	\$ 42.00			
4-REFINISH	\$ 42.00			
5-PAINT	\$ 22.00			

LABOR TOTAL		\$ 292.00
TAX ON LABOR @ 5.600%		\$ 16.35
TAX ON SUBLET @ 5.600%		\$ 5.77
SUBLET REPAIRS		\$ 103.00
TOWING		\$ 63.60
STORAGE		

GROSS TOTAL	\$ 1,070.39
LESS: DEDUCTIBLE	\$ 50.00-

NET TOTAL	\$ 1,020.39
-----------	-------------

FIN No
SPPL No
ADP PENPRO W0338 ES LOG 273 -0 02-14-02 08:57:58 REL 3.38 CD 01/02
COPYRIGHT, AUTOMATIC DATA PROCESSING, INC. 1999

NOTICE: WHEN SELECTING A REPAIR FACILITY, THE VEHICLE OWNER SHOULD CONSIDER THAT THE REPAIRS TO THIS VEHICLE MAY REQUIRE SPECIFIC WELDING EQUIPMENT AND THE RESTORATION OF CORROSION RESISTANT COATINGS AS RECOMMENDED BY THE MANUFACTURER. FAILURE TO HAVE THE VEHICLE PROPERLY REPAIRED COULD RESULT IN A SAFETY HAZARD.

"NOTICE"

"THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF ONE OR MORE REPLACEMENT PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. WARRANTIES APPLICABLE TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE MANUFACTURER OR DISTRIBUTOR OF THE REPLACEMENT PARTS RATHER THAN BY THE MANUFACTURER OF YOUR MOTOR VEHICLE."

"AFTERMARKET OR REPLACEMENT PARTS ARE IDENTIFIED ON THE ESTIMATE BY THE WORDS, "QUALITY REPLACEMENT PART", "PKN" OR "ECONOMY PART". YOUR CLAIM REPRESENTATIVE CAN EXPLAIN FURTHER."

.....THIS IS NOT AN AUTHORIZATION TO REPAIR. VEHICLE OWNER MUST AUTHORIZE.
.....AGREED REPAIR PRICE ONLY.
.....WE ACCEPT AND AGREE TO DO THE DESCRIBED REPAIRS AT TOTAL
REPAIR COST AS SHOWN. SIGN.....DATE.....
ANY SUPPLEMENT MUST HAVE PRIOR APPROVAL OF A REPRESENTATIVE OF THIS COMPANY.

21:30:11
2/13/02

Kia Motors America
Consumer Affairs Case In

Page: 1
CFR3100

The case details are as follows:

CASE ID: K65316
Case Title: ACCIDENT FIRE-GOLDING.

Customer Name: [REDACTED]
Customer Phone: [REDACTED]
Alt Phone: [REDACTED]
Resp. Priority: Non-Priority
Cust. Severity: Low
Case VIN: KNADC163926041210
Case Type Lvl1: Complaint
Case Type Lvl2: Repair Assistance
Case Type Lvl3: Not Applicable
Dealer Code: WI001
Dealer Name: Rosen Kia

Case History:

*** PHONE LOG 02/12/2002 03:19 PM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. MY CAR HAD AN ENGINE FIRE NEAR THE SPARK PLUG
2. WE HAD THE CAR TOWED TO THE DEALERSHIP
3. THE DEALERSHIP DID NOT SEEM TO CARE.
4. I E-MAILED KMA AND GOT A RESPONSE FROM A PAUL STAFLETON.
5. THE CAR IS AT THE DEALERSHIP NOW.
6. THE CAR HAS BEEN RUNNING ROUGH FOR A WHILE BEFORE THIS INCIDENT HAPPENED.
7. I JUST WANT KIA TO STAND BEHIND THE PRODUCT
8. THE DEALERSHIP ROSEN KIA DOES NOT SEEM LIKE THEY ARE GOING TO DO THAT.
9. THAT IS WHY I E-MAILED KM AND CALLED THIS NUMBER.

WRITER STATES.

1. I AM SORRY ABOUT THE SITUATION
2. LET ME DO SOME RESEARCH ON THE SITUATION
3. I WILL RETURN YOUR CALL TOMORROW AFTER I SPEAK TO THE DEALERSHIP

*** PHONE LOG 02/12/2002 03:49 PM US Mountain Standard Time SLarez Action
Type:Outgoing call

WRITER CALLED DEALERSHIP AND SPOKE TO STEVE LARSON A SVC ADVISOR.

STEVE STATES.

1. I AM NOT 100 SURE OF WHAT IS GOING ON.
2. MY INITIAL DIAGNOSES IS THAT IT MAY BE A MOUSE
3. IT WOULD BE BETTER TO SPEAK TO THE SVC MGR.
4. HE HAS GONE HOME FOR THE DAY.

CUSTOMER STATES.

1. I WILL CONTACT HIM TOMORROW

COVER LETTER**DATE:** February 14, 2002**TIME SENT:** 8:25**NUMBER OF PAGES SENT INCLUDING COVER LETTER:** 7**ATTENTION:** Bob/Service**COMPANY AND DEPARTMENT:** Rosen**TRANSMITTING FROM FAX (414) 570-2489 TO: (414) 282-0193****FROM:** [REDACTED]**REGARDING:** 2002 Kia**SPECIAL INSTRUCTIONS:**

Following is copies of the Incident Reports from the Police Department and Fire Department. The District Parts Service Manager for Kia is going there today to look at the vehicle; please give him these reports. I have forwarded a copy of both reports to my insurance company.

Please call me at 414-570-3121 if you have any questions.

NOTE: If you need a re-send of any page, please call 414-570-3121. If you do not call, we will assume that you have received the page(s) satisfactorily.

THE DOCUMENTS ACCOMPANYING THIS TELECOPY TRANSMISSION CONTAIN INFORMATION FROM SENDER WHICH IS CONFIDENTIAL AND/OR PRIVILEGED. THIS INFORMATION IS INTENDED TO BE FOR THE USE OF THE INDIVIDUAL OR ENTITY NAMED ON THIS TRANSMISSION SHEET. IF YOU ARE NOT THE INTENDED RECIPIENT, BE AWARE THAT ANY DISCLOSURE, COPYING, DISTRIBUTION OR USE OF THE CONTENTS OF THIS INFORMATION IS PROHIBITED AND MAY CONSTITUTE AN INVASION OF THE PRIVACY OF THE INTENDED RECIPIENT. IF YOU HAVE RECEIVED THIS TELECOPY IN ERROR, PLEASE NOTIFY US BY TELEPHONE (COLLECT) IMMEDIATELY SO THAT WE CAN ARRANGE FOR THE RETRIEVAL OF THE ORIGINAL DOCUMENTS AT NO COST TO YOU.

STANLEY POLICE DEPARTMENT
6090 South Lake Drive
Columby, WI 53110, Phone 761-2800, FAX 769-2359

INCIDENT / OFFENSE REPORT - PAGE 1

Printed: 02/23/02 10:24

Report Date: 02/09/02 Report Time: 10:36 Day of Week: SATURDAY Report To: Stahl, Francis E., P.O. How Received: MOPR INCIDENT # 761-0281

Nature of Incident (Offense): VEHICLE FIRE Statute Number:
Additional Offenses/Statutes:

Incident Address: Section Code: 4 From Date/Time: / / To Date/Time: 02/09/02 10:36

Complainant Name: DOB: Phone: Address: Employment Place/Phone:

Complainant For: DOB: Phone: Address: Employment Place/Phone:

TTY Entered: TTY Controlled: Date Closed: Date Received:

Cleared by Arrest: CPO System Entered By: News, Kim T., MPO Date: 02/20/02

V Code: Vch Type: Vch Style: Vch Color Solid/Top: Bottom:
M Vch Feature(s):
I:
C Year: Make: License: License Year: State:
L:
S:

Method of Entry: Instrument Used: Method of Entry: Complainant was:

PHYSICAL EVIDENCE (Codes):

- 01 Glove Print
- 02 Foot Prints
- 03 Stains/Blood & Semen
- 04 Tool Marks
- 05 Fingerprint
- 06 Tool-Instru.
- 07 Tire Tracks
- 08 Photographs
- 09 Insulat-Dust
- 10 Weapon
- 11 Shell CS/Bullets
- 12 Paint Samples
- 13 Hair
- 14 Glass Frags
- 15 Documents
- 16 Mud/Soil
- 17 Clg Deter
- 18 Drugs/Pow
- 19 Clothing
- 20 Vehicle
- 21 Other

TYPE OF EVIDENCE:

Disposition of Evidence: Prop Tag # Officer ID Mark

Report Officer: Stahl, Francis E., P.O. Assisting Officer:

Employee Number: 761024 Date: 02/09/02 Time: 10:36 Command Officer:

1610-10300
STANLEY POLICE DEPARTMENT
6090 SOUTH LAKE DRIVE
COLUMBY, WI 53110-0100

WISCONSIN POLICE DEPARTMENT -- OTHER INDIVIDUALS INVOLVED

INCIDENT / OFFENSE REPORT - PAGE: 2

1000 South Lake Drive
Cudahy, WI 53110, Phone 789-3100, FAX 8 789-3289

Printed: 07/13/03 10:24

VICTIM	Name	DOB	Sex	Race	Age	Hgt	Wgt	Eyes	City/ST/zip	County	WI	53110	INCIDENT #	102-0181
	Address												Arrest #	
	Employment												Phone	747 8240
	Hair color			Hair Style		Hair Length		Mask Color					Shoes	Hat
	Glasses			Mask		Coat		Jacket						
	Shirt			Pants										
	Type of shoes							Tattoos						Scars
	Brace			Wicks										
	Weapon Type					Weapon Feature								

WI-10300
CUDAHY POLICE DEPARTMENT
1000 S. LAKE DR.
P.O. BOX 10000
CUDAHY, WI 53110-0100

INCIDENT / OFFENSE REPORT - PAGE: 3

JOINT POLICE DEPARTMENT -- DESCRIPTION OF PROPERTY

255 South Lake Drive
Milwaukee, WI 53118, Phone: 769-2200, FAX: 769-2255

Printed: 02/13/02 10:24

Item #	Qty	Brand Name	Serial Number	Type and Description	Prop Value	Prop Rcvd	Jur YACID#
1	1	KIA	613CLR	TRUCK ENGINE TO ENGINE	2000.00		102-6392

MILWAUKEE
POLICE DEPARTMENT
S. LAKE DR.
MILWAUKEE, WI 53118-0100

NARRATIVE Page: 1 Date: 02/07/02 Officer: Stahl

Incident # 102-0281

SOURCE: Radio dispatched to 5646 S. Kirkwood Avenue to what was reported as a car on fire at that address.

VEHICLE DESCRIPTION: Blue 2002 Kia, Rio, station wagon with Wisconsin plate number (629CLR).

INFORMATION: Upon my arrival, [REDACTED] had the hood of the above-mentioned vehicle opened and was throwing snow on the engine. I did retrieve the fire extinguisher from squad #6 and was able to put out the remaining flames, which were coming from the top of the engine. CFD arrived shortly thereafter and disconnected the battery to the vehicle.

[REDACTED] stated that she started the vehicle up when it was parked in the garage at [REDACTED]. She stated that it was running a little rough and she was backing the vehicle down the driveway and told her husband, [REDACTED] that the vehicle was running rough. [REDACTED] then noticed an odor of something burning, at which time she told [REDACTED] and he told her to shut the vehicle off, which she did. Both [REDACTED] and [REDACTED] then noticed smoke coming from the engine area or hood area. It was obvious to both [REDACTED] that something was burning underneath the hood and [REDACTED] did open the hood and began throwing snow on the engine because there were flames coming from the vehicle.

DISPOSITION: [REDACTED] stated she got her vehicle back in August 2001. CFD did remove a black plastic cowling from the top of the engine and it appeared as though a possible faulty spark plug wire started the fire. The wire was burned and was possibly the origin of the fire. There was nothing suspicious about the nature of the fire. It appeared to be strictly mechanical. The HESIAK's needed this report for insurance purposes. This report forwarded for review.

Officer Francis E Stahl, 2635

Km1765

I do hereby certify that the attached report is a true and correct copy of the original on file and of record within this Department.

Dated this _____ day of _____, 20____

On-duty Police Clerk

0001 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 00

B Location:

Street address
 Intersection
 In front of
 Near of
 Adjacent to
 Intersection

Address: [REDACTED]
 City: [REDACTED] State: [REDACTED] Zip: [REDACTED]

Special Type: [REDACTED] Profile: [REDACTED]

C Incident Type:

Burglary vehicle class

D Aid Given or Received:

Medical aid rendered
 Automatic aid given
 Other aid given

E1 Date & Time: Month: 02, Day: 09, Year: 2002, Time: 10:30:00

E2 Shifts & Alarm: Alarm Status: [REDACTED]

E3 Special Studies: Local Option: [REDACTED]

F Actions Taken:

Investigated
 Salvage checked
 Evidence removed

G1 Recoveries: Approximate Personal Property: 0002, Personal: 0002

G2 Estimated Dollar Losses & Values: Property: 000, 000; Contents: 000, 000

H Completed Modules: P100-1, P100-2, P100-3, P100-4, P100-5, P100-6, P100-7, P100-8, P100-9, P100-10, P100-11

I Hazardous Materials Release: 1. [REDACTED], 2. [REDACTED], 3. [REDACTED], 4. [REDACTED], 5. [REDACTED], 6. [REDACTED], 7. [REDACTED], 8. [REDACTED], 9. [REDACTED], 10. [REDACTED]

J Special Use Property: 10. [REDACTED], 20. [REDACTED], 30. [REDACTED], 40. [REDACTED], 50. [REDACTED], 60. [REDACTED], 70. [REDACTED], 80. [REDACTED], 90. [REDACTED], 00. [REDACTED]

K Property Use Structures:

121 [] Church, place of worship	341 [] Clinic, clinic type infirmary	639 [] Warehouse
161 [] Restaurant or eatery	361 [] Doctor/dentist office	679 [] Motor vehicle/body sales/repair
162 [] Bar/tavern or nightclub	381 [] Prison or jail, not juvenile	671 [] Gas or service station
212 [] Elementary school or kindergarten	419 [] 1- or 2-family dwelling	699 [] Business office
215 [] Elementary school or kindergarten	429 [] Multi-family dwelling	615 [] Electric generating plant
216 [] High school or junior high	439 [] Nursing/nursing home	629 [] Laboratory/science lab
241 [] College, adult education	449 [] Commercial hotel or motel	700 [] Manufacturing plant
211 [] Care facility for the aged	489 [] Residential, board and care	819 [] Livestock/poultry storage(barn)
321 [] Hospital	444 [] Down town/townhouse	822 [] Non-residential parking garage
	519 [] Food and beverage sales	831 [] Warehouse
Outside	939 [] Vacant lot	841 [] Construction site
124 [] Playground or park	938 [] Fenced/care for plot of land	844 [] Industrial plant yard
224 [] Swamp or wetland	948 [] Lake, river, stream	
449 [] Forest (timberland)	951 [] Railroad right of way	
807 [] Outside storage area	940 [] Other street	
919 [] Dump or sanitary landfill	941 [] Highway/divided highway	
921 [] Open land or field	942 [] Residential street/diversity	

Special Use Property: [REDACTED]

Local Option

Business name (if applicable)

Area Code Phone Number

COPY

Mr., Mrs., Miss, First Name

Address

City

State

Zip Code

Have people (other than you) check this box and attach supplemental forms (CPFRS-18) as necessary

Local Option

Business name (if applicable)

Area Code Phone Number

Mr., Mrs., Miss, First Name

Address

City

State

Zip Code

L Remarks

Call received as a motor vehicle fire. Upon our arrival, Nothing showing. Investigation found CPD Officer Stahl had made extinguishment using an ABC Dry Chemical extinguisher prior to our arrival. CPD did overhaul operations and de-energized motor vehicle. Owner stated she had started vehicle in garage, was operating "rough", and pulled vehicle out of garage and out on the driveway where she noticed smoke and fire from engine compartment. Extinguishment was attempted by owner/occupant by putting snow at fire origin. Fire origin was found underneath a foam insulated plastic shroud at the passenger side spark plug wire connector. Fire cause was undetermined. Accumulation of leaves/tree seeds underneath the spark plug wires and in contact with engine was noted at fire origin. Unable to determine if leaves/seeds igniting by previous hot engine run ups or a possible electrical short at this location igniting leaves/tree seeds and foam insulation. Area secured and owner notified of conditions. Insurance Carrier: American Family Insurance.

L Authorization

2970 Krzyzanowski, David M CPD 02 09 2002

Officer in charge Signature Position or rank Assignment Month Day Year

2970 Krzyzanowski, David M CPD 02 09 2002

Officer Signature Position or rank Assignment Month Day Year

ROSEN NISSAN

5505 South 27th Street
Greenfield, Wisconsin 53221
(414) 282-9300

Estimate of Repairs

NAME OF CAR		YEAR	TYPE	LICENSE NO.	MILEAGE	VEHICLE NO. AND/OR SERIAL NO.	DATE
KIA		02	Rio		2825	KNADL163926041210	2-12-02
INSURED BY		ADJUSTER		INSPECTOR		PHONE HOME BUSINESS	
Prod Date 5-25-01							

NO.	DESCRIPTION	PARTS	LABOR	SUBLET
✓	Valve cover OK30E-10-220A	131 15	1 0	
✓	Valve cover gasket OK30E-10-235	24 40		
✓	PCV valve OK30E-13-990	7 90		
✓	PCV hose OK30E-13-741C	4 30		
✓	Vent hose OK30E-13-940B	11 30		
✓	Oil cap 26510-2X001	12 25		
✓	Ign wires 27400-2X140	70 15		
✓	Top engine shield 29240-2X000	137 05		
✓	Top engine shield nuts K90906-0602B 35 2x	70		
✓	" " " bolts 29217-23600 12 2x	2 30		
✓	Exhaust manifold h/athield OK2NC-13-390	20 90	1 5	
✓	Injection harness OK34Y-67-080H	139 10	2 5	
✓	Power wash engine area			100 00
	Towing			63 60
TOTALS		561 40	4 0	

THE ESTIMATE IS BASED ON OUR INSPECTION AND DOES NOT COVER ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN STARTED. AFTER THE WORK HAS STARTED, WORN OR DAMAGED PARTS WHICH ARE NOT EVIDENT ON FIRST INSPECTION MAY BE DISCOVERED. NATURALLY THIS ESTIMATE CANNOT COVER SUCH CONTINGENCIES. PARTS PRICES SUBJECT TO CHANGE WITHOUT NOTICE. THIS ESTIMATE IS FOR IMMEDIATE ACCEPTANCE.

LABOR	4.0 @ 26.80	217 00
PARTS	LESS	161 40
TOW		0
SUBLET		163 60
SUB TOTAL		107 00
TAX	26.66 @	16 95
TOTAL		1073 95

ESTIMATE WRITTEN BY *Tom Kelly*

THIS WORK AUTHORIZED BY _____



ROSEN
NISSAN



Date: 2-13-02

This FAX is directed to: MARK CLOUGH

Please notify this person that they have been sent a FAX.

URGENT? Yes No

Number of pages including the cover sheet: 2

Special instructions:

This FAX has been sent by: Bob Bergander

Department: Service

Company: _____

Phone: _____

ROSEN NISSAN

5505 South 27th Street
Greenfield, Wisconsin 53221
(414) 282-9300

Estimate of Repairs

NAME OF CAR		YEAR	TYPE	LICENSE NO.	WEIGHT	VEHICLE IDENTIFICATION NO.	DATE
KIA		02	RTO		2825	KNADCL63926041210	2-17-02
INSURED BY			ADJUSTER	INSPECTOR	PHONE		
Prod Date 5-25-01					HOURS		

QTY	PARTS	LABOR	SUBLET
✓	Valve covly OK30E-10-220A	131 15	
✓	Valve covly gasket OK30E-10-235	24 40	
✓	PCV valve OK30E-13-990	7 90	
✓	PCV hose OK30E-13-741C	4 30	
✓	vent hose OK30E-13-940B	11 30	
✓	oil cap 26510-2X001	12 25	
✓	Ign wires 27400-2X140	70 15	
✓	Top engine shield 29240-2X000	137 05	
✓	Top engine shield nuts K90906-0602B 1/2x	70	
✓	" " " bolts 29217-23600 1/2x	2 30	
✓	Exhaust manifold hardsield OK2NC-13-390	20 40	0 5
✓	Injection nozzles OK34Y-67-080H	139 10	2 5
✓	Power wash engine area		100 00
	Towing		63 60
TOTALS		561 40	4 0

THIS ESTIMATE IS BASED ON OUR INSPECTION AND DOES NOT COVER ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN STARTED. AFTER THE WORK HAS STARTED, WORN OR DAMAGED PARTS WHICH ARE NOT EVIDENT ON FIRST INSPECTION MAY BE DISCOVERED. NATURALLY THIS ESTIMATE CANNOT COVER SUCH CONTINGENCIES. PARTS PRICES SUBJECT TO CHANGE WITHOUT NOTICE. THIS ESTIMATE IS FOR IMMEDIATE ACCEPTANCE.

LABOR	5.2	212 00
PARTS	LESS	561 40
TOW		
SUBLET		163 60
SUB TOTAL		1017 00
TAX		76 95
TOTAL		1073 95

ESTIMATE WRITTEN BY *Tom Kelly*

THIS WORK AUTHORIZED BY _____



Physical Damage Analyst
 440 South Executive Drive
 Greenfield WI 53008
 Phone: 920.774.0100
 Fax: 920.774.0000
 Toll Free: 800.374.1111
 E-Mail: mclough@erwin.com

MARK CLOUGH

PHYSICAL DAMAGE ANALYST

Mailing Address:
 PO Box 2007
 Milwaukee WI 53221

01				
01001	VEHICLE IS OPEN	001	VEHICLE IS OPEN	

*Damage 48115
 Pct 201*

48119

WORKSHOP RELEASED 3800

BASED ON THE CURRENT RELEASE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.



WARRANTY INFORMATION
 NISSAN NORTH AMERICA, INC.
 10000 N. Central Expressway
 Warren, MI 48090
 8100



ROSEN NISSAN INC.
 5808 S. 27th STREET
 GREENFIELD, WISCONSIN 53221
 (414) 282-8900

NISSAN
 YOU'LL ASK FOR THE APPROVABLE MODEL. YOU'LL BE GRATEFUL FOR THE SUPERIOR SERVICE.

WARRANTY INFORMATION
 NISSAN NORTH AMERICA, INC.
 10000 N. Central Expressway
 Warren, MI 48090
 8100

QNTY. NO. 66473 STOCK NO. K2155 *3825* TAG NO. 1911 COLOR PLASTIC BLUE PAGE 1 OF 1

099888602 KRAC163926041210 -3000 04AUG01 02 KIA R10 100 195840

ADDITIONAL WORK AUTHORIZED BY: NONE TIME PROVIDED 19:00 09P802

CITY/STATE/ZIP CUDAHY WI

BILL TO: P.O. NO. *710-51*

ENGINE NO. TRAVEL NO. ADL NO. PROD. DATE

DO YOU WANT THE REPLACEMENT PARTS YOU ARE ENTITLED TO? YES NO

13 Advised RAI Wed. 2-13

AMOUNT OF PAYMENT CASH 2676

TYPE OF DAMAGE TOWED IN-VEHICLE STARTED ON FIRE

TYPE OF DAMAGE

TYPE OF DAMAGE

TYPE OF DAMAGE

TYPE OF DAMAGE

TYPE OF DAMAGE

TYPE OF DAMAGE

TYPE OF DAMAGE

TYPE OF DAMAGE

TYPE OF DAMAGE

TYPE OF DAMAGE

TYPE OF DAMAGE

TYPE OF DAMAGE

TYPE OF DAMAGE

TYPE OF DAMAGE

SERVICE ADVISOR'S SIGNATURE *X*

FILED P.O. NO. Road Patrol #00571 5300 TRIPPY 60572

KIA

ROSEN NISSAN INC.
8808 S. 27th STREET
GREENFIELD, WISCONSIN 53221
(414) 282-9300

155107

SERVICE ADVISOR CRAIG MAURIAS

31JUL01	31JUL01	NR185	NRDC163926041210			31JUL01	188167
08:52	19:17	02 KIA RIO				107	107
6	6						

A PRE-DELIVERY INSPECTION							
KIOGA PRE-DELIVERY INSPECTION							
		WDLK	1.00	65.00	65.00	1800	6500
CLAIM TYPE:							
						1800	6500
							TRACER

45910	6500	1800		LARGE AMOUNT	65.00	1800	6500	0
22410	6500	*****		PARTS AMOUNT	0.00			
				GAS. OIL. LUBE	0.00			
				SMILET AMOUNT	0.00			
				MISC. CHARGE	0.00			
				TOTAL CHARGE	65.00			
				LESS SALES TAX	0.00			
				PLEASE PAY THIS AMOUNT				

WARRANTY

The seller, hereby expressly declares all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and further assumes no liability in connection with the sale of said products.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE AS BEING USED OR REMANUFACTURED.

CONFIRMATION:

THANK YOU FOR YOUR BUSINESS

Newer vehicle repair systems are regulated by Chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8811, Madison, Wisconsin 53708-0811.

KNAD163926041210

Rio

7-31-01

Blue

7

185167

(Prior to starting the inspection, depress the "power saver" bar in the Ash box.)

A. EXTERIOR

- 1. Remove tank protection from exterior
- 2. Wash exterior of vehicle/check for water leaks
- 3. Inspect exterior surfaces of vehicle (glass, trim, paint, etc.)
- 4. Inspect body panel fit
- 5. Doors, hood, tailgate or trunk lid operation
- 6. Remote keyless entry system operation (if equipped)
- 7. Audible warning system operation (if equipped)
- 8. Fuel filler door operation
- 9. Spare tire pressure/condition
- 10. Check jack, handle, wheel nut wrench, spare tire nut tight
- 11. Install spare tire cover (if equipped)
- 12. Install and tighten antennas (if equipped)

B. INTERIOR

- 1. Seat and seat belt operation
- 2. Sunroof operation (if equipped)
- 3. Door lock and window operation
- 4. Interior light operation
- 5. Child safety lock operation (4-door vehicles only)
- 6. Exterior light/flasher/signal operation
- 7. Mirror operation
- 8. Tilt steering wheel operation (if equipped)
- 9. Windshield washer and wiper operation
- 10. Glove box door operation/fit
- 11. Glove box materials (Owners Manual, Warranty & Consumer Information Manual, tire manufacturer warranty, Roadside Assistance label, audio manual)
- 12. Check center console arm rest operation (if equipped)
- 13. Ashtray/cigarette lighter/drink holder operation
- 14. Shift interlock system operation (automatic transmission)
- 15. Clutch inhibitor switch (manual transmission)

C. UNDER HOOD

- 1. Battery terminal/cable condition
- 2. Engine wiring harness connections/routing
- 3. Hoses, fluid lines/connections (for leaks)
- 4. Radiator coolant level
- 5. Windshield washer fluid level
- 6. Brake fluid level
- 7. Power steering fluid level
- 8. Automatic transmission/transaxle fluid level (engine idling)
- 9. Engine oil level
- 10. Clutch fluid level (if equipped)

D. UNDER VEHICLE

- 1. Fuel, brake, fluid hoses/lines and connections (for leaks)
- 2. Manual transmission/transaxle oil level (if equipped)
- 3. Steering linkage, suspension, driveshaft condition
- 4. Exhaust system fasteners and hangers
- 5. Wheel nut torque
- 6. Tire pressure/tire condition
- 7. Transfer case oil level (if equipped)
- 8. Front differential oil level (if equipped)
- 9. Rear differential oil level (if equipped)

DATE	DESCRIPTION	AMOUNT	REMARKS

SHOW ABOVE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 3626

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

ROSEN NISSAN INC.
 5505 S. 27th STREET
 GREENFIELD, WISCONSIN 53221
 (414) 282-8300



YOU'LL COME FOR THE AFFORDABLE PRICE. YOU'LL BE BACK FOR THE SUPERIOR SERVICE.

CUSTOMER NO. 64473 STOCK NO. K2159 TAG NO. T715 COLOR ATLANTIC BLUE PAGE 1 OF 1

21 JAN 2002 MAKE/MODEL YEAR VIN BODY TYPE COLOR 105 194791

APPROVAL WORK AUTHORIZED BY NAME TIME PROMISED

DATE TIME RECORDS SERVICE ADVISOR

CITY/STATE/ZIP COUNTRY STATE HOME PHONE

REG. NO. F.L. NO.

BIRTH NO. TRANS. NO. AXLE NO. PROD. DATE

DO YOU WANT THE REPLACEMENT PARTS YOU ARE ENTITLED TO? YES NO

A 01 LUBE OIL FILTER 10W?

C CS DRIVERS SIDE VISION MIRROR BROKEN
 C - checked wiring of Ford group with care per of Jeremy

E CS EGG SHELL

AMOUNT

AMOUNT

AMOUNT

AMOUNT

AMOUNT

AMOUNT

AMOUNT

AMOUNT

AMOUNT

These vehicle repair estimates are prepared by Rosen NISSAN INC. We are not responsible for the accuracy of the information provided. Please contact us for more information.

SERVICE ADVISOR'S SIGNATURE X

SR268 RMW100182

1/24/2002

SR268A DLRW1001

Warrant Claim Entry (Claim: W,G,S,R,D,E,F)

13:27:31

Dealer: W1001 R/O #: 94751 Claim #: B Claim Type: W Mechanical (Ge

t/O Date (Opn/Cls): 1/21/2002 1/22/2002 VIN: KNADC163926041210 Rio (01~)

Detail Date: 8/04/2001 Mileage: 3,626 Claim Status:

Cond. Cd: N94 INOPERATIVE Cause Cd: C15 POOR CONTACT

Description: Notes: Y

Service Part Ins-Date: Ins-Mileage: Ins-R/O:

Original Part: OK32A 60 960A Qty: Primary Labor: 60960R00 Hour: .4

GAUGE ASSY-FUEL Amt: FUEL TANK GAUGE Amt: 26.00

Sub(R) : SSN: 387765303 PWA #: Detail Line Count: 1

Seq Part Number Qty Amount OP Code Hour Amount Sublet Amount

1 60960HTT .5 32.50

2

3

4

Part Hour .9 Labor 58.50 Sublet Total 58.50

F4=Print F2=Brev F5=Fill F6=Save in Error F24=Process

MESSAGE : WM8560 Enter data press F24 to validate and process. F7=Notes

WSR268 RMWI001S1

2/05/2002

WSR268A DLRWI001

Warra / Claim Entry (Claim: W,G P,R,D,E,F) 15:17:29

Dealer: WI001 R/O #: 95426 Claim #: A Claim Type: W Mechanical (Ge
R/O Date(Opn/Cls): 2/02/2002 2/02/2002 VIN: KNADC163926041210 Rio (01-)
Retail Date: 8/04/2001 Mileage: 3,753 Claim Status:
Cond. Cd: N99 OTHERS Cause Cd: C62 MISSING PART

Description: rpl drivers side visor missin cover Notes: _
Service Part Ins-Date: Ins-Mileage: Ins-R/O:
Causal Part: 1K32A 69 320B06 Qty: 1.00 Primary Labor: 85810R00 Hour: .2
SUNVISOR, LH Amt: 23.17 SUN VISOR ASS'Y Amt: 13.00

Resub(R) : SSN: 387765303 PWA #: Detail Line Count:

Seq	Part Number	Qty	Amount	OP Code	Hour	Amount	Sublet Amount
1							
2							
3							
4							

Part 23.17 Hour .2 Labor 13.00 Sublet Total 36.17
F14=Print F2=Prev F5=Fill F6=Save in Error F24=Process
MESSAGE : WM8560 Enter data press F24 to validate and process. F7=Notes

CORREY, WI

KIA

ROSEN NISSAN INC
5506 S. 27th STREET
GREENFIELD, WISCONSIN 53221
(414) 283-8300

1051420
02/16/02

SERVICE ADVISOR MICHAEL MALICKI

02FEB02	02FEB02	K2155	KMADCL63926041210	46473		02FEB02	195426
08107	08117	02 KIA RIO				04JUG01	100 100
3753	3753						

A CR VISCOR MIRROR BROKE (DRIVERS SIDE)

88810800 RPL. DRIVERS SIDE VISCOR

1 1K32A-69-320B05

FC: N99

COUNT: 1

1688

2317

TPARTS

ADVE CODE:

48910	1300	170
48910	2317	1655
22400	3617	*****

LARGE AMOUNT	13.00
PARTS AMOUNT	23.17
GAS. OIL. LUBE	0.00
SMILEY AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	36.17
LESS INSURANCE	0.00
SALES TAX	0.00

1828 3617 0

DISCLAIMER OF WARRANTIES
The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIC OTHERWISE AS BEING USED OR REMANUFACTURED.

ENTERED FEB 05 2002

P A I D

2882

PLEASE PAY THIS AMOUNT
THANK YOU FOR YOUR BUSINESS

OUTSTANDING
X

New vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.

2001-1210
01/17/02

Consumer Assistance Center Case Report

Printed By: BNeakman

Case Number - K152747

01/06/2004 05:24:02 PM

Case Details

Title: Burn - Fire

VIN: KNADCH23326192985

Priority: Non-Priority

Case Type Level1: Complaint

Owner: Wayne Spencer

Mileage: 0

Severity: Low

Case Type Level2: Fire

Owner Email: WSpencer@kiausa.com

Status: Working

Case Type Level3: Not Applicable

Contact Details

Name: [REDACTED]

Phone: [REDACTED]

Address1: [REDACTED]

Address2:

City: Dornoch

Alt Phone:

State: TX

Fax:

Zip: [REDACTED]

Dealer Details

Code: TX043

Name: David McDavid Kia

Case History

*** PHONE LOG 04/04/2003 08:12:17 PM (Local Time) CDitz Action Type:

Customer Stated:

1. Current concern: smoke under hood and fire
2. I was told by Kelly Goldberry from David McDavid Kia to call you.
3. She told me to call you and have the factory rep come out and look at the car.
4. Not sure how many miles on the car.
5. Are there any recalls on the car?

Writer Stated:

1. Let me research and see what I can come up with.
2. I called DPSM Frank Krause.

Frank Krause Stated:

1. Tell the customer to call their insurance co.
2. If the ins. co wants the manufacture involved they will contact us.

Writer Stated:

1. Advised the customer of the DPSM info.
2. Customer agreed.
3. Customer will call writer back if needed.

*** CASE CLOSE 04/04/2003 08:12:58 PM (Local Time) CDitz Resolution Code = Information Given.

Customer will call back if needed.

*** CASE REOPENED 04/07/2003 02:02:59 PM (Local Time) WNeenan

with Condition of Open and Status of Working.

*** PHONE LOG 04/07/2003 02:12:42 PM (Local Time) WNeenan Action Type: Incoming call

WRITER RECEIVED CALL FROM DOYLE PETERSON, STEP FATHER.

CUSTOMER STATED:

1. THE VEHICLE CAUGHT FIRE WHILE DRIVING.
2. THE TOW FACILITY PICKED UP THE VEHICLE AND TOWED IT BACK TO THEIR STORAGE YARD.
3. I WANT THE VEHICLE TOWED TO THE KIA DEALER.
4. HOW CAN I GET A COPY OF THE OWNER'S MANUAL?

WRITER STATED:

1. IF THERE ARE ANY COSTS OWED FOR THE FIRST TOW TO THE STORAGE YARD, YOU WOULD HAVE TO PAY THE CHARGES BEFORE THEY WILL RELEASE IT FOR US TO DISPATCH A TOW TRUCK.
2. AFTER THE VEHICLE IS CLEARED FOR PICKUP, CALL US BACK AND WE WILL DISPATCH A TOW TRUCK TO TOW IT.

Case History

3. VEHICLE HAS A BLW FOR 80 MONTHS OR 80K MILES, A PT WARRANTY FOR 120 MONTHS OR 100K MILES AND ROADSIDE ASSISTANCE FOR 5 YRS / UNLIMITED MILES
4. PROVIDED NUMBER FOR ODS TO GET OWNERS MANUAL.

CUSTOMER STATED:

1. THANKS.
2. I WILL CALL BACK IF THERE IS ANYTHING ELSE.

*** CASE CLOSE 04/07/2003 02:14:18 PM (Local Time) WNoonan Resolution Code = Information Given. INFO GIVEN

*** CASE REOPENED 04/07/2003 02:36:01 PM (Local Time) WNoonan with Condition of Open and Status of Working.

*** PHONE LOG 04/07/2003 02:42:04 PM (Local Time) WNoonan Action Type: Incoming call
WRITER RECEIVED CALL FROM DOYLE PETERSON.

CUSTOMER STATED:

1. I HAVE PAID THE TOW FACILITY THE VEHICLE IS CURRENTLY AT FOR THE TOW.
2. NOW I NEED THE VEHICLE TOWED FROM THERE TO THE DEALER.
3. WHAT SHOULD I DO NOW?
4. IS THERE A REFERENCE NUMBER?

WRITER STATED:

1. ROADSIDE ASSISTANCE IS OPTION 1 WHEN YOU CALL IN HERE.
2. SET UP THE TOW WITH THE ROADSIDE ASSISTANCE OPERATOR.
3. PROVIDED CASE NUMBER.

*** CASE CLOSE 04/07/2003 02:44:01 PM (Local Time) WNoonan Resolution Code = Information Given. INFO GIVEN

*** CASE REOPENED 04/08/2003 12:39:16 PM (Local Time) WNoonan with Condition of Open and Status of Working.

*** PHONE LOG 04/08/2003 01:02:31 PM (Local Time) WNoonan Action Type: Incoming call
WRITER RECEIVED CALL FROM MR. PETERSON

CUSTOMER STATED:

1. VEHICLE IS AT THE DAVID McDAVID BODY SHOP.
2. THEY ARE AWAITING THE AREA REP TO LOOK AT THE VEHICLE.
3. IT LOOKS LIKE THE VEHICLE CAUGHT FIRE BECAUSE OF MANUFACTURING DEFECT.
3. I WANTED TO CALL YOU TO MAKE SURE THAT I COVERED ALL MY OPTIONS.
4. I HAVE BEEN DEALING WITH KELLY GOLDBERRY, SERVICE MANAGER @ DAVID McDAVID KIA.
5. WHERE CAN I GET RENTAL CAR INFO.

WRITER STATED:

1. WILL DOCUMENT CONCERNS.
2. WILL FORWARD REQUEST TO CORRECT DEPARTMENT FOR REQUEST OF INSPECTION.
3. CONTACT INSURANCE COMPANY FOR RENTAL CAR COVERAGE.
4. NMA DOES NOT HAVE A PROVISION FOR RENTAL CAR ASSISTANCE.

CUSTOMER STATED:

1. THANKS.

*** CASE DISPATCHED 04/09/2003 01:06:51 PM (Local Time) WNoonan from WIP Open to Queue National CA.

*** CASE ACCEPTED 04/09/2003 02:34:50 PM (Local Time) NDejano from Queue National CA to WIP in progress.

*** PHONE LOG 04/14/2003 02:36:16 PM (Local Time) WNoonan Action Type: Incoming call
WRITER RECEIVED CALL FROM MR. PETERSON.

CUSTOMER STATED:

1. WANTED TO CHECK ON THE STATUS OF THE INSPECTION.
2. PHONED THE BODY SHOP THE VEHICLE IS AT AND NO ONE HAS COME BY TO LOOK AT IT.

WRITER STATED:

1. INFO HAS BEEN FORWARDED ON THE CORRECT OFFICE FOR REVIEW.
2. YOU WILL BE CONTACTED BY THEM ONCE A DECISION HAS BEEN MADE.

CUSTOMER STATED:

1. THANKS FOR THE INFO.
2. I JUST WANT TO MAKE SURE I KNOW WHAT IS GOING ON.

*** NOTES 04/14/2003 05:21:08 PM (Local Time) NDejano Action Type: Manager review

Case History

NCA reviewed case.

Case dispatched to legal for review & determination if inspection is necessary and who should inspect if needed.

*** CASE DISPATCHED 04/14/2003 05:21:13 PM (Local Time) WNoonan
from WIP in progress to Queue Legal.

*** PHONE LOG 04/23/2003 10:18:28 AM (Local Time) WNoonan Action Type: Incoming call
WRITER RECEIVED CALL FROM DOYLE PETERSON.

CUSTOMER STATED:

1. STILL HAVE NOT HEARD FROM ANYONE ABOUT THIS VEHICLE.
2. I WOULD LIKE SOMEONE TO CALL ME BACK AND LET ME KNOW WHAT IS GOING ON.

WRITER STATED:

1. WILL PHONE PERSON WORKING ON THE CASE AND FORWARD THE REQUEST.

CUSTOMER STATED:

1. COULD YOU DO THAT AND THEN CALL ME RIGHT BACK AT 281-337-8847.

WRITER STATED:

1. I WILL.

*** PHONE LOG 04/23/2003 10:22:31 AM (Local Time) WNoonan Action Type: Outgoing call
WRITER PHONED NINO DEBAMO, NATIONAL OFFICE.

WRITER STATED:

1. CUSTOMER IS WANTING TO KNOW WHEN THE VEHICLE IS GOING TO BE LOOKED AT.

NINO STATED:

1. WILL SEE IF I CAN SPEED UP THE PROCESS.
2. THESE THINGS TAKE TIME.
3. THE INFORMATION IS AT THE LEGAL DEPARTMENT FOR REVIEW.
4. ONCE THEY MAKE A DECISION THEY WILL CALL THE CUSTOMER.

WRITER STATED:

1. THANKS.

*** PHONE LOG 04/23/2003 10:28:00 AM (Local Time) WNoonan Action Type: Outgoing call
WRITER PHONED DOYLE PETERSON BACK.

WRITER STATED:

1. THE INFO IS AT THE LEGAL OFFICE FOR REVIEW.
2. THE PROCESS TAKES A WHILE TO INITIATE.
3. YOU WILL BE CONTACTED AFTER THE VEHICLE HAS BEEN LOOKED AT.
4. FEEL FREE TO CHECK BACK IN WITH ME.
5. NATIONAL OFFICE WILL TRY AND EXPEDITE IT

CUSTOMER STATED:

1. THANKS.
2. THAT IS WHAT I NEEDED TO HEAR

*** PHONE LOG 04/23/2003 02:52:45 PM (Local Time) WNoonan Action Type: Incoming call
WRITER RECEIVED INCOMING CALL FROM RHONDA PETERSON, WIFE.

RHONDA STATED:

1. PLEASE CALL ME AT HOME @ [REDACTED]
2. I AM HOME AFTER 2PM.

*** PHONE LOG 04/23/2003 01:02:45 PM (Local Time) WNoonan Action Type: Incoming call
WRITER RECEIVED VM FROM [REDACTED]

CUSTOMER STATED:

1. CALL ME BACK IF THERE IS ANY MORE INFORMATION.
2. LEFT CASE NUMBER AND PHONE NUMBER. [REDACTED]

*** PHONE LOG 04/30/2003 01:08:08 PM (Local Time) WNoonan Action Type: Outgoing call
WRITER PHONED NINO DEBAMO AND LEFT VM.

WRITER STATED:

1. WOULD LIKE TO KNOW ANY INFO ON WHAT IS GOING ON WITH THIS CASE.
2. CUSTOMER'S WIFE IS NOW CALLING ME FOR AN UPDATE.
3. LEFT NAME, CASE# AND EXTENSION FOR CALL BACK

*** PHONE LOG 04/30/2003 01:10:25 PM (Local Time) WNoonan Action Type: Incoming call
WRITER PHONED RHONDA PETERSON BACK.

WRITER STATED:

1. AS SOON AS I FIND OUT ANY INFO I WILL CALL YOU BACK.
2. I HAVE A PHONE CALL IN REQUESTING INFO ON THIS.
3. WILL GIVE YOU AN UPDATE AS SOON AS I FIND OUT.

CUSTOMER STATED:

1. IT HAS BEEN A MONTH SINCE THIS HAS HAPPENED.

Case History

2. I WANT TO GET THE BALL ROLLING AND HAVE KIA LOOK AT THE VEHICLE.
3. THANKS

*** CASE ACCEPTED 05/04/2003 11:50:50 AM (Local Time) BNekeamura
from Queue Legal to WIP default.

*** NOTES 05/04/2003 11:52:59 AM (Local Time) BNekeamura Action Type: Manager review
Discussed case with supervisor. Please have the region schedule a DPBM to photograph and inspect the vehicle. After the inspection is complete,
please send the photographs to legal for review and recommendation for further handling.

*** CASE DISPATCHED 05/04/2003 11:53:05 AM (Local Time) BNekeamura
from WIP default to Queue National CA.

*** CASE ACCEPTED 05/05/2003 08:08:43 AM (Local Time) NDegamo
from Queue National CA to WIP In progress.

*** NOTES 05/05/2003 08:09:28 AM (Local Time) NDegamo Action Type: Manager review
Case dispatched to region to have DPBM photograph and inspect veh.
Please see above notes from Legal regarding handling.

*** CASE DISPATCHED 05/05/2003 08:09:58 AM (Local Time) NDegamo
from WIP In progress to Queue Southern Region.

*** CASE ACCEPTED 05/06/2003 04:52:48 AM (Local Time) JSifford
from Queue Southern Region to WIP default.

*** PHONE LOG 05/07/2003 01:09:58 PM (Local Time) JSifford Action Type: Outgoing call
Writer reviewed case with DPBM, FKrause

Request PIR--provided all information

*** PHONE LOG 05/13/2003 11:54:08 AM (Local Time) WNoorian Action Type: Incoming call
WRITER RECEIVED INCOMING CALL FROM DOYLE PETERSON.
CUSTOMER STATED:
1. CALLING TO FIND OUT WHAT IS GOING ON WITH THE CASE.

WRITER STATED:
1. I SHOW IT HAS BEEN ASSIGNED TO A REGIONAL ANALYST.

CUSTOMER STATED:
1. IS THERE ANYONE I CAN SPEAK WITH?

WRITER STATED:
1. WRITER WILL PHONE THE REGIONAL ANALYST AND FIND OUT.

CUSTOMER STATED:
1. ILL HOLD.

WRITER PHONED JUNE SIFFORD, REGIONAL ANALYST.

WRITER STATED:
1. IS THERE ANYTHING YOU CAN TELL ME ABOUT THIS CASE.
2. I HAVE THE CUSTOMER ON THE OTHER LINE AND HE IS REQUESTING INFORMATION.
3. THE CASE WAS CREATED OVER A MONTH AGO.

JUNE STATED:
1. YOU CAN PUT THE CUSTOMER ON WITH ME, I'LL TALK TO HIM.

WRITER CONFERENCED CUSTOMER WITH JUNE AND DROPPED OFF THE LINE.

*** NOTES 05/21/2003 07:10:44 AM (Local Time) JSifford Action Type: Manager review
PIR, Copy Clarify case, Fire report sent to National/Legal for review and response or direction.

*** STATUS CHANGE 05/21/2003 08:29:17 AM (Local Time) NDegamo from status Working to status Pending Paperwork

*** NOTES 05/23/2003 10:22:29 AM (Local Time) NDegamo Action Type: Manager review
Received legal requested PIR from region

Case Dispatch - Documents forward to the Legal Department for review

*** STATUS CHANGE 05/23/2003 10:22:28 AM (Local Time) NDegamo from status Pending Paperwork to status Pending Legal

*** CASE DISPATCHED 05/23/2003 10:22:37 AM (Local Time) NDegamo
from WIP In progress to Queue Legal.

Cash History

*** EMAIL OUT 06/06/2003 06:29:20 AM (Local Time) JBifford Action Type: External email

Writer rec'd customer call requesting update or decision

1. vehicle has been at dealer for 4 months awaiting KMA decision
2. contacted insurance co & they feel this is a manufacturers defect
3. daughter canceled insurance and stopped payments
4. insurance was canceled prior to fire
5. according to tow truck driver the fire was caused by a manufacturers defect
- 6.

Writer reviewed with [REDACTED]

1. all information has been sent to our National office for review and decision, awaiting decision
2. will send e-mail requesting status, update or decision
3. Tow truck driver is not qualified to determine the cause of the fire
4. daughter canceled insurance prior to fire therefore insurance co did not perform inspection and can not justify their comment of manufacturers defect
5. am not sure what assistance KMA will provide--waiting on KMA review of inspection, possible further inspections
6. will contact my National office

*** EMAIL OUT 06/27/2003 07:03:10 AM (Local Time) JBifford Action Type: External email

K152747-S. Nunn

Requesting status update

Possible legal action soon

Lender contact rec'd today requesting status

*** CASE YANKED 07/09/2003 10:21:45 AM (Local Time) WSpencer

Yanked by WSpencer into WIPbin in Progress.

*** EMAIL OUT 07/10/2003 11:06:54 AM (Local Time) JBifford Action Type: External email

Writer requesting National/Legal decision & response to customer's request for Kia to replace this vehicle.

*** NOTES 07/17/2003 11:51:23 AM (Local Time) MCarmeron Action Type: Manager review

Per conversation with Legal Dept. staff, additional research regarding the disposition of this case is still pending. Resolution is anticipated by 8/1/03. Writer emailing BROA staff so they are aware.

*** EMAIL OUT 07/17/2003 11:52:56 AM (Local Time) MCarmeron Action Type: External email

Kevin/Jane,

FYI, Legal has advised that we should have a decision in this matter by 8/1/03. Due to the severity of the damage to the vehicle, additional research is being conducted. Let me know if you have any questions.

*** EMAIL OUT 08/05/2003 03:16:25 PM (Local Time) JBifford Action Type: External email

K152747-

Request for status update regarding legal review of vehicle fire

*** PHONE LOG 08/06/2003 06:04:24 AM (Local Time) JBifford Action Type: Incoming call

Writer rec'd call from [REDACTED]

1. Vehicle has been moved from dealer to another storage
2. Customer is being told that he is currently responsible for all storage fees and if he does not pay storage fees soon the vehicle will be taken to auction
3. He is feeling that it is becoming increasingly necessary to hire an attorney

Writer informed [REDACTED]

1. information has been sent to Legal for review
2. sent a reminder/request 8/5/03 for update/status
3. vehicle is still owned by customer & can not direct customer on how to handle the storage fees
4. will contact dealer and National by phone today for update status/decision and call him back

*** NOTES 08/06/2003 10:28:44 AM (Local Time) WSpencer Action Type: Manager review

legal dept has reviewed case--Legal is requesting the region buyback the car - when the car is ready to transport--contact S.Marino at NCA via phone or email with the vin # for transport to NCA

*** CASE DISPATCHED 08/06/2003 10:28:58 AM (Local Time) WSpencer

from WIP BUS CASES to Queue Southern Region.

*** CASE ACCEPTED 08/07/2003 06:48:32 AM (Local Time) JBifford

from Queue Southern Region to WIP default.

*** PHONE LOG 08/07/2003 07:25:15 AM (Local Time) JBifford Action Type: Outgoing call

Writer contacted Mr. Doyl Peterson with update request customer provide lender info

[REDACTED] will call back w/lender info

*** NOTES 08/11/2003 06:23:49 AM (Local Time) JBifford Action Type: Manager review

Vehicle towed from David McDavid's by Stampede Towing - 281-388-8891

Case History

to Hwy 3 Auto Storage-713-943-8280

Delivered to Hwy 3 Storage - 713-943-8280 on 7/31/03 with current storage bill of 320.67 and 18.24 per day charges

Per Hwy 3-to pick up vehicle will need

1. a copy of title-unavailable at this time
2. Hold Harmless letter-indicating that we do not hold Hwy 3 Storage responsible for any damages that occurred after delivery to Hwy 3 Storage
3. Power of Attorney to person picking up vehicle-POA will be to KMA

*** NOTES 08/11/2003 08:21:37 AM (Local Time) JSifford Action Type: Manager review

Writer working of offer to customer
requesting additional review with National (McGameron on vacation)
LM for WSpencer requesting call back
Basic calculations for repurchase offer indicate customer owes balance

*** NOTES 08/19/2003 10:50:34 AM (Local Time) JSifford Action Type: Manager review

Write sent e-mail to SMarino requesting update on towing
Per SMarino the vehicle can not be transported in its current condition--will contact legal to request towing assistance
Writer has POA, release and offer acceptance to send to National for towing

Pkg being processed w/request for expedite

*** CASE CLOSE 08/19/2003 10:53:10 AM (Local Time) JSifford Resolution Code = Repurchase.

*** CASE REOPENED 08/19/2003 12:21:08 PM (Local Time) JSifford

with Condition of Open and Status of Working.

*** PHONE LOG 08/19/2003 12:28:17 PM (Local Time) JSifford Action Type: Outgoing call

Writer contacted Hwy 3 Storage
Spoke to Marina
current storage fee is \$455.57 @18.24
informed her that we are owner of vehicle and will be picking veh up within next 3 to 4 weeks if not sooner.

*** CASE CLOSE 08/19/2003 12:28:59 PM (Local Time) JSifford Resolution Code = Information Given.

*** CASE REOPENED 08/29/2003 12:16:49 PM (Local Time) SMarino

with Condition of Open and Status of Working.

*** NOTES 08/26/2003 12:10:04 PM (Local Time) SMarino Action Type: Manager review

Received email from JSifford @ Southern Region - June stated the Southern Region has made arrangements to have the vehicle transported to Irvine
The company that they are using is Trans Logic (used to be Road One but is under new management/ownership).
Their contact is Ryan Krohn ext. 304
The phone number is 959-299-2181
Tracey (ISG) is waiting on a reply from him now but he has already stated that he can handle the storage fees up front for us and send an invoice for the
total storage & towing bill.
Thanks
June

*** CASE CLOSE 08/26/2003 12:20:04 PM (Local Time) SMarino Resolution Code = Please Specify.

*** CASE REOPENED 10/14/2003 10:22:18 AM (Local Time) JSifford

with Condition of Open and Status of Working.

*** NOTES 10/14/2003 10:22:48 AM (Local Time) JSifford Action Type: Manager review

SRCA, rec'd Title

*** PHONE LOG 10/14/2003 10:23:19 AM (Local Time) JSifford Action Type: Outgoing call

Writer contacted EDiaz
Els sent to National/Legal/EDiaz

*****End Case Report K153747 *****

Accident Report

Case K152747

Report Details

*** End ***

1. Do You Own the Vehicle?

No

2. Who Owns the Vehicle?

<Franchise Owner Name, Address, and Phone>

3. Who Was Driving the Vehicle?

<Franchise Owner's Name, Address, and Phone>

4. What is the Age of the Driver?

<Driver's Age>

5. What Was the Date and Time of the Accident?

<DATE> and <TIME>

03/30/2003

6. Describe the Road Conditions at the Time of the Accident.

<ROAD CONDITION(S)>

CLEAR

7. Describe the Weather Conditions at the Time of the Accident?

<WEATHER CONDITIONS>

MORNING TIME / CLEAR

8. What Speed was the Vehicle Traveling?

<VEHICLE SPEED>

PARKED

9. Were any Other Vehicles Involved in the Accident?

No

10. Were There Any Injuries?

No

13. Describe the Incident in Detail

<INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

SHE WAS DRIVING THE VEHICLE HOME. PARKED THE VEHICLE OUT FRONT OF THE DUPLEX APARTMENT. SHE WENT IN BECAUSE THE VEHICLE WAS SMOKING. CAME BACK OUT AND THE VEHICLE WAS ON FIRE. CALLED 911 TO HAVE THEM COME OUT AND PUT THE FIRE OUT.

14. Were the Police Contacted?

Yes

15. What is the Name of the Officer, Department, and Badge Number?

<Officer Name, Department, Badge>

INCIDENT 903-0001619 / OFFICER IN CHARGE, DAVID WHITTON. BADGE 6020. JOE BRANTLEY BADGE 3414, CAPTAIN

16. What is the Police Report Number?

<POLICE REPORT NUMBER>

17. Was the Insurance Company Contacted?

Yes, Name, Address, and Phone of Insurance Company, Policy #, and Claim #

18. Have You Settled With the Insurance Company?

No

Accident Report: Case K162747

19. Was the Vehicle Driven or Towed From the Scene?

Towed

20. Where is the Vehicle Now?

<VEHICLE LOCATION>

DAVID MC DAVID COLLISION REPAIR CENTER / 109 WINKLER DRIVE / HOUSTON, TX 77067 / 713-841-8160

21. Have Any Repairs Been Completed?

<DESCRIBE REPAIRS>

NO

22. Were Parties Wearing Seatbelts?

No

23. Did the Airbag(s) Deploy?

No

24. Are you Requesting any Resolution?

<RESOLUTION SOUGHT>

WOULD LIKE KIA TO LOOK AT THE VEHICLE. A 6 MONTH OLD CAR SHOULD NOT CATCH FIRE LIKE THAT.

15747



Regional Memo to Legal

RECEIVED
MAY 28 2003
BY:

PLEASE PRINT OR TYPE

Name June Sifford Ext. 137

Department SRCA Date Needed By 6/3/03/1

Description of Name or Document PIR, Case notes & Fire report

REQUEST (Please attach all backup information): SRCA requesting review and response or direction. Customer claims that fire was caused by manufacturers defect.

Date Received _____ Date Completed _____

- Approved As Is
- Approved Subject To Comments
- See Attached Memorandum
- See Handwritten Comments on Attached Document
- Return To Legal For Final Review
- See Comments Below

COMMENTS: *(For Legal Department Use Only)*

FILE NAME: _____
REVIEWED BY: _____
RETURNED TO: _____

PRELIMINARY INVESTIGATIVE REPORT

PRIVILEGED AND CONFIDENTIAL: Information for the use of KIA MOTORS AMERICA, INC., ONLY.

If this report involves a bodily injury or property damage to property other than the I/O itself, complete this page ONLY.

Immediately telephone KIA Legal Department for instructions. DO NOT make any injury contact with the owner/driver to complete the information on this page.

Date and time KIA Legal Department contacted: _____ Name of person contacted: _____

1		OWNER, DRIVER, CLAIMANT	
DATE OF REPORT:	<u>5-17-03</u>	PREPARED BY:	<u>FRANK KRAUSE</u>
OWNER:	NAME _____	ADDRESS _____	PHONE _____
DRIVER:	NAME _____	ADDRESS _____	PHONE _____
DRIVERS AGE:	_____	DRIVER LIC.#	_____
SUMMARY OF INCIDENT:	_____ _____		
LOCATION OF VEHICLE:	<u>Houston</u> CITY	<u>Texas</u> STATE	
DATE AND TIME OF INCIDENT:	_____	CITY	STATE
LOCATION OF INCIDENT:	_____		

2		VEHICLE IDENTIFICATION							
YEAR	<u>2002</u>	MODEL	<u>RIO</u>	LIC#	_____	STATE	_____	PRODUCTION DATE	<u>4-26-02</u>
TRANSMISSION:	<u>AUTO</u>	COUNTRY:	<u>USA</u>	VIN	<u>KMAD5123326192985</u>				

3		AVAILABLE INFORMATION ON BODILY INJURY			
COMPLETE IN FULL, INDICATION BY CODE (A, B, C, D) WHERE INJURED PERSONS WERE:					
(A) IN KIA VEHICLE	(B) IN OTHER VEHICLE	(C) PEDESTRIAN	(D) OTHER		
NAME	ADDRESS	AGE	CODE	BODY POSITION	NATURE OF ALLEGED INJURY
			A		
			A		
			A		

Complete Section 4, 5, 6, and 7 only if incident does NOT involve personal injury or damage to property other than Kia vehicle itself or if expressly authorized by the KMA Legal Department.

4 **DAMAGE TO AUTOMOBILE (RIA)**

DESCRIBE EXTENT OF DAMAGE: EXTENSIVE FIRE DAMAGE - ENGINE Comp.
And INTERIOR - TOTAL LOSS

REPAIR ESTIMATE: TOTAL LOSS

IF PART(S) REMOVED, TAG & INDICATE PRESENT LOCATION: _____

5 **HOOD**

LATCH(ES) JAMMED (Y/N): YES DESCRIBE: _____

FRONT ELEVATED (Y/N): YES HEIGHT/LOCATION: _____

REAR ELEVATED (Y/N): YES HEIGHT/LOCATION: _____

REAR CONTACT WINDSHIELD: _____ DESCRIBE: _____

REAR PENETRATE WINDSHIELD: _____ DESCRIBE: _____

6 **LIGHTS**

RIGHT FRONT	LEFT FRONT	HEAD LIGHTS TAIL LIGHTS	LEFT REAR	RIGHT REAR
<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
		← BROKEN →		
		← INTACT →		
		← OPERATIONAL →		
		← FILAMENT →		
		← NOTES →		

PHOTO DESCRIPTION

1. — ID PLATE
2. — RAMP, TX LICENSE PLATE
3. — DRIVERS SIDE
4. — DRIVERS SIDE
5. — PASS FRONTAL SIDE VIEW
6. — PASS REAR SIDE VIEW — Hood Damage by FIRE DPT
7. — HEAD LINER BURN
8. — HEAD LINER
9. — INTERIOR Fuse Box — Fuses NOT Blown
10. — POWER CORD Plugged INTO Cig lighter
11. — PASS DASH
12. — FRONT INTERIOR
13. — FRONT SEATS
14. — DASH
15. — ENGINE Comp. melted FIRE FOAM
16. — ENGINE Comp
17. — FRONT ENG Comp
18. — Hood Damage By FIRE DEPT ENTRY
19. — MELTED DASH
20. — UNKNOWN AFTER MARKET appliance plugged INTO
21. — Cig lighter
22. — DRIVERS side FLOOR BOARD
23. — FRONT PASS. Component
24. — REAR SEATS
25. — FUEL Filler AREA NOT AFFECTED
26. —
27. —
28. —
29. —
30. —

10/10/88

B Property Details

B1 Non Residential
 Estimated number of residential living units in building or group of buildings at fire address: none

B2 Residence not involved
 Number of buildings involved: none

B3 None
 Approx. number of acres: less than one acre

C On-Site Materials or Products

Enter up to three codes. Check one or more boxes for each code entered.

On site material (1):

On site material (2):

On site material (3):

On site material (4):

1 Bulk storage or warehousing
 2 Processing or manufacturing
 3 Packaged goods for sale
 4 Repair or service

1 Bulk storage or warehousing
 2 Processing or manufacturing
 3 Packaged goods for sale
 4 Repair or service

1 Bulk storage or warehousing
 2 Processing or manufacturing
 3 Packaged goods for sale
 4 Repair or service

D Ignition

D1 Engine area, running
 Area of fire origin: *

D2 Undetermined
 Area of fire origin: *

D3 Undetermined
 Item first ignited: Gas leak or from spark
 Gas released to object of origin

D4 Undetermined
 Item first ignited: Gas leak or from spark
 Gas released to object of origin

E Cause of Ignition

Check box if this is an apparent report. Skip to Section 6

1 Intentional
 2 Malicious
 3 Failure of equipment or part thereof
 4 Act of nature
 5 Cause under investigation
 6 Cause undetermined after investigation

E2 Factors Contributing To Ignition

None

To be completed if applicable (1):

To be completed if applicable (2):

To be completed if applicable (3):

F Human Factors Contributing To Ignition

Check all applicable boxes

1 Alone None
 2 Possibly impaired by alcohol or drugs
 3 Unattended person
 4 Possibly mental disabled
 5 Physically disabled
 6 Multiple persons involved

7 Age over 65 years
 Estimated age of person involved: _____

1 Male 2 Female

F1 Equipment Involved In Ignition

None if equipment was not involved, skip to Section 6

Equipment involved:

Brand: _____

Model: _____

Serial #: _____

Year: _____

F2 Equipment Power

Equipment Power Source: _____

F3 Equipment Portability

1 Portable
 2 Stationary

Portable equipment normally can be moved by one person. Is designed to be used in multiple locations, and requires no tools to install.

G Fire Suppression Factors

Enter up to three codes. None

Fire suppression system (1): _____

Fire suppression system (2): _____

Fire suppression system (3): _____

H1 Mobile Property Involved

None

1 Not involved in ignition, but burned
 2 Involved in ignition, but did not burn
 3 Involved in ignition and burned

H2 Mobile Property Type & Make

H1 Passenger car
 Mobile property type: _____

H2 Kia
 Mobile property make: _____

Local Use

Fire-Alarm Available

Use of the information presented in this report may be based upon reports from other agencies

Aerial report attached
 Police report attached
 Customer report attached
 Other reports attached

LEAD _____ 2993

Mobile property used

ADD LDR _____

License "Info Bureau" _____

WIT Report _____

WPKS-2 Revision 01/15/88

B Property Details

C On-site Materials or Products **Flow** **Flow**

B1 **Not Residential**

bulk storage or warehousing

B Location

Street address

Intersection

In front of

Rear of

Adjacent to

Direction

Galveston

C Incident Type

121 **Passenger vehicle fire**

D Aid Given or Received

Medical aid received

Automatic aid given

Other aid given

E1 Date & Time

03 30 2003 05:45:00

E2 Shift & Alarm

01

E3 Special Studies

F Actions Taken

11 **Extinguish**

G1 Resources

0000 **0018**

G2 Estimated Dollar Losses & Values

Property \$ 010,000

Contents \$ 000,000

Completed Modules

Fire-2

Structure-1

Civil Fire-1

Fire Serv. Cap.-3

ISM-4

RAM-7

Wildland Fire-5

Apparatus-8

Personnel-10

Appar-11

H1 Casualties

H2 Hazardous Materials Release

I Mixed Use Property

J Property Use

Structures

131 **Church, place of worship**

161 **Restaurant or eatery**

182 **Bar/ Tavern or nightclub**

212 **Elementary school or kindergarten**

213 **High school or junior high**

241 **College, adult education**

311 **Care facility for the aged**

331 **Hospital**

Outside

124 **Playground or park**

653 **Crops or orchard**

659 **Forest (timberland)**

807 **Outdoor storage area**

919 **Dump or sanitary landfill**

931 **Open land or field**

341 **Clinic, clinic type infirmary**

342 **Doctor/dentist office**

361 **Prison or jail, not juvenile**

419 **1- or 2-family dwelling**

429 **Multi-family dwelling**

439 **Boarding/boarding house**

449 **Commercial hotel or motel**

459 **Residential, board and care**

464 **Dormitory/boarding**

519 **Food and beverage sales**

526 **Vacant lot**

536 **Staked/care for plot of land**

546 **Lake, river, stream**

551 **Railroad right of way**

560 **Urban street**

561 **Highway/divided highway**

562 **Residential street/Driveway**

539 **Household goods, sales, repairs**

579 **Motor vehicle/boat sales/repair**

571 **Gas or service station**

599 **Business office**

615 **Electric generating plant**

629 **Laboratory/science lab**

700 **Manufacturing plant**

819 **Livestock/poultry storage (farm)**

882 **Non-residential parking garage**

891 **Warehouse**

981 **Construction site**

984 **Industrial plant yard**

Property Use **965**

Vehicle parking area

K1 Person/Entity Involved

U.S. Police

Business name (if applicable)

Area Code Phone Number

Mr./Ms./Mr. Last Name First Name

Address Street or Highway Street Type

City State Zip Code

Check this box if you are a business or other entity. They will be billed separately.

More people involved? Check this box and attach supplemental forms (NF10-18) as necessary.

K2 Owner

Same as person involved? If not, check this box and help the rest of this section.

Business name (if applicable)

Area Code Phone Number 409 - 745 - 4373

Mr./Ms./Mr. Last Name First Name

Address Street or Highway Street Type

City State Zip Code Galveston TX

Check this box if you are a business or other entity. They will be billed separately.

L Remarks

vehicle fire , also caught vehicle owners residence on fire..... also involved was the residences gas meter which was feeding the fire

L Authorization

6026 Whitton, David DC 05 30 2003

Signature Position of Issuer Supplemental Month Day Year

6414 Brantley, Joe CAP 09 30 2003

Signature Position of Issuer Supplemental Month Day Year

5/21/03

Warranty Service Department

SIFFORDJ

07:02:32

[REDACTED]

KIAPROD

wsd079

In Service Date:

0/00/00

VIN No :

[REDACTED]

Model . .

Series .

<u>Repair</u>	<u>W Dealer</u>	<u>Repair</u>							
<u>Date</u>	<u>T No.</u>	<u>Order#</u>	<u>Ver</u>	<u>Repair</u>	<u>Labor</u>	<u>Code</u>	<u>Causal</u>	<u>Part</u>	<u>Mileage</u>

F3=Exit

F11=Show Detail

History For VIN Enter Is Not Found On File

+

5/21/03
07:03:08

KIA MOTORS AMERICA
Vehicle Master Inquiry - General Information

VSD00402
SIFFORDJ

Year: 2002 Model: 31402 Serial#: 192985 Full VIN: KNADC123326192985
Ext/Int: 6Y LT GOLD BT BEIGE Engine#: A5192989 Door Key: Y2437
Accessory Code: 19 OPT: AC CD U0 U1 U2 U3 U4 U5 CF

Inventory Status.....: RS RETAILED
Current Dealer.....: TX043 DAVID MCDAVID KIA

Port.....: MT MID TEXAS INLAND PROCESS CTR
Region.....: SQ SOUTHERN REGION
Manifest.....: 151U2NOBLE
Emission Code.....: 50 50 STATE
Allocation Dealer.....: TX043 DAVID MCDAVID KIA
Allocation Date/Number: 8/05/02 001072
Fleet Flag/Contract#..:

MSRP Total.....: 12,089.00
Invoice Date/Number...: 8/07/02 0000974508
Draft Date/Amount....: 8/09/02 11,580.00
Wholesale Return Date : 0/00/00

F3-Exit

F12=Cancel

F4=Prompt F5C F8=Vin History

5/21/03
07:03:12

KIA MOTORS AMERICA
Vehicle Master Inquiry - Retail Information

VSD00403
SIFORDJ

Year: 2002 Model: 31402 Serial#: 192985 Full VIN: KNADC123326192985
Ext/Int: 6Y LT GOLD BT BEIGE Engine#: A5192989 Door Key: Y2437
Accessory Code: 19 OPT: AC CD U0 U1 U2 U3 U4 U5 CF
Demo Car: N
Retail Dealer...: TX043 DAVID MCDAVID KIA
Date Sold/Report: 9/04/02 9/10/02

Owners Name.....: [REDACTED]
Owners Adress...: [REDACTED]
City/State/Zip...: DICKINSON TX [REDACTED]
Owners Phone#...: [REDACTED]
Drivers Name....: [REDACTED]
Drivers Address.: [REDACTED]
City/State/Zip...: DICKINSON TX [REDACTED]
Drivers Phone#...: [REDACTED]

Salesman SSN.....: [REDACTED]
Warranty Started: 9/04/02
Previous Retail : N

F3-Exit F12-Cancel F4-Prompt F8-Vin History

Case Report - K152747

Site/Caller Summary:

Site ID: JNC118639
 Site Name/Address: [REDACTED]
 Dickson, TN [REDACTED]
 Time Zone: None
 Caller Name: [REDACTED]
 Caller Phone: [REDACTED]
 Alternate Phone: [REDACTED]

Alt. Site ID:
 Alt. Site Name/Address:
 Alt. Contact Name:

Case Summary:

Case Title: [REDACTED] Fire
 ID: K152747
 Call Type: Repair
 Severity: Low
 Priority: Non-Priority
 Condition/Status: Open/Working
 Part Description:
 Part Number:
 Product/Serial Number: N/A
 Contract:

Case History:

*** PHONE LOG 04/04/2003 04:12 PM US Mountain Standard Time CDiaz

- Customer Stated:
1. Current concern: smoke under hood and fire
 2. I was told by Kelly Goldberry from David McDavid KIA to call you.
 3. She told me to call you and have the factory rep come out and look at the car.
 4. Not sure how many miles on the car.
 5. Are there any recalls on the car?

- Writer Stated:
1. Let me research and see what I can come up with.
 2. I called DPSM Frank Krause.

- Frank Krause Stated:
1. Tell the customer to call their insurance co.
 2. If the ins. co wants the manufacture involved they will contact us.

- Writer Stated:
1. Advised the customer of the DPSM info.
 2. Customer agreed.
 3. Customer will call writer back if needed.

*** CASE CLOSE 04/04/2003 04:12 PM US Mountain Standard Time CDiaz
Customer will call back if needed.

*** CASE CLOSE 04/04/2003 04:12 PM US Mountain Standard Time CDiaz
Customer will call back if needed.

Case History (Continued):

*** PHONE LOG 04/07/2003 01:12 PM US Mountain Standard Time W/noonen Action Type:Incoming call
WRITER RECEIVED CALL FROM DOYLE PETERSON, STEP FATHER.

CUSTOMER STATED:

1. THE VEHICLE CAUGHT FIRE WHILE DRIVING.
2. THE TOW FACILITY PICKED UP THE VEHICLE AND TOWED IT BACK TO THEIR STORAGE YARD.
3. I WANT THE VEHICLE TOWED TO THE KIA DEALER.
4. HOW CAN I GET A COPY OF THE OWNERS MANUAL?

WRITER STATED:

1. IF THERE ARE ANY COSTS OWED FOR THE FIRST TOW TO THE STORAGE YARD, YOU WOULD HAVE TO PAY THE CHARGES BEFORE THEY WILL RELEASE IT FOR US TO DISPATCH A TOW TRUCK.
2. AFTER THE VEHICLE IS CLEARED FOR PICKUP, CALL US BACK AND WE WILL DISPATCH A TOW TRUCK TO TOW IT.
3. VEHICLE HAS A BLW FOR 60 MONTHS OR 60K MILES, A PT WARRANTY FOR 120 MONTHS OR 100K MILES AND ROADSIDE ASSISTANCE FOR 5 YRS / UNLIMITED MILES
4. PROVIDED NUMBER FOR DDS TO GET OWNERS MANUAL.

CUSTOMER STATED:

1. THANKS.
2. I WILL CALL BACK IF THERE IS ANYTHING ELSE.

*** CASE CLOSE 04/07/2003 01:14 PM US Mountain Standard Time W/noonen
INFO GIVEN

*** PHONE LOG 04/07/2003 01:42 PM US Mountain Standard Time W/noonen Action Type:Incoming call
WRITER RECEIVED CALL FROM DOYLE PETERSON.

CUSTOMER STATED:

1. I HAVE PAID THE TOW FACILITY THE VEHICLE IS CURRENTLY AT FOR THE TOW.
2. NOW I NEED THE VEHICLE TOWED FROM THERE TO THE DEALER.
3. WHAT SHOULD I DO NOW?
4. IS THERE A REFERENCE NUMBER?

WRITER STATED:

1. ROADSIDE ASSISTANCE IS OPTION 1 WHEN YOU CALL IN HERE.
2. SET UP THE TOW WITH THE ROADSIDE ASSISTANCE OPERATOR.
3. PROVIDED CASE NUMBER.

*** CASE CLOSE 04/07/2003 01:44 PM US Mountain Standard Time W/noonen
INFO GIVEN

*** PHONE LOG 04/08/2003 12:05 PM US Mountain Standard Time W/noonen Action Type:Incoming call
WRITER RECEIVED CALL FROM MR. PETERSON

CUSTOMER STATED:

1. VEHICLE IS AT THE DAVID MCDAVID BODY SHOP.
2. THEY ARE AWAITING THE AREA REP TO LOOK AT THE VEHICLE.
3. IT LOOKS LIKE THE VEHICLE CAUGHT FIRE BECAUSE OF MANUFACTURING DEFECT.
3. I WANTED TO CALL YOU TO MAKE SURE THAT I COVERED ALL MY OPTIONS.
4. I HAVE BEEN DEALING WITH KELLY GOLDSBERRY, SERVICE MANAGER @ DAVID MCDAVID KIA.
5. WHERE CAN I GET RENTAL CAR INFO.

WRITER STATED:

1. WILL DOCUMENT CONCERNS.
2. WILL FORWARD REQUEST TO CORRECT DEPARTMENT FOR REQUEST OF INSPECTION.
3. CONTACT INSURANCE COMPANY FOR RENTAL CAR COVERAGE.
4. KIA DOES NOT HAVE A PROVISION FOR RENTAL CAR ASSISTANCE.

CUSTOMER STATED:

Case History (Continued):

1. THANKS.

*** SEND CASE HISTORY 04/08/2003 04:29:51 PM JBaranec
Case details sent to dowe@klaus.com.

*** SEND CASE HISTORY 04/09/2003 07:54:37 AM JBaranec
Case details sent to adow@klaus.com.

*** SEND CASE HISTORY 04/09/2003 07:57:12 AM JBaranec
Case details sent to jbaranec@klaus.com.

*** PHONE LOG 04/14/2003 01:35 PM US Mountain Standard Time WNoonan Action Type:Incoming call
WRITER RECEIVED CALL FROM MR. PETERSON.

CUSTOMER STATED:

1. WANTED TO CHECK ON THE STATUS OF THE INSPECTION.
2. I PHONED THE BODY SHOP THE VEHICLE IS AT AND NO ONE HAS COME BY TO LOOK AT IT.

WRITER STATED:

1. INFO HAS BEEN FORWARDED ON THE CORRECT OFFICE FOR REVIEW.
2. YOU WILL BE CONTACTED BY THEM ONCE A DECISION HAS BEEN MADE.

CUSTOMER STATED:

1. THANKS FOR THE INFO.
2. I JUST WANT TO MAKE SURE I KNOW WHAT IS GOING ON.

*** NOTES 04/14/2003 04:21 PM Pacific Daylight Time NDegamo Action Type:Manager review

NCA reviewed case.

Case dispatched to legal for review & determination if inspection is necessary and who should inspect if needed.

*** PHONE LOG 04/23/2003 09:15 AM US Mountain Standard Time WNoonan Action Type:Incoming call
WRITER RECEIVED CALL FROM DOYLE PETERSON.

CUSTOMER STATED:

1. STILL HAVE NOT HEARD FROM ANYONE ABOUT THIS VEHICLE.
2. I WOULD LIKE SOMEONE TO CALL ME BACK AND LET ME KNOW WHAT IS GOING ON.

WRITER STATED:

1. WILL PHONE PERSON WORKING ON THE CASE AND FORWARD THE REQUEST.

CUSTOMER STATED:

1. COULD YOU DO THAT AND THEN CALL ME RIGHT BACK AT 281-337-9847.

WRITER STATED:

1. I WILL.

*** PHONE LOG 04/23/2003 09:23 AM US Mountain Standard Time WNoonan Action Type:Outgoing call

WRITER PHONED NINO DEGAMO, NATIONAL OFFICE.

WRITER STATED:

1. CUSTOMER IS WANTING TO KNOW WHEN THE VEHICLE IS GOING TO BE LOOKED AT.

NINO STATED:

1. WILL SEE IF I CAN SPEED UP THE PROCESS.
2. THESE THINGS TAKE TIME.
3. THE INFORMATION IS AT THE LEGAL DEPARTMENT FOR REVIEW..
4. ONCE THEY MAKE A DECISION THEY WILL CALL THE CUSTOMER.

WRITER STATED:

Case History (Continued):

1. THANKS.

*** PHONE LOG 04/23/2003 09:29 AM US Mountain Standard Time WNoonan Action Type:Outgoing call

WRITER PHONED [REDACTED]

WRITER STATED:

1. THE INFO IS AT THE LEGAL OFFICE FOR REVIEW.
2. THE PROCESS TAKES A WHILE TO INITIATE.
3. YOU WILL BE CONTACTED AFTER THE VEHICLE HAS BEEN LOCKED AT.
4. FEEL FREE TO CHECK BACK IN WITH ME.
5. NATIONAL OFFICE WILL TRY AND EXPEDITE IT

CUSTOMER STATED:

1. THANKS.
2. THAT IS WHAT I NEEDED TO HEAR

*** PHONE LOG 04/28/2003 01:52 PM US Mountain Standard Time WNoonan Action Type:Incoming call

WRITER RECEIVED INCOMING CALL FROM [REDACTED]

RHONDA STATED:

1. PLEASE CALL ME AT HOME @ [REDACTED]
2. I AM HOME AFTER 2PM.

*** PHONE LOG 04/30/2003 12:02 PM US Mountain Standard Time WNoonan Action Type:Incoming call

WRITER RECEIVED VM FROM [REDACTED]

CUSTOMER STATED:

1. CALL ME BACK IF THERE IS ANY MORE INFORMATION.
2. LEFT CASE NUMBER AND PHONE NUMBER, [REDACTED]

*** PHONE LOG 04/30/2003 12:08 PM US Mountain Standard Time WNoonan Action Type:Outgoing call

WRITER PHONED NING DEGAMO AND LEFT VM.

WRITER STATED:

1. WOULD LIKE TO KNOW ANY INFO ON WHAT IS GOING ON WITH THIS CASE.
2. CUSTOMER'S WIFE IS NOW CALLING ME FOR AN UPDATE.
3. LEFT NAME, CASE# AND EXTENSION FOR CALL BACK

*** PHONE LOG 04/30/2003 12:10 PM US Mountain Standard Time WNoonan Action Type:Incoming call

WRITER PHONED [REDACTED]

WRITER STATED:

1. AS SOON AS I FIND OUT ANY INFO I WILL CALL YOU BACK.
2. I HAVE A PHONE CALL IN REQUESTING INFO ON THIS.
3. WILL GIVE YOU AN UPDATE AS SOON AS I FIND OUT.

CUSTOMER STATED:

1. IT HAS BEEN A MONTH SINCE THIS HAS HAPPENED.
2. I WANT TO GET THE BALL ROLLING AND HAVE KIA LOOK AT THE VEHICLE.
3. THANKS

*** NOTES 05/04/2003 11:52 AM Pacific Daylight Time BNaikamura Action Type:Manager review
Discussed case with supervisor. Please have the region schedule a DPSM to photograph and inspect the vehicle. After the inspection is complete, please send the photographs to legal for review and recommendation for further handling.

*** NOTES 05/08/2003 08:09 AM Pacific Daylight Time NDeGamo Action Type:Manager review
Case dispatched to region to have DPSM photograph and inspect veh.
Please see above notes from Legal regarding handling.

*** PHONE LOG 05/07/2003 03:09 PM Eastern Daylight Time JSifford Action Type:Outgoing call
Writer reviewed case with DPSM, Rikause

Case History (Continued):

Request PIR--provided all information

*** PHONE LOG 05/13/2003 10:54 AM US Mountain Standard Time WNoonan Action Type:Incoming call
WRITER RECEIVED INCOMING CALL FROM [REDACTED].

CUSTOMER STATED:

1. CALLING TO FIND OUT WHAT IS GOING ON WITH THE CASE.

WRITER STATED:

1. I SHOW IT HAS BEEN ASSIGNED TO A REGIONAL ANALYST.

CUSTOMER STATED:

1. IS THERE ANYONE I CAN SPEAK WITH?

WRITER STATED:

1. WRITER WILL PHONE THE REGIONAL ANALYST AND FIND OUT.

CUSTOMER STATED:

1. I'LL HOLD.

WRITER PHONED JUNE SIFFORD, REGIONAL ANALYST.

WRITER STATED:

1. IS THERE ANYTHING YOU CAN TELL ME ABOUT THIS CASE.
2. I HAVE THE CUSTOMER ON THE OTHER LINE AND HE IS REQUESTING INFORMATION.
3. THE CASE WAS CREATED OVER A MONTH AGO.

JUNE STATED:

1. YOU CAN PUT THE CUSTOMER ON WITH ME, I'LL TALK TO HIM.

WRITER CONFERENCED CUSTOMER WITH JUNE AND DROPPED OFF THE LINE.

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Rule Action	05/13/2003 02:55:09 PM	rulemanager	Action Case Owner of rule...
Phone Log	05/13/2003 02:54:08 PM	WNoonan	Start = 05/13/2003 10:46 ...
Phone Log	05/07/2003 04:09:58 PM	JSifford	Start = 05/07/2003 03:08 ...
Accept	05/06/2003 07:52:48 AM	JSifford	from Queue Southern Regio...
Rule Action	05/05/2003 11:14:56 AM	rulemanager	Action Queue Members of r...
Dispatch	05/05/2003 11:09:56 AM	NDegamo	from WIP In progress to Q...
Modify	05/05/2003 11:09:51 AM	NDegamo	into WIP In progress and ...
Notes	05/05/2003 11:09:28 AM	NDegamo	Case dispatched to region...
Accept	05/05/2003 11:08:43 AM	NDegamo	from Queue National CA to...
Rule Action	05/04/2003 02:58:07 PM	rulemanager	Action Queue Members of r...
Dispatch	05/04/2003 02:53:05 PM	BNakamura	from WIP default to Queue...
Notes	05/04/2003 02:52:59 PM	BNakamura	Discussed case with supe...
Accept	05/04/2003 02:50:50 PM	BNakamura	from Queue Legal to WIP d...
Rule Action	04/30/2003 04:11:29 PM	rulemanager	Action Case Owner of rule...
Phone Log	04/30/2003 04:10:28 PM	WNoonan	Start = 04/30/2003 12:08 ...
Rule Action	04/30/2003 04:09:07 PM	rulemanager	Action Case Owner of rule...
Phone Log	04/30/2003 04:08:06 PM	WNoonan	Start = 04/30/2003 12:06 ...
Rule Action	04/30/2003 04:03:45 PM	rulemanager	Action Case Owner of rule...
Phone Log	04/30/2003 04:02:45 PM	WNoonan	Start = 04/30/2003 11:59 ...
Rule Action	04/29/2003 03:39:16 PM	rulemanager	Action 21-day Escalation ...
Rule Action	04/29/2003 03:53:48 PM	rulemanager	Action Case Owner of rule...
Phone Log	04/29/2003 03:52:48 PM	WNoonan	Start = 04/29/2003 01:50 ...
Rule Action	04/27/2003 03:39:17 PM	rulemanager	Action 15-day Escalation ...
Rule Action	04/23/2003 04:21:15 PM	rulemanager	Action Queue Escalation o...
Rule Action	04/23/2003 03:39:18 PM	rulemanager	Action 15-day Reminder of...
Rule Action	04/23/2003 01:30:01 PM	rulemanager	Action Case Owner of rule...
Phone Log	04/23/2003 01:29:00 PM	WNoonan	Start = 04/23/2003 09:26 ...
Rule Action	04/23/2003 01:24:31 PM	rulemanager	Action Case Owner of rule...
Phone Log	04/23/2003 01:23:31 PM	WNoonan	Start = 04/23/2003 09:20 ...

Activity Summary (Continued):

Activity	Date/Time	Originator	Additional Information
Rule Action	04/23/2003 01:16:26 PM	rulemanager	Action Case Owner of rule...
Phone Log	04/23/2003 01:15:26 PM	WNoonan	Start = 04/23/2003 09:13 ...
Rule Action	04/19/2003 09:50:22 PM	rulemanager	Action Queue Escalation o...
Rule Action	04/14/2003 08:36:15 PM	rulemanager	Action Queue Members of r...
Dispatch	04/14/2003 08:21:13 PM	NDegamo	from WIP In progress to Q...
Notes	04/14/2003 08:21:06 PM	NDegamo	NCA reviewed case. Case ...
Rule Action	04/14/2003 05:36:18 PM	rulemanager	Action Case Owner of rule...
Phone Log	04/14/2003 05:35:16 PM	WNoonan	Start = 04/14/2003 01:33 ...
Modify	04/09/2003 05:35:33 PM	NDegamo	Into WIP In progress and ...
Accept	04/08/2003 03:34:59 PM	NDegamo	from Queue National CA to...
Send Case Hist	04/08/2003 11:57:12 AM	JBaronec	Case details mailed to jo...
Send Case Hist	04/08/2003 11:54:37 AM	JBaronec	Case details mailed to ad...
Send Case Hist	04/08/2003 08:29:51 PM	JBaronec	Case details mailed to do...
Rule Action	04/08/2003 04:20:52 PM	rulemanager	Action Queue Members of r...
Dispatch	04/08/2003 04:05:51 PM	WNoonan	from WIP Open to Queue Na...
Modify	04/08/2003 04:05:39 PM	WNoonan	Into WIP Open and Status ...
Phone Log	04/08/2003 04:05:31 PM	WNoonan	Start = 04/08/2003 11:58 ...
Reopen	04/08/2003 03:36:16 PM	WNoonan	with Condition of Open an...
Case Close	04/07/2003 05:44:01 PM	WNoonan	Status = Closed, Resoluti...
Phone Log	04/07/2003 05:42:04 PM	WNoonan	Start = 04/07/2003 01:38 ...
Reopen	04/07/2003 05:38:01 PM	WNoonan	with Condition of Open an...
Modify	04/07/2003 05:14:16 PM	WNoonan	Into WIP Open and Status ...
Case Close	04/07/2003 05:14:16 PM	WNoonan	Status = Closed, Resoluti...
Phone Log	04/07/2003 05:12:42 PM	WNoonan	Start = 04/07/2003 01:03 ...
Reopen	04/07/2003 05:02:59 PM	WNoonan	with Condition of Open an...
Rule Action	04/04/2003 06:13:09 PM	rulemanager	Action TREAD Notification...
Case Close	04/04/2003 06:12:59 PM	CDiaz	Status = Closed, Resoluti...
Case Close	04/04/2003 06:12:56 PM	CDiaz	Status = Closed, Resoluti...
Phone Log	04/04/2003 06:12:17 PM	CDiaz	Start = 04/04/2003 03:49 ...
Modify	04/04/2003 06:12:16 PM	CDiaz	into WIP DEFAULT and Stg...
Create	04/04/2003 05:49:37 PM	CDiaz	Contact = Shondra Hunt, P...

Accident Report

Case K152747

Report Details

*** End ***

1. Do You Own the Vehicle?

No

2. Who Owns the Vehicle?

<Provide Owner Name, Address, and Phone>

3. Who Was Driving the Vehicle?

<Provide Driver's Name, Address, and Phone>

4. What is the Age of the Driver?

<Driver's Age>

5. What Was the Date and Time of the Accident?

<DATE> and <TIME>

03/30/2008

6. Describe the Road Conditions at the Time of the Accident.

<ROAD CONDITIONS>

CLEAR

7. Describe the Weather Conditions at the Time of the Accident?

<WEATHER CONDITIONS>

MORNING TIME / CLEAR

8. What Speed was the Vehicle Traveling?

<VEHICLE SPEED>

PARKED

9. Were any Other Vehicles Involved in the Accident?

No

10. Were There Any Injuries?

No

13. Describe the Incident in Detail

<INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

SHE WAS DRIVING THE VEHICLE HOME. PARKED THE VEHICLE OUT FRONT OF THE DUPLEX APARTMENT. SHE WENT IN BECAUSE THE VEHICLE WAS SMOKING. CAME BACK OUT AND THE VEHICLE WAS ON FIRE. CALLED 911 TO HAVE THEM COME OUT AND PUT THE FIRE OUT.

14. Were the Police Contacted?

Yes

15. What is the Name of the Officer, Department, and Badge Number?

<Officer Name, Department, Badge>

INCIDENT 603-0001619 / OFFICER IN CHARGE, DAVID WHITTON, BADGE 5023. JOE BRANTLEY BADGE 3414, CAPTAIN

16. What is the Police Report Number?

<POLICE REPORT NUMBER>

17. Was the Insurance Company Contacted?

Yes, Name, Address, and Phone of Insurance Company, Policy #, and Claim #

18. Have You Settled With the Insurance Company?

No

19. Was the Vehicle Driven or Towed From the Scene?

Towed

20. Where is the Vehicle Now?

<VEHICLE LOCATION>

DAVID MC DAVID COLLISION REPAIR CENTER / 108 WINKLER DRIVE / HOUSTON, TX 77057 / 713-841-8180

21. Have Any Repairs Been Completed?

<DESCRIBE REPAIRS>

NO

22. Were Parties Wearing Seatbelts?

No

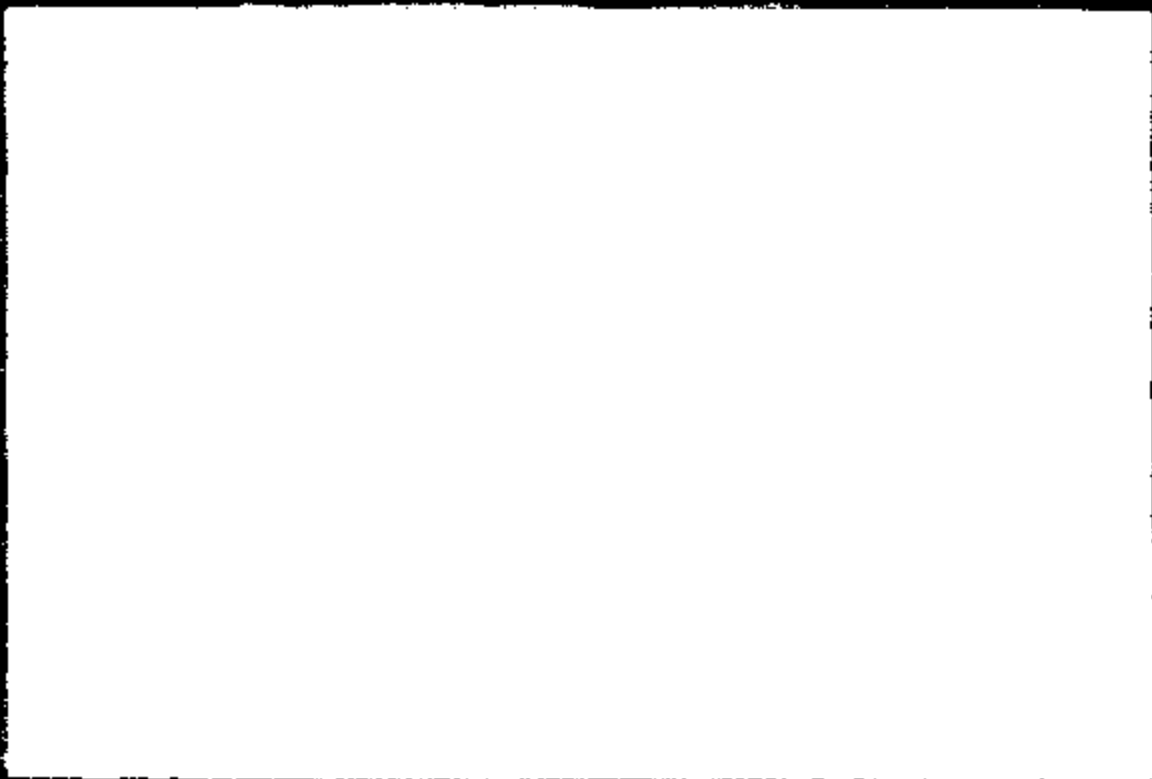
23. Did the Airbag(s) Deploy?

No

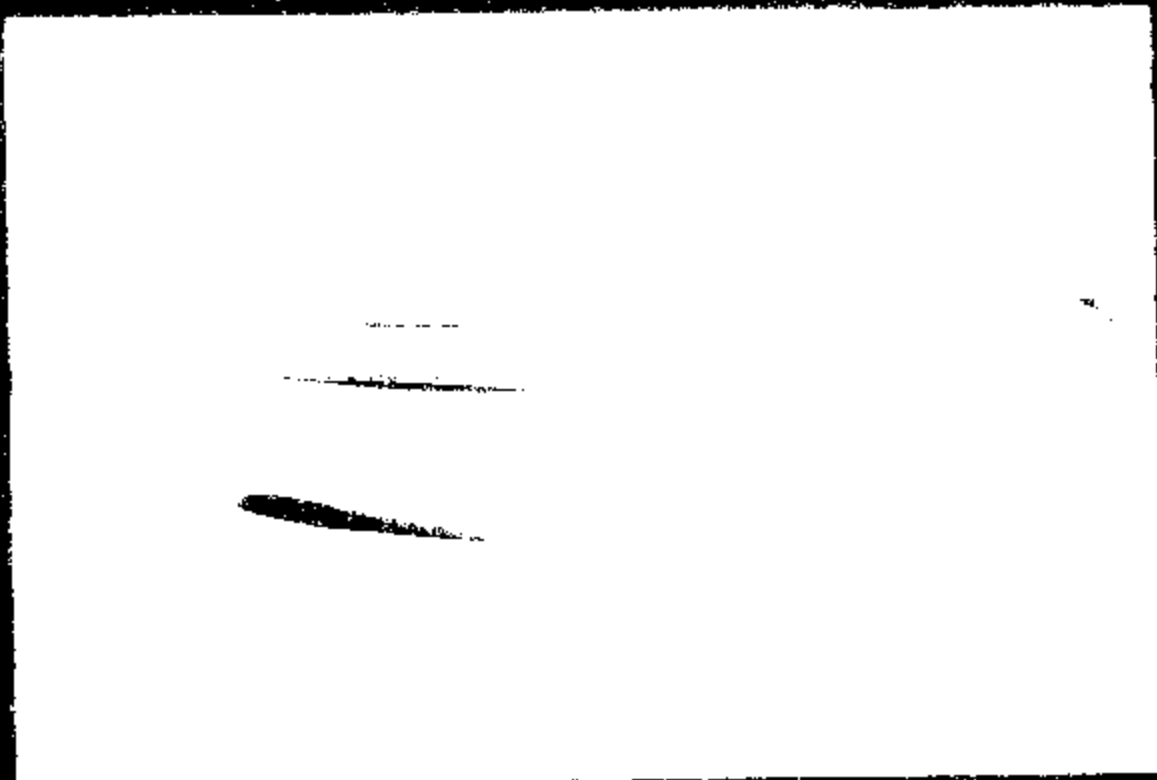
24. Are you Requesting any Resolution?

<RESOLUTION SOUGHT>

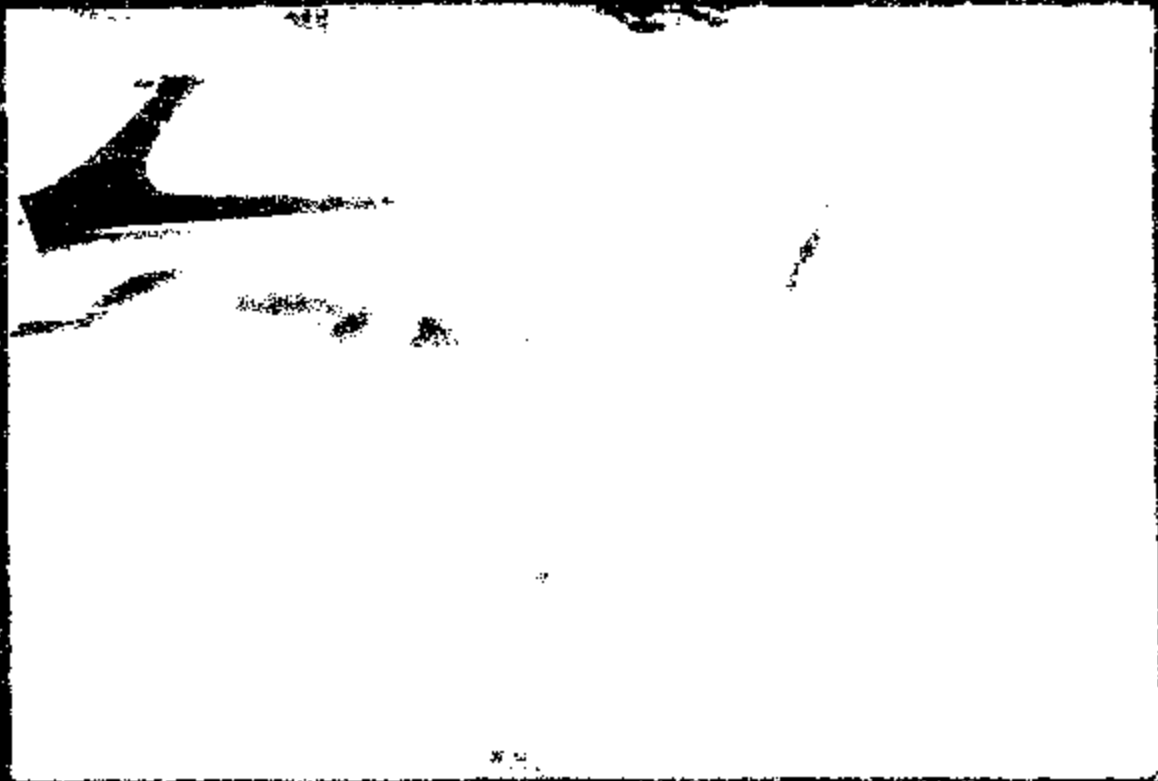
WOULD LIKE KIA TO LOOK AT THE VEHICLE. A 6 MONTH OLD CAR SHOULD NOT CATCH FIRE LIKE THAT.



#1



#2



#3

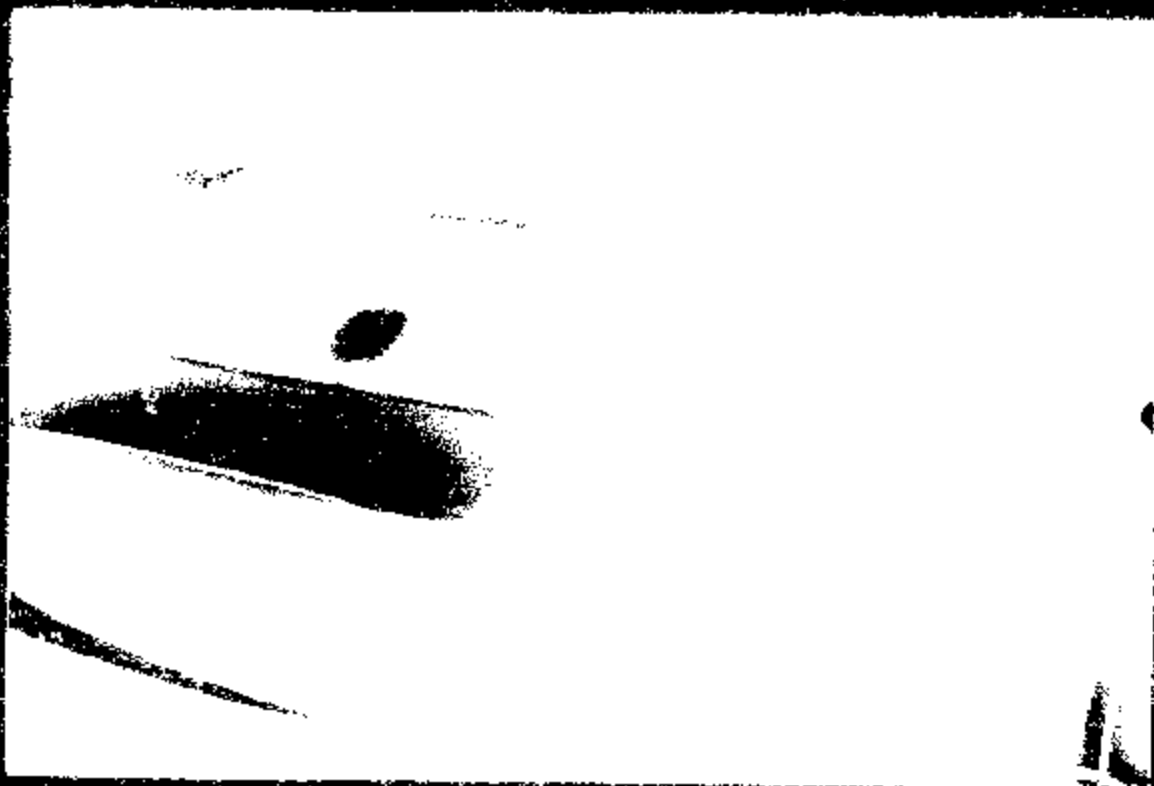


#4



* NOTE: DAMAGE TO RIGHT PILLAR AND DOOR - PREVIOUS IMPACT DAMAGE PRIOR TO FIRE

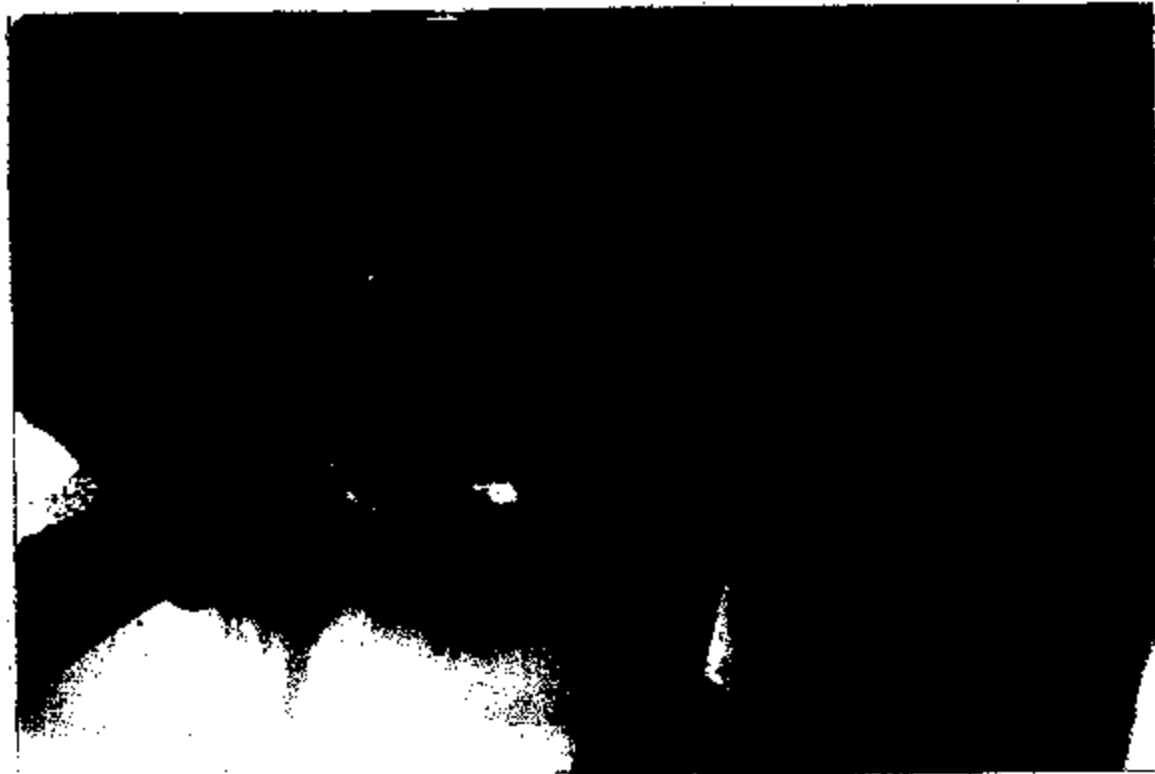
#5



#6



#7



#8



#9

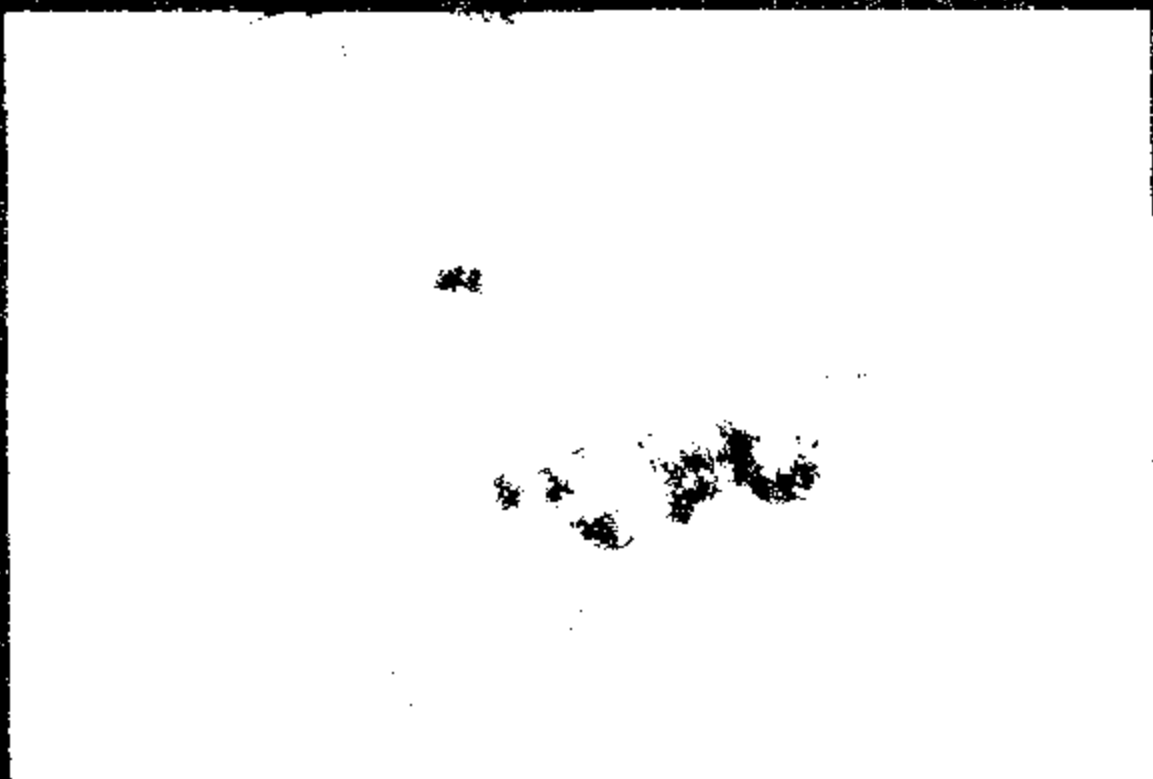


#10



21

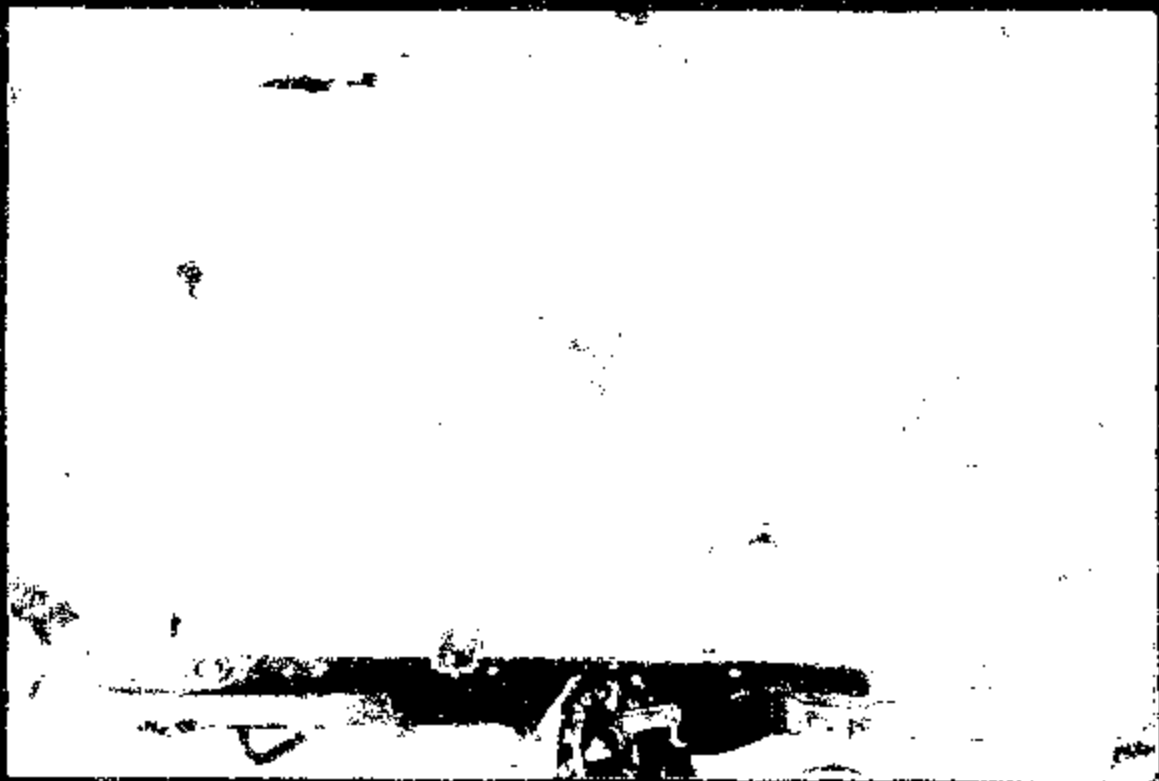




#13



#14



#15



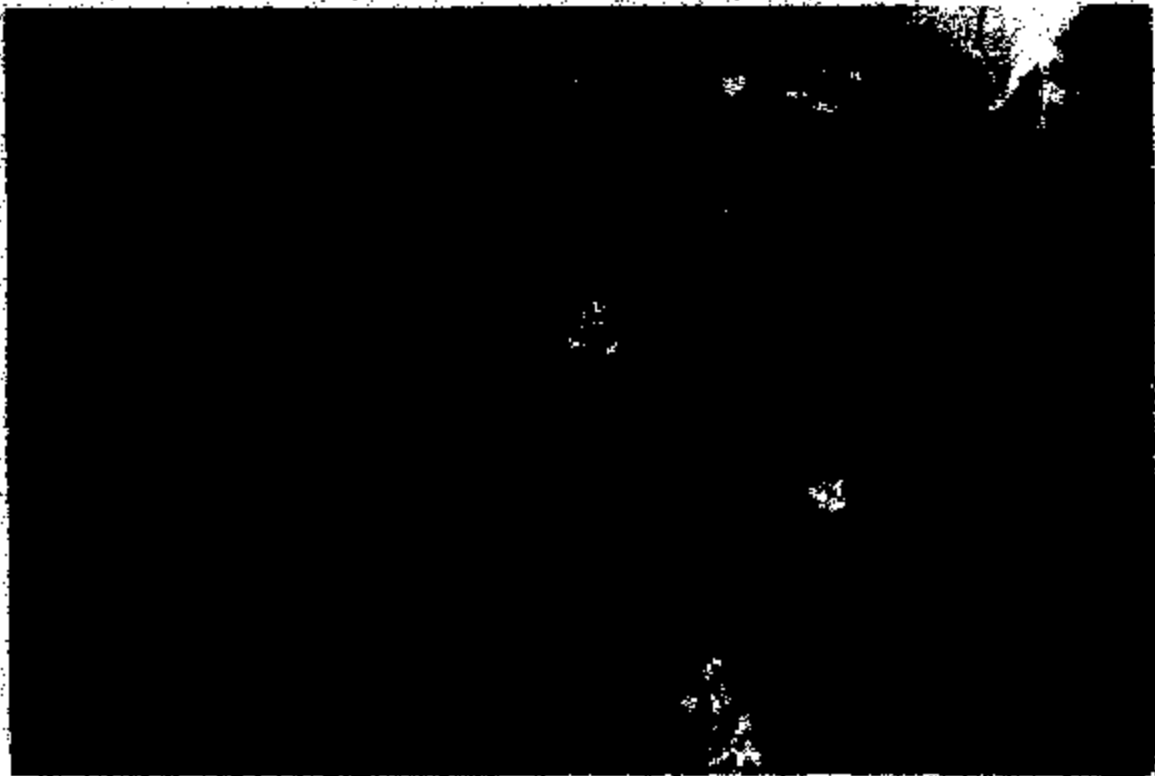
#16



#17



#18



#19



#20



#21



#22



#23



#24

Kia Motors America
Consumer Affairs Department

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Last Name	First Name	VIN of 2002 RIO SEDAN KNADC123726201378	Case Number K142289	Mileage 8,000
Roselle NJ			Dealer: NJ007 Logan Kia	

Case History

Complaint Fire

*** PHONE LOG 02/24/2003 07:40 AM US Mountain Standard Time JCook

1. Vehicle Owner: Tracy Corbisiero
2. Vehicle driven by: [REDACTED]
3. What is the age of the driver? [REDACTED]
4. Driver's telephone number and address? In Clarify
5. Date and Time of the incident? 2/23/03 ; 9am
6. Road conditions at time of incident? Dry
7. Weather conditions at time of incident? Clear.
8. Speed traveling at time of incident? Vehicle was parked.
9. Any other vehicles involved? No.
10. Any injuries? No.
11. Was anyone taken by ambulance to hospital? No.
12. Did anyone receive medical attention by an EMT, hospital, or private doctor? No.
13. Is anyone currently under medical attention for this incident? No.
14. Description of incident in detail, including street names, location, all vehicles involved, what part of the vehicles were damaged: Customer Stated the vehicle was parked in front of her aunt's house on the street. Says someone came to the door and said the vehicle was on fire. Says she called the fire dept because the engine was on fire. Says the fire dept put the fire out. Says the engine has damage, and some of the dashboard was melted.
15. Were the police contacted? Yes.
16. If the police were contacted what is the name of the officer? No.
17. What is the Police report number? Does not have yet.
18. Was insurance company contacted? No not yet.
19. Has the customer settled with their insurance company? No.
20. Was the vehicle towed from the scene or was it driven? Vehicle was towed by Jersey City police dept (North District)
21. Where is the vehicle now? Jersey City police impound yard-(201)333-6336
22. Have repairs been completed? No.
23. Were parties wearing seatbelts? No. (Vehicle was parked)
24. Did the airbag deploy? No.
25. Resolution sought by customer? Customer wanted to know why her parked car just caught on fire, and would like Kia to contact her about this. Says she is going to contact her insurance company and Kia dealer now.

*** NOTES 02/24/2003 07:40 AM US Mountain Standard Time JCook Action Type:Manager review
Writer forwarding for review and follow up.

*** NOTES 02/25/2003 09:39 AM US Mountain Standard Time NDeGamo Action Type:Manager review
NCA reviewed case.
Case dispatched to region for handling.

*** NOTES 02/25/2003 12:55 PM US Mountain Standard Time TBeam Action Type:Manager review
Please have DPBM take photo's of vehicle for submission to National

*** FORWARD 02/25/2003 12:56 PM US Mountain Standard Time TBeam

*** PHONE LOG 03/04/2003 09:45 AM US Mountain Standard Time CDiaz Action Type:Incoming call
Customer Stated:
1. I was told to take the car Salerno Duane Kia.

**Kia Motors America
Consumer Affairs Department**

Page 2 of 4

Last name	First name	VIN of 2002 RIO SEDAN	Case Number	Mileage
		KNADC123726201378	K142289	8,000
Eggle NJ			Dealer: NJ007 Loran Kia	

2. I should be there in the next day or two.

Writer Stated:

1. I will doc the info here.
2. Advised of what is going on.

Customer Stated:

1. I have to get the car out of where it is at due to them charging storage of 25 a day.

Writer Stated:

1. Call have been documented here and the correct dept. will be notified of this info.
2. Customer thanked writer.

*** PHONE LOG 03/04/2003 10:47 AM US Mountain Standard Time TFrancis Action Type:Outgoing call

WRITER STATES:

1. WRITER CALLED CUSTOMER TO MAKE SURE VEH IS BEING TAKEN TO THE RIGHT SALERNO DUANE KIA-- THERE ARE 2
2. WRITER WAS TOLD VEH WILL BE GOING TO SALERNO DUANE KIA IN JERSEY CITY-NJ025
3. WRITER CALLED DLR AND SPOKE WITH DOMINIC ADVISING DPSM JOHN SCOTT WILL BE THERE SOMETIME SOON TO TAKE PHOTOS OF VEH AND NOT TO TOUCH THE VEH
4. DOMINIC STATED THIS WAS FINE--HE HAD ALREADY SPOKEN TO CUSTOMER EARLIER

*** SEND CASE HISTORY 03/04/03 12:47:58 PM TFrancis

Case details sent to JSCOTT@KIAUSA.COM.

*** NOTES 03/14/2003 12:52 PM US Mountain Standard Time TFrancis Action Type:Manager review

WRITER STATES:

1. WRITER SENT DPSM JOHN SCOTT FOR AN UPDATE AND TO FIND OUT IF HE LOOKED AT VEH AT THE DLR ON 3/12
2. WTG FOR RESPONSE

*** PHONE LOG 03/17/2003 09:57 AM US Mountain Standard Time TFrancis Action Type:Outgoing call

WRITER STATES:

1. WRITER RECVD EMAIL FROM DPSM JOHN S STATING THE VEH WAS NOT AT SALERNO DUANE KIA FOR HIM TO TAKE PHOTOS OF ACCIDENT DAMAGE
2. WRITER CALLED CUSTOMER WHO STATES VEH IS STILL AT THE IMPOUND BECAUSE SHE CANNOT AFFORD TO GET IT TAKEN OUT
3. WRITER CALLED JOHN SCOTT BACK TO SEE WHAT COULD BE DONE--WRITER LEFT VOICEMAIL MESSAGE FOR JOHN

*** NOTES 03/17/2003 12:38 PM US Mountain Standard Time TFrancis Action Type:Manager review

WRITER STATES:

1. WRITER EMAILED DPSM JOHN SCOTT THE ADDRESS TO THE JERSEY CITY IMPOUND AS REQUESTED

*** PHONE LOG 03/19/2003 12:15 PM US Mountain Standard Time PMazur Action Type:Incoming call

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2002 RIO SEDAN	Case Number	Mileage
		KNADC123726201378	K142289	8,000
Roselle NJ 07203			Dealer: NJ007 Lamin Kia	

Customer states:

1. reiterated previous accident
2. was sitting in car with heater on
3. car caught on fire when someone knocked on door
4. next day tried to call R/S assistance who would not tow car
5. As of Friday the bill at the impound lot is going to be \$600.
6. would like a call back at [REDACTED]

Writer states:

1. understand the situation
2. will document concerns
3. will contact case manager and ask for call back

*** PHONE LOG 03/19/2003 12:17 PM US Mountain Standard Time PManuz Action Type:Outgoing call
writer called RA Tracy F and left vm stating customer is asking for call back and left contact numbers

*** NOTES 03/26/2003 03:22 PM Eastern Daylight Time TFrancis Action Type:Manager review

WRITER STATES:

1. DPSM JOHN SCOTT HAS INSPECTED THIS VEHICLE THIS DATE
2. WTG FOR PIR FROM DPSM.

*** NOTES 03/28/2003 09:36 AM Eastern Daylight Time TFrancis Action Type:Manager review

WRITER STATES:

1. WRITER RECVD PIR FROM DPSM JOHN SCOTT
2. WRITER MADE HARD COPY AND DISPATCHED TO NATIONAL

*** STATUS CHANGE 03/28/2003 10:04 AM Pacific Daylight Time NDeGamo

*** NOTES 03/31/2003 03:30 PM Pacific Daylight Time NDeGamo Action Type:Manager review

Received PIR from region

PIR contains black & white pictures of the veh that are not clear.

NCA requesting color photos from region.

*** EMAIL OUT NDeGamo Action Type:External email

Send to:[tfrancis@kiausa.com]

H [REDACTED]

Please email me the color photos from the PIR or send them interoffice. The black & white photos in the PIR weren't too clear.
Thanks!

-Nino

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2002 RIO SEDAN	Case Number	Mileage
		KNADC123726201378	K142289	8,000
Rosella N.			Dealer: NJ007 Loman Kia	

*** NOTES AND STATUS CHANGE 04/02/2003 08:50 AM Pacific Daylight Time NDeGano Action Type:Manager review
Received complete PIR from region

Case Dispatch - Documents forward to the Legal Department for review

*** NOTES 04/10/2003 06:35 PM Pacific Daylight Time BNakamura Action Type:Manager review
Discussed case with supervisor. At this time, legal recommends

*** Privileged Information Redacted - Attorney-Client Communication***

*** NOTES AND STATUS CHANGE 04/11/2003 07:57 AM Pacific Daylight Time NDeGano Action Type:Manager review
Case dispatched to region for handling.
Please see above notes from Legal.

*** FORWARD 04/11/2003 12:16 PM Pacific Daylight Time TBeam
please respond to customer per legal notes

*** NOTES 04/14/2003 09:25 AM Eastern Daylight Time TFrancis Action Type:Manager review

WRITER STATES:

1. WRITER SENT CUSTOMER A DENIAL LETTER
2. LETTER SENT CERTIFIED-7099 3220 0009 8189 5622

*** CASE CLOSE 04/14/2003 09:27 AM Eastern Daylight Time TFrancis

*** CASE CLOSE 09/02/2003 10:17 AM Pacific Daylight Time MCarson

4/23/03
13:49:49
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

NAKAMURAB
KIAPROD
0/00/00

VIN No : KNADC123726201378

Model . . 31502
Series . RIO

In Service Date:

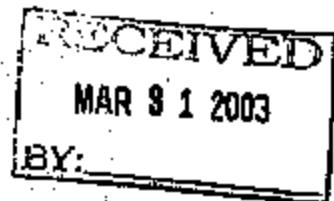
<u>Repair</u> <u>Date</u>	<u>W Dealer</u> <u>T No.</u>	<u>Repair</u> <u>Order#</u>	<u>Ver</u>	<u>Repair</u>	<u>Labor</u>	<u>Code</u>	<u>Causal</u>	<u>Part</u>	<u>Mileage</u>
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F3=Exit
History For VIN Enter Is Not Found On File

F11=Show Detail

+

K142289



PRELIMINARY INVESTIGATIVE REPORT

PRIVILEGED AND CONFIDENTIAL INFORMATION FOR THE USE OF KIA MOTORS AMERICA, INC ONLY

If this report involved a bodily injury or property damage to property other than the KIA itself, complete this page ONLY. Immediately telephone KMA Legal Department for instructions. DO NOT Make any further contact with the owner/ driver to complete the information on this page.

Date and time KMA Legal Department contacted : Name of person contacted:

1.

OWNER, DRIVER, CLAIMANT

DATE OF REPORT:3/26/03 PREPARED BY:John L. Scott DPSM

OWNER: [REDACTED] ADDRESS: [REDACTED] Roselle New Jersey [REDACTED]
PHONE NUMBER: [REDACTED]

DRIVER: Same ADDRESS: Same PHONE NUMBER: Same

DRIVER'S AGE: NA DRIVER'S LIC.NUMBER:na

SUMMARY OF INCIDENT:AS PER CASE NOTES (K142289) AS REPORTED TO CALL CENTER:
Customer stated vehicle was parked in front of her aunt's house on the street. Someone came to the door and said the vehicle was on fire. She called the fire department because the engine was on fire. Fire Dept put out the fire.

LOCATION OF VEHICLE: OTHER ADDRESS: CITY: Jersey City STATE:NJ

DATE AND TIME OF INCIDENT:2/23/03 @9:AM

LOCATION OF INCIDENT:NA

2

VEHICLE IDENTIFICATION

YEAR:2002 MDL#RIG LIC#NCJ 61F STATE:NJ PRODUCTION DATE:5/30/02

TRANSMISSION:AUTOMATIC ODOMETER:Unknown-customer states

800VIN:KNADC123726201378

3.

AVAILABLE INFORMATION ON BODILY INJURY

COMPLETE IN FULL, INDICATION BY CODE (A, B, C, D) WHERE INJURED PERSONS WERE INJURED PERSONS WERE.

(A) In KIA vehicle (B) In other vehicle (C) Pedestrian (D) Other

Name and Address	Age	Code	Seating position	Nature of alleged injury

Complete Section 4, 5, 6 and 7 only if incident does not involve personal injury or damage to property other than the KIA Vehicle or if expressly authorized by the KMA Legal Department.

4.

DAMAGE TO AUTOMOBILE

Describe Extent of Damage: Extensive under hood and in-dash fire damage

If Part(s) Removed, Tag and Indicate Present Location: Vehicle still intact - Located at Jersey City Incinerator Authority, Auto Found Division, 100 Phillips Street, Jersey City, NJ 07304 201-333-6336

Repair Estimate: NA

5.

PRELIMINARY FIELD INVESTIGATION

VEHICLE VIEWED AT: Jersey City, NJ police impound lot indicated above DATE: 3/26/03

VIEWED BY: John L. Scott EMPLOYED BY: KMA TITLE: DPSM - EA6

VIEWED BY: EMPLOYED BY: TITLE:

VIEWED BY: EMPLOYED BY: TITLE:

WHAT PART/SYSTEM IS ALLEGED DEFECTIVE? : NA

DESCRIBE CONDITION OF ALLEGED DEFECTIVE PART/SYSTEM: Substantial fire damage—cause unknown

CONDITION OF ADJOINING OR RELATED PART/SYSTEM: Same

6.

SERVICE HISTORY

WHERE IS VEHICLE NORMALLY SERVICED: No record

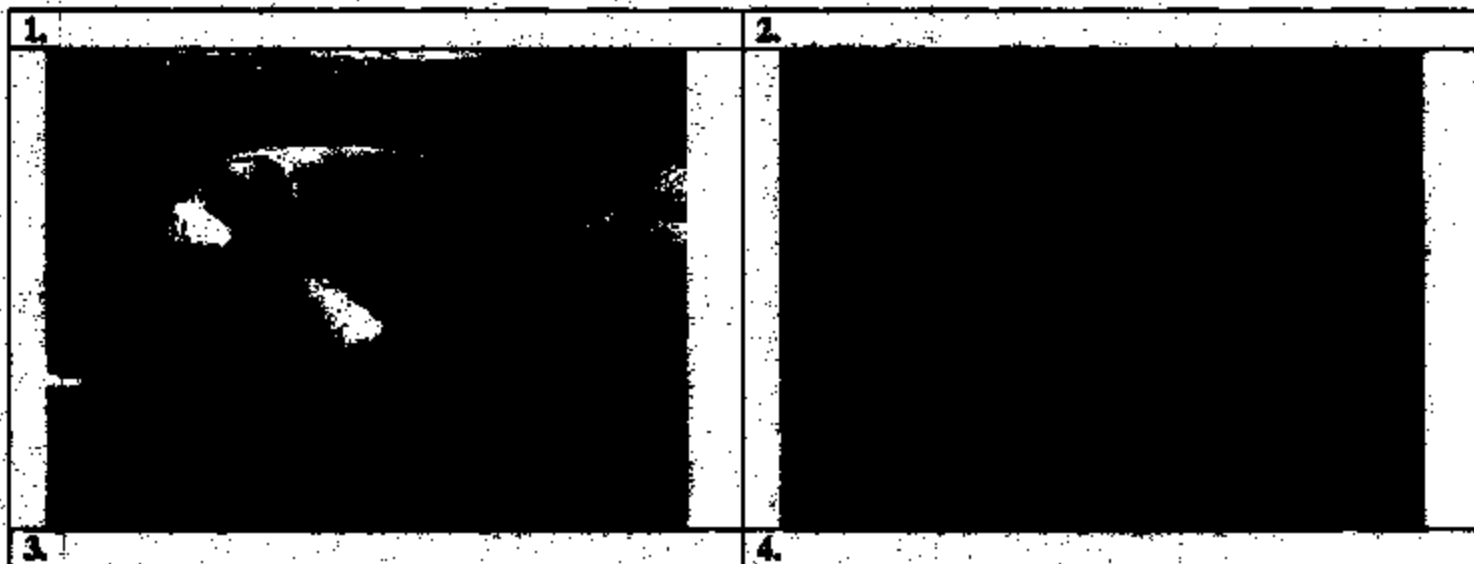
PRE-DELIVERY PERFORMED BY: NJ007

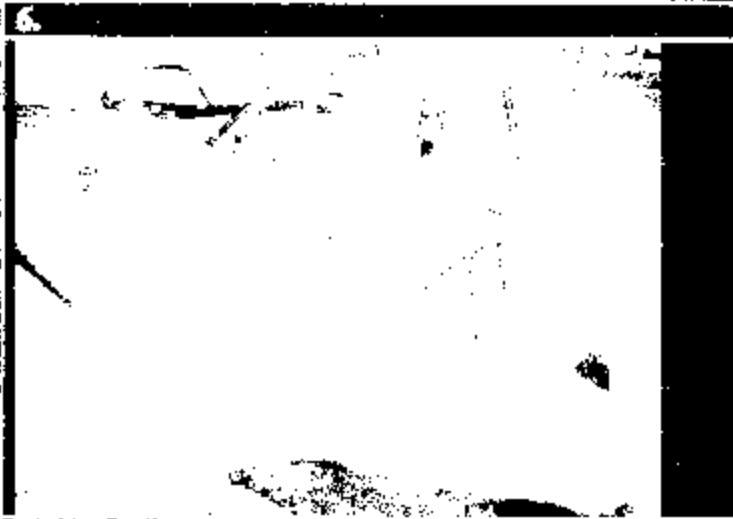
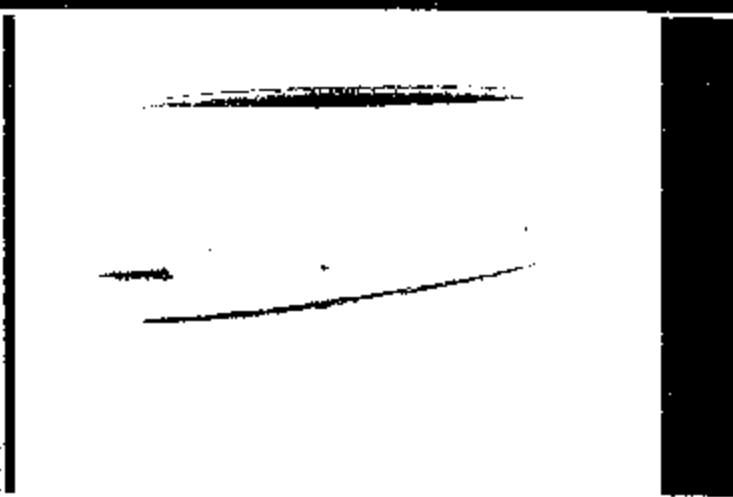
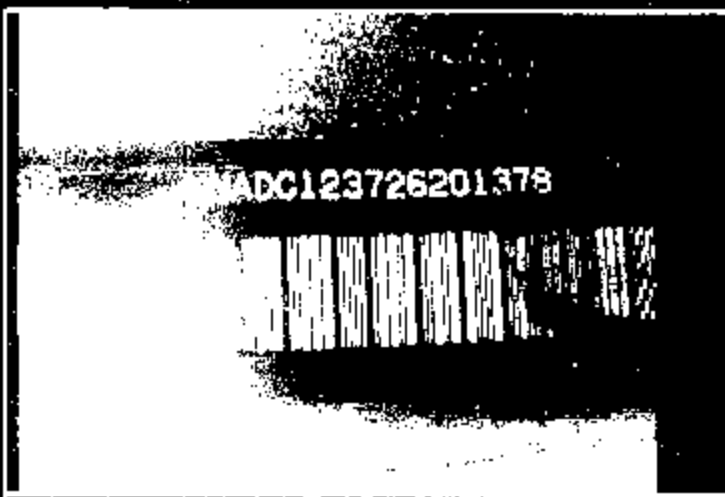
REGULAR MAINTANANCE HISTORY: No record

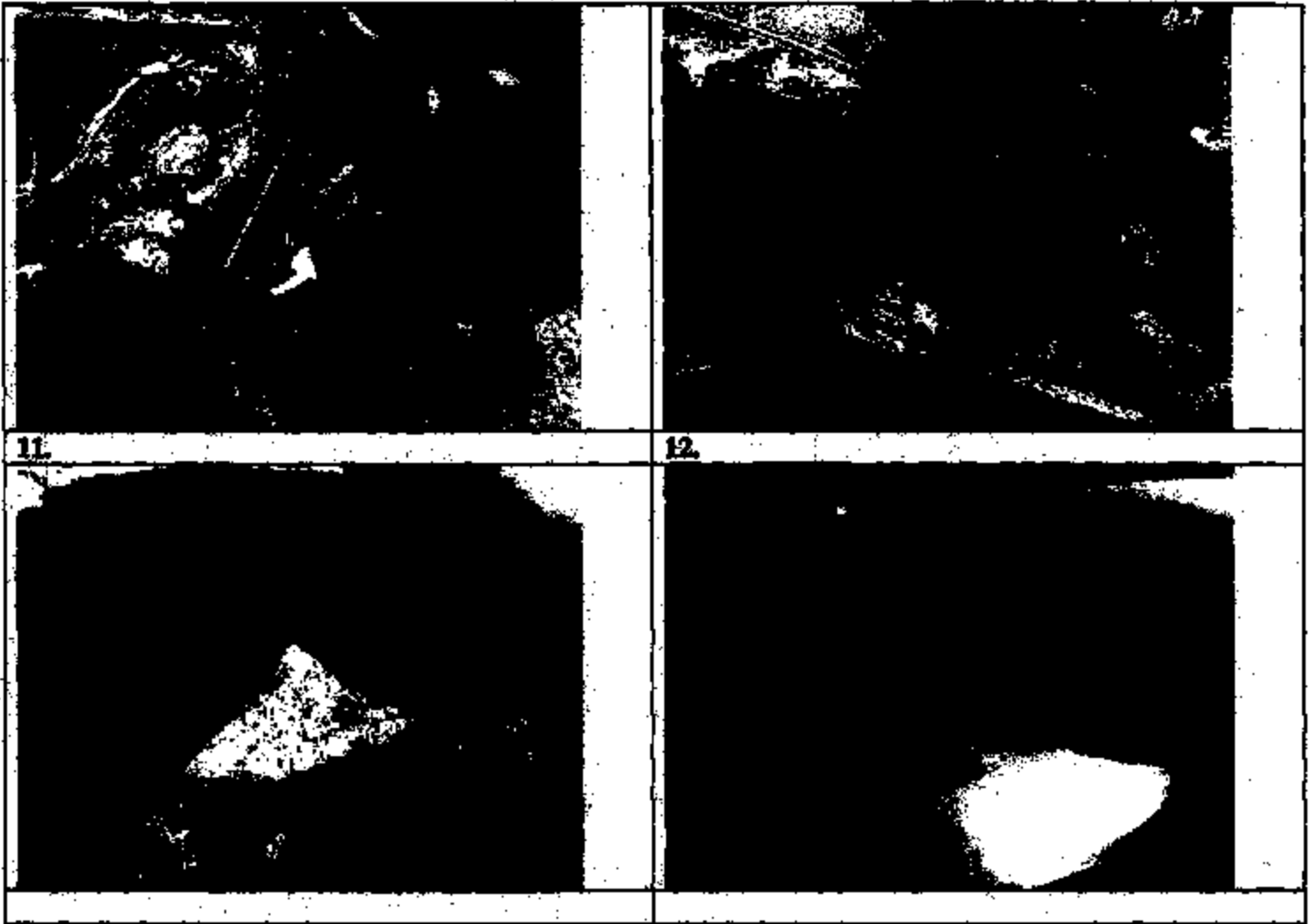
NOTE: ATTACH COPIES OF REPAIR ORDERS (FRONT AND BACK) AND ANY OTHER PERTINANT INFO REGARDING MAINTANANCE OF VEHICLE.

PHOTOGRAPHS

PHOTOGRAPHS OF VEHICLE SHOWING ALL DAMAGE.







8.

DATE: 3/26/03

PREPARED BY: John L. Scott

TITLE: DPSM EA 6

DESCRIBE CONDITION OF ALLEGED DEFECTIVE PART/SYSTEM: Substantial fire damage—cause unknown

CONDITION OF ADJOINING OR RELATED PART/SYSTEM: Same

6.

SERVICE HISTORY

WHERE IS VEHICLE NORMALLY SERVICED: No record

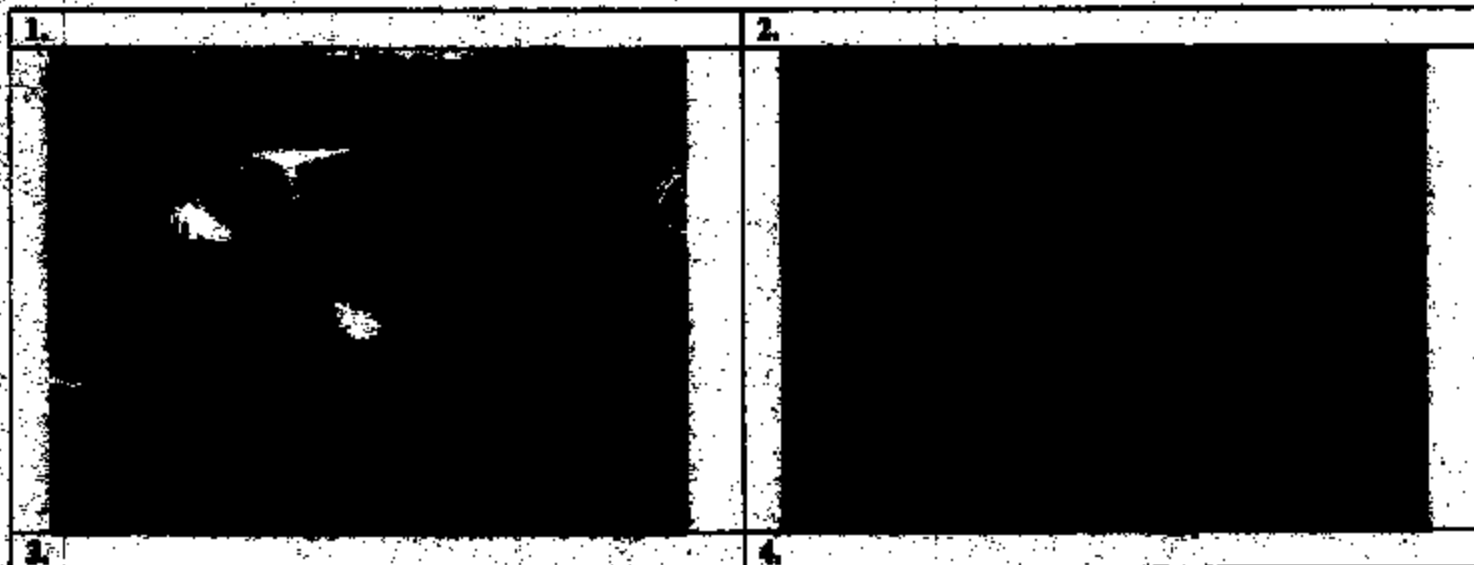
PRE-DELIVERY PERFORMED BY: NJ007

REGULAR MAINTANANCE HISTORY: No record

NOTE: ATTACH COPIES OF REPAIR ORDERS (FRONT AND BACK) AND ANY OTHER PERTINANT INFO REGARDING MAINTANANCE OF VEHICLE.

PHOTOGRAPHS

PHOTOGRAPHS OF VEHICLE SHOWING ALL DAMAGE.



BC123726201378



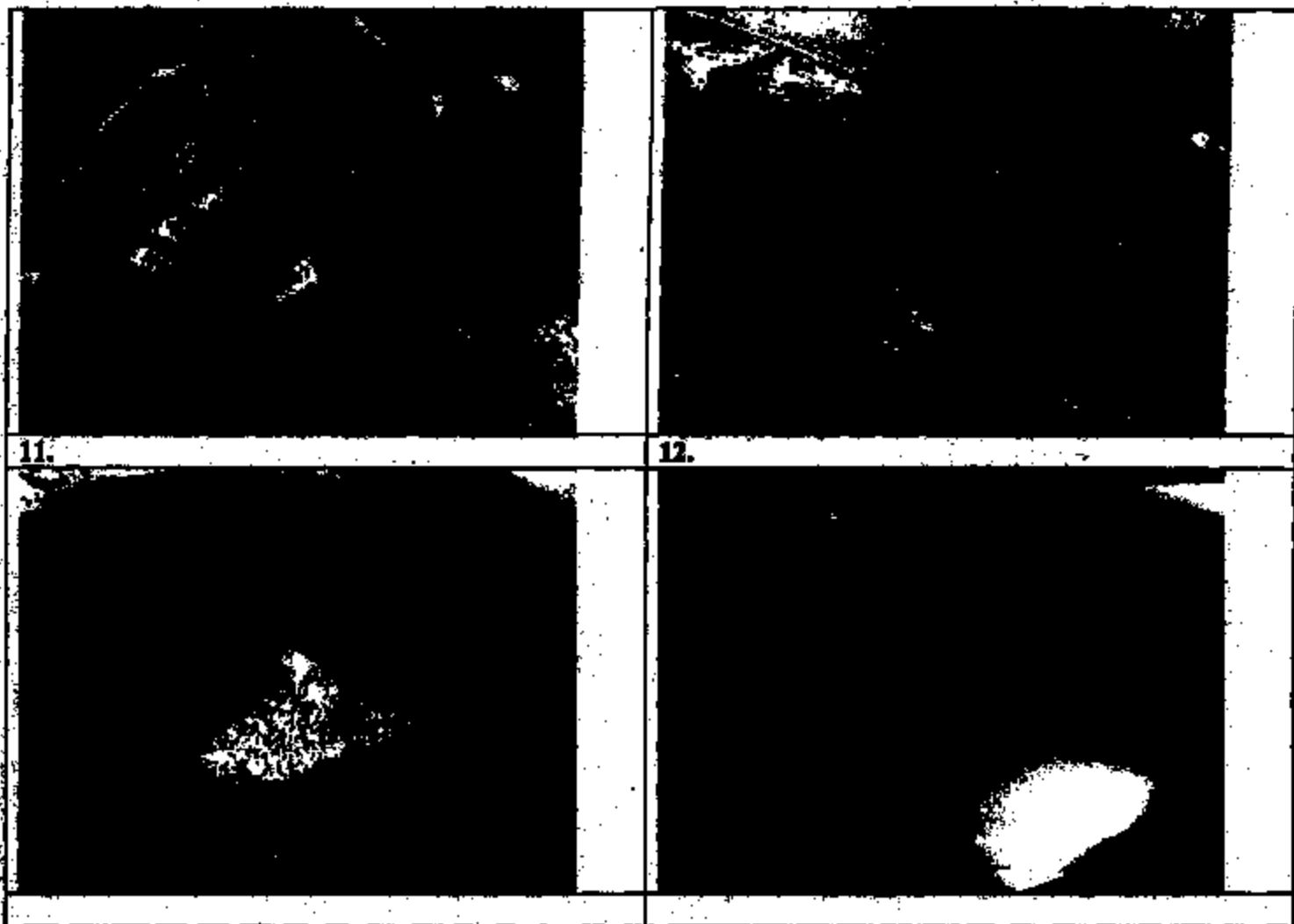
6

7

8

9

10



8.

DATE: 3/26/03

PREPARED BY: John L. Scott

TITLE: DPSM EA 6



Consumer Assistance Center Case Report

Printed By: BNeakamura

Case Number - K138201

01/09/2004 05:24:37 PM

Case Details

Title: Vehicle Fire

VIN: KNADC12328160737

Mileage: 7000

Priority: Non-Priority

Severity: Low

Status: Closed

Case Type Level1: Inquiry

Case Type Level2: Other

Case Type Level3:

Owner: Perry Morris

Owner Email: P.Morris@kiausa.com

Contact Details

Name: [REDACTED]

Phone: [REDACTED]

Alt Phone:

Fax:

Address1: [REDACTED]

Address2:

City: Gainesville

State: GA

Zip: [REDACTED]

Dealer Details

Code: GA031

Name: Kia Mall of Georgia

Case History

*** PHONE LOG 01/27/2003 06:44:11 AM (Local Time) P.Morris Action Type:

Vehicle was towed to GA031 on 1/25/03

Per Brian Stephens, SvcM, Customer states he was driving vehicle

The vehicle started stalling idling & missing, then died

Customer got out of vehicle, vehicle burst into flames.

SvcM told customer to contact his insurance company.

DPBM is aware of the situation.

*** PHONE LOG 01/27/2003 07:00:36 AM (Local Time) T8hamburger Action Type: Incoming call

Call called:

1. cust states my insurance company told me to call you regarding

2. my vehicle fire

WR states:

1. [REDACTED] we have a case already open up for your veh at our regional office

2. wrt will transfer you to the rep taking care of your situation

3. soft transfer to Perry Morris at region

*** PHONE LOG 01/27/2003 07:06:56 AM (Local Time) P.Morris Action Type: Incoming call

Writer received call from customer regarding insurance inquiry.

Insurance company told the customer to call Kia.

Writer told customer that at this time Kia does not take any liability to the fire until the insurance inspection is completed.

*** CASE CLOSE 01/31/2003 09:26:10 AM (Local Time) P.Morris Resolution Code = Information Given, Status = Open.

*****End Case Report K138201*****



Consumer Assistance Center Case Report

Printed By: MWRZ

Case Number - K192290

01/07/2004 09:46:08 AM

Case Details

Title: FIRE-KINES

VIN: KNADC128526150737

Mileage: 5760

Priority: Non-Priority

Severity: Medium

Status: Closed

Case Type Level1: Legal

Case Type Level2: Subrogation

Case Type Level3: Not Applicable

Owner: Michele Cameron

Owner Email: MCameron@kiausa.com

Contact Details

Name: [REDACTED]

Phone: [REDACTED]

Alt Phone: [REDACTED]

Fax: [REDACTED]

Address1: [REDACTED]

Address2: [REDACTED]

City: Gainesville

State: GA

Zip: [REDACTED]

Dealer Details

Code: GA031

Name: Kia Mall of Georgia

Case History

*** NOTES 02/10/2003 09:51:49 AM (Local Time) Blarez Action Type: Manager review

[REDACTED] JEFFERSON, GA. [REDACTED] IS THE POINT OF CONTACT

*** PHONE LOG 02/10/2003 09:52:00 AM (Local Time) Blarez Action Type:

CHUCK KEENE, PRIVATE INVESTIGATOR FOR STATE FARM.

1. THE CAR CAUGHT FIRE
2. I WOULD LIKE KIA TO INVESTIGATE.
3. I WOULD LIKE TO MEET WITH A KIA REP.

CUSTOMER STATES:

1. I WILL TAKE A REPORT AND FORWARD YOUR REQUEST TO OUR NATIONAL OFFICE FOR REVIEW.

1. Vehicle Owner: [REDACTED]
2. Vehicle Driven by: SAME
3. Driver Age: [REDACTED] BIRTH DATE: [REDACTED]
4. Driver's telephone number and address: [REDACTED] GAINESVILLE, GA. [REDACTED]
5. Date and time of the incident: 1/24/03
6. Road conditions at time of incident: N/A
7. Weather conditions at time of incident: N/A
8. Speed traveling at time of incident: 68 MPH.
9. Any other vehicles involved: NO
10. Any injuries: NO
11. Was anyone taken by ambulance to the hospital: NO
12. Did anyone receive any medical attention from EMT's or a Dr. at the E.R. Room: NO
13. Is anyone currently under medical attention for this incident: NO
14. Description of incident in detail, including street names, location, all vehicles involved, what part of the vehicle was damaged: CUSTOMER WAS DRIVING VEHICLE IN NORMAL CONDITIONS, HE SMELLED SOMETHING AND NOTICED SMOKE COMING FROM THE HOOD, THEY CALLED THE P.D. AND THERE WAS FLAMES COMING OUT OF THE HOOD. THE FLAMES WENT INTO THE PASSENGER COMPARTMENT. THE CAR IS TOTALED, AND THE DAMAGE WAS THE ENGINE COMPARTMENT AND PASSENGER INSIDE DAMAGE.
15. Were the police contacted: NO
16. If so, what was the officers name: TIMOTHY DRAKE
17. What is the police report #: THIS IS A FIRE DEPARTMENT REPORT NUMBER 03023717
18. Was insurance company contacted: YES, STATE FARM INSURANCE
19. Have you settled with the insurance company: YES
20. Was the vehicle towed from the scene or was it driven: (need name and number of the tow facility) YES, I DO NOT HAVE THE INFORMATION OF WHO TOWED THE CAR.
21. Where is the vehicle now: AT GAINESVILLE AUTO SALVAGE, 1602 ATHENS HIGHWAY, GAINESVILLE, GA. 30607. #800-255-8082
22. Have the repairs been completed: NO
23. Were parties wearing a seat belt: I AM NOT SURE.

CASE HISTORY

24. Did the airbag deploy? NO

25. What is the customer looking requesting? I WOULD LIKE KIA TO INVESTIGATE THIS SITUATION. WE BELIEVED THE FIRE WAS CAUSED BY A DEFECT. I

*** CASE DISPATCHED 02/10/2003 09:52:29 AM (Local Time) BLarez from WIP default to Queue National CA.

*** CASE ACCEPTED 02/10/2003 04:45:22 PM (Local Time) NDegamo from Queue National CA to WIP default.

*** NOTES 02/10/2003 04:45:38 PM (Local Time) NDegamo Action Type: Manager review
NCA reviewed case.
Case dispatched to Legal for review & recommendation.

*** CASE DISPATCHED 02/10/2003 04:45:44 PM (Local Time) NDegamo from WIP default to Queue Legal.

*** CASE ACCEPTED 02/12/2003 05:01:31 PM (Local Time) BNeakamura from Queue Legal to WIP default.

*** NOTES 02/12/2003 05:02:51 PM (Local Time) BNeakamura Action Type: Manager review
Reviewed case with supervisor. Was instructed to request that NCA retain Firmus investigators to perform inspection. Please provide legal with a copy of the investigation report along with cause of origin.

*** NOTES 02/25/2003 08:03:21 AM (Local Time) BLarez Action Type: Manager review
KEEN INVESTIGATIVE SERVICES CALLED BACK
CUSTOMER STATES:
1. WE HAVE NOT HEARD ANYTHING ABOUT THIS CASE.

WRITER STATES.

1. IT IS IN OUR REGIONAL OFFICE FOR REVIEW.
2. I WILL UPDATE THE FILE AND ADVISED THAT YOU WOULD LIKE TO BE CONTACTED.

*** PHONE LOG 02/05/2003 09:49:47 AM (Local Time) BLarez Action Type: Outgoing call
WRITER CALLED B. NAKAMURA AND ADVISED OF THE SITUATION
WRITER STATES.

1. I RECEIVED A CALL FROM KEEN OVER THE WEEKEND.
2. PLEASE CONTACT THEM OR CALL ME BACK SO I CAN CONTACT THEM.
3. THEY ARE REQUESTING A CALL BACK FROM KIA.

*** CASE DISPATCHED 02/05/2003 08:27:49 PM (Local Time) BNeakamura from WIP default to Queue National CA.

*** CASE ACCEPTED 02/05/2003 08:28:05 PM (Local Time) NDegamo from Queue National CA to WIP in progress.

*** NOTES 02/18/2003 08:21:28 PM (Local Time) NDegamo Action Type: Manager review
Case pending - NCA is currently working to retain Firmus for investigation

*** STATUS CHANGE 02/24/2003 01:20:38 PM (Local Time) NDegamo from status Working to status Pending Paperwork

*** STATUS CHANGE 02/12/2003 02:26:07 PM (Local Time) NDegamo from status Pending Paperwork to status Hold

*** NOTES 02/22/2003 02:28:27 PM (Local Time) NDegamo Action Type: Manager review
Rec'd subrogation notice from Allstate the requesting reimbursement
Scan'd copy of notice attached to case - hard copy forwarded to Legal for review

*** CASE YANKED 02/29/2003 02:30:43 PM (Local Time) MDCameron
Yanked by MDCameron into WIP in default.

*** PHONE LOG 02/29/2003 02:32:52 PM (Local Time) MDCameron Action Type: Outgoing call
Writer phoned claim representative for State Farm Ins. Companies & requested a copy of the investigation report prepared for State Farm. The report is to be faxed to writer's attention at 949.470.2812. Awaiting receipt of the investigation report to determine deposition.

*** STATUS CHANGE 02/29/2003 02:35:52 PM (Local Time) MDCameron from status Hold to status Pending Paperwork

*** PHONE LOG 02/08/2003 02:29:14 PM (Local Time) MDCameron Action Type: Outgoing call
Writer left a message for claim representative Stacie Matheson at State Farm that writer would like to settle this matter. Awaiting a return call.

*** PHONE LOG 02/04/2003 10:58:18 AM (Local Time) MDCameron Action Type: Outgoing call
Writer spoke to Stacie Matheson at State Farm:

1. Rec'd investigation report prepared by State Farm agent - have several questions & issues regarding it
2. Am not prepared to pay for all damages totaling \$77,144.00 (pre-salvage recovery), but would like to take possession of the veh for further inspection
3. Am willing to offer approx. 50% settlement value of \$4000

Case History

Stefanie will review the file & respond to writer regarding this offer.

*** PHONE LOG 07/09/2005 02:18:57 PM (Local Time) MCameron Action Type: Outgoing call
Writer attempted to reach Stefanie at State Farm to inquire as to status, but spoke to Erica Scott:

1. Erica advised that manager authorized settlement at 70%, not 50%
2. It is not clear whether the 70% settlement including providing KMA with possession/title to the veh
3. Writer asked Erica to pursue the 70% settlement with KMA taking possession of the veh
4. Erica or Stefanie will advise writer sometime during week of 7/7

*** NOTES 01/07/2004 09:44:25 AM (Local Time) MCameron Action Type: Manager review
No further contact ever rec'd from insurance company. File closed.

*** CASE CLOSE 01/07/2004 09:44:37 AM (Local Time) MCameron Resolution Code = Please Specify.

Attachments to Case:

File Name

████████.pdf

Location

\\ccpubs\Clarity\Obj\CA_Attachments\Kines.pdf

*****End Case Report K138290*****



State Farm Insurance Companies

Home Offices: Bloomington, Illinois
Oficinas Centrales: Bloomington, Illinois
FACSIMILE COVER SHEET
CARÁTULA DE FACSIMIL

CONFIDENTIAL BUSINESS
CONFIDENCIAL DE LA EMPRESA

Date: 5-30-03

TO: Michelle Cameron

Office/Address: Kia Motors

fax # 949-470-2812

file # K109290

Telephone Number: () FAX Number: ()
Número de teléfono () Número de FAX ()

Total Pages Transmitted (including cover sheet) Insured:
Total de páginas enviadas (incluyendo la carátula): Asegurado(a):

Claim Number: 1000000000 Policy Number:
Número de reclamo: Número de Póliza:

NOTICE: CONFIDENTIAL BUSINESS

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From: Maixie Smith / 11-4055-218

Office/Address/Location: Subrogation

Telephone Number: (70) 418-3240 Fax Number: 5 pages
Número de teléfono Número de fax ()

Message: Per your request, investigative report & location of salvage is attached.

32491

N189

Confirmation
Number

Bill Number

GAINESVILLE SALVAGE DISPOSAL1802 Ashers Highway
Gainesville, Georgia 30507**RECEIVED**

1-800-882-8882


FAX (770) 534-7383

(770) 534-0850

FEB 9 2003

** Put on Hold per request*

SIEMENS FOU

SELLER STATE FARM/ATHENS	Date Called <u>FULL</u> By Acquirer <u>FILE</u> Year, Make, Model <u>02 KIA RIO</u> Serial No. <u>KNADC123526150737</u> License No. _____ Owner  Insured _____
Appraiser DALE SHEDD Office No. 11-4655-218 Date of Log 01/24/2003	

This report acknowledges that, pursuant to your instructions, we have picked up the above vehicle. You acknowledge that your request to have the vehicle picked up was made with the permission of the owner.

The odometer now reads DIG miles. We will issue an odometer statement on your behalf showing this reading as the correct mileage unless you notify us in writing that the reading is incorrect or cannot be relied upon.

The amount paid out when the vehicle was picked up is shown at the bottom of this report. All our charges are due and payable upon receipt of this report.

Gainesville Salvage Disposal is fully licensed under Georgia law for your protection. Our salvage license number is 1180. Our automobile dealer number is 4529. Our sales tax exemption number is 068-30-12088-5. We have every license required to dispose of vehicles in Georgia.

Our basic service charge includes one year free storage on each vehicle. After one year, storage will be charged at the rate of \$1.00 per day. If the vehicle remains on our lot for one year, STATE FARM/ATHENS will be billed for all charges to that date. No vehicle abandoned to us without our prior permission.

Init. picked up KIA DEALERSHIP BUFORD on 01/29/2003 charges paid out \$ 0.00 CHECK No. # _____ remarks: BURN INVESTIGATOR 2 LOOK @ At Auction on _____ At Auction When Advised	<table border="1"> <tr> <td>Charges Paid Out</td> <td>\$ 0.00</td> </tr> <tr> <td>Our Towing</td> <td>48.00</td> </tr> <tr> <td>Flatbed</td> <td></td> </tr> <tr> <td>TOTAL</td> <td>\$ 48.00</td> </tr> </table>	Charges Paid Out	\$ 0.00	Our Towing	48.00	Flatbed		TOTAL	\$ 48.00
Charges Paid Out	\$ 0.00								
Our Towing	48.00								
Flatbed									
TOTAL	\$ 48.00								

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March 10, 2003

ASSIGNMENT

I was contacted on January 30, 2003, and requested to perform an inspection of the referenced vehicle that was involved in a fire while in operation.

ENCLOSURES

Mounted and captioned photographs, additional un-mounted photographs and the Hall County Fire Services Incident Report.

EXAMINATION

I examined the referenced vehicle at the facilities of Gainesville Auto Salvage on February 6, 2003, in the presence of Mr. Lynn Cox of State Farm's Special Investigative Unit. The vehicle was referenced by the confirmation number 32491 and identified by employees as being located in stall N-108. The unit was further identified by the Vin KNADC123520150737, and the VIN label indicated that it was manufactured on October 22, 2001. The vehicle bore a Georgia, Hall County license, [REDACTED] with an expiration of August 2003. The mileage could not be determined as the electronic odometer was no longer operable; however, the mileage was known to be 5,760 when the vehicle was serviced in November.

Damage to the vehicle was confined to the front end and interior compartment and it was readily apparent by the flame patterns and damage that the fire originated in the engine compartment and entered the interior through impingement of the windshield at the right side to center area. The right side of the vehicle received considerably more damage than the left as evidenced by damage to the right side wheel, tire and fender. The right side fender evidences a burn pattern resulting in all of the paint being burned away while the left side was less severe. Also, the right side wheel and tire received considerable damage while the left received only minimal damage.

Fire patterns evidenced on the hood and in the engine compartment evidence that the most severe area of the fire occurred at the rear, cowl area and to the right of center. There was also minimal fire damage occurring at the left side cowl area as evidenced by the consumption of the plastic, brake master cylinder reservoir. Additionally, flame patterns readily apparent on the brake vacuum booster that evidenced the fire travel from the right to the left side.

MAR 12 2003

ATHENS: PCO

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March 10, 2003

Further inspection of the fire patterns and damage of the right side included an inspection of any possible ignition sources and the varying degrees of damage encountered from the rear, cowl area to the front fender area. The vehicle was raised in the air for further inspection and the patterns again indicated that the fire originated near the cowl area and traveled to the front area. Additionally, the fire patterns also clearly indicated that the fire originated in the upper engine compartment near the cowl area as opposed to underneath the vehicle.

The main available fuel source for the incident at the cowl area is that of the gasoline fuel system that was located at the cowl where the most severe fire damage occurred. Of course, in vehicle fires, it is not unusual for severe damage to occur in the area of the fuel system although of all of the other components in the adjacent areas this is clearly the most severely damaged. In close proximity are the refrigerant lines and the power steering system; however, the damage further rearward of these components and closer to the cowl is clearly more severe. The only readily available fuel sources in the cowl area are leakage from either the fuel hoses or filter, or of the power steering system. With the exception of the alternator located directly below the fuel system, there were no other sources of ignition, such as faulting of the electrical wiring that could be identified. The source of fuel appears to likely be that of the gasoline fuel system or of the power steering system, and the ignition source appears to be that of the alternator located directly below this area.

INVESTIGATION

An exemplar vehicle was located at the facility during this inspection and its undamaged engine compartment was able to be examined for comparison to gain insight as to the scenario of this incident. This revealed that a portion of the fuel system of the burned vehicle consisting of the supply line and a portion of the fuel injector rail was no longer present. This also revealed that there were three fuel lines and a fuel filter located on the cowl area that are no longer present. The fuel lines are a combination of rubber or neoprene, and nylon hoses utilizing both quick-connect and spring-type hose clamp fittings. The filter appears to be of a plastic type material. There was also a fuel service port located on the alloy fuel injector rail that is melted away. However, because of the melting damage, further inspection of the vehicle was not possible without altering the position of components as they exist after the fire and the inspection was concluded until such time that any interested parties may be present.

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[REDACTED]

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March 10, 2003

Further investigation of this incident involved telephone calls with the selling and servicing KIA dealer and Internet research of records through various websites. There was no evidence discovered that would indicate a known malfunction on this or other vehicles of this model and the dealer related that they were not aware of any incidents such as this.

DETERMINATION OF ORIGIN AND CAUSE

There is no evidence that the incident is anything other than a malfunction of the nearly new vehicle. The origin of the fire appears to be the result of leakage from the fuel system as this is clearly where the most damage occurred, although leakage from another source such as the power steering hoses cannot be eliminated. The alternator is located directly below this area and is an excellent ignition source for leakage in this area and is the most probable source of ignition.

However, this inspection is not conclusive as there are components that need to be moved in order to better view the remains of the fuel injector rail and various items in the immediate area. These items were not moved so that any representatives of KIA could have the opportunity to view the remains as I have.

COMMENTS

This incident was reported to KIA via their customer assistance line on February 6, 2003, and was assigned case number K 139290 by their representative Mr. Steve Larez. I have since been in touch with Mr. Larez on two occasions prior to this writing and have been told that an investigator has been assigned to the case. However as of today, March 10, 2003, no one from KIA or any concerned entity has contacted this office. Mr. Steve Larez can be reached at 1-800-333-4542, ext. 45208.

This file will remain open until I receive further instructions, or until such time that a representative of KIA contacts me. In the interim if we can be of further assistance, or if additional information is required, please do not hesitate in contacting this office.

Sincerely,


Charles (Chuck) D. Keene, Jr.
IAAI-Certified Fire Investigator
Master Certified Automobile & Truck Technician

RECEIVED

MAR 12 2003

ATHENS HQ

FILE

State Farm Insurance Companies



May 14, 2003

Subrogation Department
Post Office Box 100061
Duluth, Georgia 30099-0061

10139790

Kia Motors America, Inc.
9501 Muirlands Blvd
P.O. Box 52410
Irvine, CA 92619-2410

RE: Claim Number: 11-4055-218
Date of Loss: January 24, 2003
Our Insured: [REDACTED]

Dear Sir or Madam:

We are writing to you with reference to damage which occurred on January 24, 2003.

The property is insured by our Company and the damage was in the amount of \$7714.40.

Our investigation indicates you are responsible for this damage, and we are, therefore, looking to you for reimbursement.

If you have insurance, please refer this letter to your insurance company for discharge of your obligation, and inform us as to your insurance company name, address, and your policy number. If you do not have insurance, please forward your remittance in the above amount.

Please use the enclosed self-addressed envelope when replying so that your payment will receive prompt acknowledgment.

Sincerely,

Stefanie Mathewson
Stefanie Mathewson
Claim Representative
(770) 418-3246
1-866-796-4787 (Outside Metro Atlanta)

5/28 - Rec'd copy of investigation report

State Farm Mutual Automobile Insurance Company

Cameron, Michele

From: DeGano, Nino
Sent: Thursday, May 22, 2003 2:30 PM
To: Cameron, Michele
Subject: FW: Details for Case K139290 - FIRE-██████████

Hi Michele,

Just checking on the status with Rinkus. We just received the Subrogation Claim from Alistate Ins regarding this case...

Thanks!

-----Original Message-----

From: Kia Assistance Center
Sent: Thursday, May 22, 2003 2:29 PM
To: DeGano, Nino
Subject: Details for Case K139290 - FIRE-██████████

**** PLEASE DO NOT REPLY TO THIS EMAIL ****

To add notes to this case, do not reply directly to this message using the Reply function of your mail program. Instead, send a new email message to emailclerk@kiausa.com. Include the keyword 'Case Number' followed by the Case ID in the subject header. For example 'Case Number K1234' would be the subject line of an email intended to add notes to Case K1234. The body of the message should contain the information you want to log to the case.

The case details are as follows:

Case Title: FIRE-██████████
Contact Name: ██████████
Contact Phone: ██████████
Alt. Phone: ██████████
Address 1: ██████████
Address 2: ██████████
City: Gainesville **State:** GA **Zip Code:** ██████████

Resp. Priority: Non-Priority
Cust. Severity: Medium
Case VIN: KNADC123526150737
Mileage: 5760
Case Type Lvl1: Legal
Case Type Lvl2: Subrogation
Case Type Lvl3: Not Applicable
Dealer Code: GA031
Dealer Name: Kia Mall of Georgia

Case Owner: NDeGano
Case Owner Email: NDeGano@kiausa.com

Case History:

*** NOTES 02/10/2003 10:51 AM US Mountain Standard Time Slarez Action Type:Manager review
██████████ JEFFERSON, GA. ██████████ IS THE
POINT OF CONTACT

*** PHONE LOG 02/10/2003 10:52 AM US Mountain Standard Time Slarez
CHUCK KEENE, PRIVATE INVESTIGATOR FOR STATE FARM.

1. THE CAR CAUGHT FIRE
2. I WOULD LIKE KIA TO INVESTIGATE.
3. I WOULD LIKE TO MEET WITH A KIA REP.

CUSTOMER STATES.

1. I WILL TAKE A REPORT AND FORWARD YOUR REQUEST TO OUR NATIONAL OFFICE FOR REVIEW.

1. Vehicle Owner: [REDACTED]
2. Vehicle Driven by: SAME
3. Driver Age: [REDACTED] IS BIRTH DATE.
4. Driver's telephone number and address: [REDACTED] GAINESVILLE, GA. [REDACTED]
5. Date and time of the incident: 1/24/03
6. Road conditions at time of incident: N/A
7. Weather conditions at time of incident: N/A
8. Speed traveling at time of incident: 55 MPH.
9. Any other vehicles involved: NO
10. Any injuries: NO
11. Was anyone taken by ambulance to the hospital: NO
12. Did anyone receive any medical attention from EMT's or a Dr. at the E.R. Room.
NO
13. Is anyone currently under medical attention for this incident: NO
14. Description of incident in detail, including street names, location, all vehicles involved, what part of the vehicle was damaged: CUSTOMER WAS DRIVING VEHICLE IN NORMAL CONDITIONS. HE SMELLED SOMETHING AND NOTICED SMOKE COMING FROM THE HOOD. THEY CALLED THE F.D. AND THERE WAS FLAMES COMING OUT OF THE HOOD. THE FLAMES WENT INTO THE PASSENGER COMPARTMENT. THE CAR IS TOTALED, AND THE DAMAGE WAS THE ENGINE COMPARTMENT AND PASSENGER INSIDE DAMAGE.
15. Were the police contacted: NO
16. If so, what was the officers name: TIMOTHY DRAKE
17. What is the police report #: THIS IS A FIRE DEPARTMENT REPORT NUMBER 03023717
18. Was insurance company contacted: YES, STATE FARM INSURANCE
19. Have you settled with the insurance company: YES
20. Was the vehicle towed from the scene or was it driven: (need name and number of the tow facility) YES, I DO NOT HAVE THE INFORMATION OF WHO TOWED THE CAR.
21. Where is the vehicle now: AT GAINESVILLE AUTO SALVAGE, 1602 ATHENS HIGHWAY, GAINESVILLE, GA. 32507. #800-255-6082
22. Have the repairs been completed. NO
23. Were parties wearing a seat belt: I AM NOT SURE.
24. Did the airbag deploy? NO
25. What is the customer looking requesting? I WOULD LIKE KIA TO INVESTIGATE THIS SITUATION. WE BELIEVED THE FIRE WAS CAUSED BY A DEFECT. I

*** NOTES 02/10/2003 05:45 PM US Mountain Standard Time Ndegano Action Type:Manager review
NCA reviewed case.

Case dispatched to Legal for review & recommendation.

*** NOTES 02/12/2003 06:02 PM US Mountain Standard Time BWakamuzza Action Type:Manager review

Reviewed case with supervisor. Was instructed to request that NCA retain Rinkus investigators to perform inspection. Please provide legal with a copy of the investigation report along with cause of origin.

*** NOTES 02/25/2003 09:03 AM US Mountain Standard Time SLarez Action Type:Manager review
KEEN INVESTIGATIVE SERVICES CALLED BACK

CUSTOMER STATES.

1. WE HAVE NOT HEARD ANYTHING ABOUT THIS CASE.

WRITER STATES.

1. IT IS IN OUR REGIONAL OFFICE FOR REVIEW.
2. I WILL UPDATE THE FILE AND ADVISED THAT YOU WOULD LIKE TO BE CONTACTED.

*** PHONE LOG 03/05/2003 10:43 AM US Mountain Standard Time SLarez Action Type:Outgoing
call
WRITER CALLED B. NAKAMURA AND ADVISED OF THE SITUATION
WRITER STATES.
1. I RECEIVED A CALL FROM [REDACTED] OVER THE WEEKEND.
2. PLEASE CONTACT THEM OR CALL ME BACK SO I CAN CONTACT THEM.
3. THEY ARE REQUESTING A CALL BACK FROM KMA.

*** NOTES 03/18/2003 06:21 PM US Mountain Standard Time NDegamo Action Type:Manager review
Case pending - NCA is currently working to retain Riskus for investigation

*** STATUS CHANGE 03/24/2003 01:20 PM Pacific Daylight Time NDegamo

*** SEND CASE HISTORY 04/28/03 01:32:29 PM NDegamo
Case details sent to ncameron@kiausa.com.

*** STATUS CHANGE 05/12/2003 01:26 PM Pacific Daylight Time NDegamo

*** NOTES 05/22/2003 01:28 PM Pacific Daylight Time NDegamo Action Type:Manager review
Rec'd subrogation notice from Allstate Ins requesting reimbursement
Scanned copy of notice attached to case - hard copy forwarded to Legal for review

*** SEND CASE HISTORY 05/22/03 01:28:34 PM NDegamo
Case details sent to ndegamo@kiausa.com.

EA03-015

HYUNDAI 1/13/04 RESPONSE

APPENDIX 3

MY 2003

KIA RIO AND RIO CINCO

Consumer Assistance Center Case Report

Printed By: EDiaz

Case Number - K193390

01/08/2004 10:32:02 AM

Case Details

Title: engine compartment fire-silvers

VIN: KNADC186286137845

Mileage: 0

Priority: Priority

Severity: High

Status: Closed

Case Type Level1: Complaint

Case Type Level2: Fire

Case Type Level3: Not Applicable

Owner: Michele Cameron

Owner Email: MCameron@kiausa.com

Contact Details

Name: [REDACTED]

Phone: [REDACTED]

Alt Phone: [REDACTED]

Fax: [REDACTED]

Address1: [REDACTED]

Address2: [REDACTED]

City: Eleanor

State: WV

Zip: [REDACTED]

Dealer Details

Code: WV001

Name: Patrick Plaza Kia

Case History

*** PHONE LOG 07/23/2003 10:30:06 AM (Local Time) TBeam Action Type:

Rec'd call from Service Manager who states this vehicle was brought in because there was a fire under the hood. We asked Service Manager to email photos for review.

Photos received...will contact RPSM to ask who is available to inspect this vehicle due to district 12 not having a DPBM at this point in time

*** NOTES 07/24/2003 01:43:17 PM (Local Time) TBeam Action Type: Manager review

Rec'd call from P.Menjet, he will travel to the dealer today to inspect vehicle and complete a PIR...

Waiting for submission from DPBM.

*** NOTES 07/28/2003 09:08:24 AM (Local Time) TBeam Action Type: Manager review

rec'd PIR on Friday 7/25/03...sent to NCA via email at that time...waiting for Kia position.

*** PHONE LOG 07/30/2003 08:50:37 AM (Local Time) ABagoody Action Type: Incoming call
Jeff Deardorff stated:

1. is the State Farm agent
2. would like to know what Kia is going to do about the veh
3. will Kia cover the cost of the repairs
4. is aware someone came to inspect the veh
5. can be contacted at [REDACTED] in Charleston, WV
6. claim [REDACTED]
7. would like Kia to call agent when update to the inspection results

Writer stated:

1. will document comments
2. there is not updated info
3. will forward request for call back

*** PHONE LOG 07/30/2003 09:09:28 AM (Local Time) TDonnelly Action Type: Incoming call

CUSTOMER STATES:

1. WOULD LIKE TO KNOW WHAT KIA IS GOING TO DO ABOUT MY CAR
2. THE CAR CAUGHT ON FIRE
3. I HAVE BEEN TOLD BY THE KIA REP THAT CAR WILL BE TOTALED
4. I NEED TO KNOW WHAT IS GOING ON.
5. I AM TIRED OF WAITING ON HOLD
6. MY INSURANCE COMPANY ADVISED ME TO CALL KIA.

WRITER STATES:

Case History

1. APOLOGY FOR SITUATION
2. ADVISED WRITER WILL HAVE TO READ NOTES.
3. ASK CUSTOMER TO HOLD.

WRITER STATES:

1. PLACE CALL ERCA RCAA DEVON NEALIS
2. ADVISED CUSTOMER IS CALLING IN TO CHECK STATUS
3. ADVISED THAT WRITER IS UNABLE TO TAKE ACCIDENT REPORT AS RCAA IS CASE OWNER
4. CAN RCAA TAKE ACCIDENT REPORT
5. CUSTOMER HAS NOW DISCONNECTED
6. ASK IF RCAA CAN FOLLOW UP WITH CUSTOMER.
7. SINCE RCAA IS OWNER AND CUSTOMER IS REQUESTING STATUS, WOULD ASK RCAA TO PLEASE FOLLOW UP WITH CUSTOMER.

RCAA ERCA DEVON NEALIS STATES:

1. I DO NOT HAVE ANY INFO ON THIS
2. WE ARE WAITING FOR INFO FROM LEGAL
3. I CAN CLOSE CASE AND WRITER CAN TAKE ACCIDENT REPORT, REGION DOES NOT TAKE ACCIDENT REPORTS
4. WILL HAVE TO FOLLOW UP RCAM
5. I HAVE NOTHING TO TELL CUSTOMER AT THIS TIME.
6. WILL FOLLOW UP WITH CUSTOMER.

*** PHONE LOG 07/30/2003 09:10:48 AM (Local Time) TDonnely Action Type: Outgoing call

WRITER STATES:

1. ADVISED CUSTOMER THAT CASE IS BEING HANDLED BY REGIONAL OFFICE
2. ADVISED RCAA IS DEVON NEALIS
3. PROVIDED 800 # AND EXTENSION
4. ADVISED REGION WILL BE WORKING WITH CUSTOMER ON RESOLUTION.

CUSTOMER STATES:

1. I WAS TIRED OF HOLDING
2. WHAT IS THE NUMBER
3. THANKS FOR THE CALL BACK

*** NOTES 07/30/2003 10:38:01 AM (Local Time) DNeale Action Type: Manager review

1. WRITER CALLED CUSTOMER TO ADVISE OF THE STATUS OF THE SITUATION AND LEFT A MESSAGE WITH THE WOMAN THAT ANSWERED THE PHONE
2. WTG FOR A CALL BACK

*** NOTES 07/30/2003 07:12:47 PM (Local Time) MCarmon Action Type: Manager review

Writer reviewed matter with Legal Dept

*** Privileged Information Redacted - Attorney-Client Communication ***

Writer forwarding copy of case to TBRAM, RCAM, as an FYI and regional follow-up.

*** NOTES 07/31/2003 07:31:58 AM (Local Time) DNeale Action Type: Manager review

1. Writer called customer to advise of replacing his vehicle
2. There was no answer and no answering machine-therefor writer will try again later.

*** NOTES 07/31/2003 12:38:24 PM (Local Time) DNeale Action Type: Manager review

Writer called customer again:

1. Again there was no answer and no machine
2. Writer will call back later

*** NOTES 08/01/2003 07:28:58 AM (Local Time) DNeale Action Type: Manager review

WRITER CALLED CUSTOMER:

1. WRITER EXPLAINED THAT KIA WOULD LIKE TO REPLACE HIS VEHICLE
2. WRITER EXPLAINED THAT KIA WANTS THE VEHICLE TO DETERMINE THE CAUSE OF THE FIRE.
3. CUSTOMER'S WIFE SAID SHE WOULD EXPLAIN IT TO HIM AND SEE WHAT HE WANTS TO DO.
4. WRITER GAVE HIS WIFE CONTACT INFO
5. WTG FOR A CALL BACK

*** NOTES 08/01/2003 01:55:51 PM (Local Time) DNeale Action Type: Manager review

1. WRITER CALLED INSURANCE AGENCY AND LEFT A VM FOR AGENT
2. WRITER EXPLAINED THAT KIA WILL BE REPLACING THIS CUSTOMER'S VEHICLE AND IF HE HAD ANY FURTHER QUESTIONS RITER LEFT CONTACT

Case History
NUMBER:

*** NOTES 08/04/2003 08:09:50 AM (Local Time) DNeale Action Type: Manager review
WRITER CALLED THE CUSTOMER:
1. CS I DO NOT OWN THE CAR ANYMORE
2. CS THE INSURANCE AGENCY OWNS IT
3. WTS OK THANK YOU

*** NOTES 08/04/2003 08:02:17 AM (Local Time) DNeale Action Type: Manager review
WRITER CALLED INSURANCE AGENCY AND LEFT A MESSAGE FOR A RETURN CALL.

*** NOTES 08/05/2003 08:35:31 AM (Local Time) DNeale Action Type: Manager review
WRITER CALLED INSURANCE REP JEFF AGAIN:
1. WRITER HIT "0" FOR OPERATOR EXPLAINED THE SITUATION
2. RECEPTIONIST STATED JEFF HAD A BABY OVER THE WEEKEND
IS THERE ANYONE ELSE THAT COULD HELP YOU
3. RECEPTIONIST TOOK WRITERS INFO AND STATED THAT SHE WILL
HAVE SOME ONE CALL ME BACK.

- WTS FOR A CALL BACK

*** NOTES 08/05/2003 11:14:28 AM (Local Time) DNeale Action Type: Manager review
WRITER REC'D A CALL FROM ANGIE (INSURANCE AGENT):
1. [REDACTED] STATED I AM CALLING FOR [REDACTED] HE IS OUT THIS WEEK
2. [REDACTED] STATED WE DO NOT OWN THE CAR AND I AM TRYING TO
GET IN TOUCH WITH THE CUSTOMER AND EXPLAIN THIS TO HIM BUT
I HAVE BEEN UNABLE TO DO THAT.
3. [REDACTED] STATED I WILL BE IN MEETINGS ALL DAY SO PLEASE LEAVE A MESSAGE
ON MY VOICEMAIL ANGIE LEFT HER [REDACTED]

WRITER CALLED ANGIE BACK AND LEFT MESSAGE:

1. WRITER EXPLAINED I TRIED TO EXPLAIN TO THE CUSTOMER BUT HER DID NOT UNDERSTAND WHAT
I WAS TRYING TO SAY.
2. WTS THE CUSTOMER BELIEVES THAT THE INSURANCE COMPANY HAS OWNERSHIP OF THE VEHICLE.
3. WRITER LEFT CONTACT INFO AND IS WTS FOR A CALL BACK

*** NOTES 08/05/2003 01:29:14 PM (Local Time) TNeam Action Type: Manager review
Per conversation with Arystat...wtr contacted dealership to see if a more coherent person resided with the owner we could deal with...Service Manager
states he has had the same problem communicating with these people and no one else to his knowledge was available. He stated the sales department
was working with them to get in to a new car and he would contact the salesman and have him return the call.

*** NOTES 08/05/2003 01:54:25 PM (Local Time) DNeale Action Type: Manager review
WRITER REC'D A CALL FROM THE INSURANCE AGENT ANGIE (BEFORE WRITER SPOKE TO TIM BEAM):
1. ANGIE STATED I FINALLY GOT A HOLD OF THE CUSTOMER'S WIFE
2. ANGIE STATED THE WIFE STATED THEY DID NOT WANT ANOTHER
KIA BECAUSE THEY ARE NERVOUS.
3. [REDACTED] STATED THEY SAID THAT THEY WANT THE INSURANCE COMPANY TO HANDLE IT.
4. WRITER STATED OK KIA NEEDS THE VEHICLE FOR TESTING
5. [REDACTED] STATED ALSO THE VEHICLE IS AT THE SALVAGE YARD IN KY
6. [REDACTED] STATED THE SALVAGE YARD OWNS IT AND YOU HAVE TO BE
A SALVAGE BIDDER TO BUY THE VEHICLE.
7. WRITER STATED OK I WILL EXPLAIN THIS TO MY SUPERVISOR AND
GIVE YOU A CALL BACK.
8. ANGIE STATED OK I WILL EXPRESS THAT KIA WANTS THE VEHICLE
FOR TESTING AND I WILL SEE HOW WE WILL HANDLE THIS.
9. [REDACTED] STATED I WILL BE IN MEETINGS AND TRAINING ALL WEEK SO
YOU WILL HAVE TO LEAVE ME VOICEMAILS AND ON BREAKS I WILL
RETURN THE CALLS.
10. WRITER STATED I WILL GIVE YOU A CALL BACK
11. [REDACTED] STATED OK I WILL GIVE YOU A CALL TOMORROW

*** NOTES 08/05/2003 08:09:43 AM (Local Time) DNeale Action Type: Manager review
WRITER CALLED DLR TO REQUEST THE CUSTOMER'S SALES DOCS:
1. WRITER SPOKE TO BUD ANS ASKED FOR SALES DOCS BUT STATED HE WILL FAX THEM TO ME

- WTS FOR SALES DOCS

*** NOTES 08/05/2003 12:40:11 PM (Local Time) DNeale Action Type: Manager review
REC'D SALES DOCS AND SPOKE TO TIM BEAM REGARDING THIS VEHICLE:
1. TIM STATED CALL THE SALESMAN THAT SOLD THEM THE CAR AND SEE IF HE CALLED
THEM BECAUSE THE SERVICE MANAGER SAID THAT HE WOULD TELL HIM TO CALL THEM.

Cash History

WRITER CALLED THE SALESMAN BUT HE WAS GONE FOR THE DAY
WRITER LEFT A MESSAGE FOR A CALL BACK

-WTG FOR A CALL BACK FROM THE SALESMEN

*** NOTES 08/07/2003 05:36:40 AM (Local Time) DNeale Action Type: Manager review

1. WRITER CALLED ANGE AND LEFT A MESSAGE FOR A CALL BACK
2. [REDACTED] MENTIONED EARLIER THIS WEEK THAT SHE WAS IN TRAINING AND MEETINGS ALL WEEK

*** NOTES 08/07/2003 08:08:34 AM (Local Time) DNeale Action Type: Manager review

Writer rec'd a call from Ange from the insurance company

1. The insurance company does not own the vehicle they just have possession of it to keep storage charges down in the end.
2. The customer assures the insurance company owns it because they have taken possession of it.
3. The customer has expressed that they do not want another Kia.
4. Writer explained to Ange what Kia is trying to do.
5. Ange said that if we would like to take care of everything and not involve the insurance agency then she will just have to make sure that it is ok with the customer.
6. After the customer gives them the ok then we don't have to worry about buying it from the salvage yard.
7. Writer sent an email to Michele Cameron asking what to do at this point
8. Writer is waiting for a response

*** NOTES 08/07/2003 10:40:02 AM (Local Time) DNeale Action Type: Manager review

Rec'd Email from Michele Cameron:

1. If customer refuses the replacement then repurchase the vehicle
2. Please get this completed ASAP

*** NOTES 08/07/2003 10:52:40 AM (Local Time) DNeale Action Type: Manager review

Writer called customer and spoke to Grace (the wife):

1. Writer explained one more time that we are offering to put them in a brand new vehicle
2. Customer stated I like Kia's but I would be too scared that we would have another fire.
3. Writer stated well KSA would like to take possession of the vehicle
4. Customer stated yes I know I spoke to Ange at the insurance agency and I told her that is fine.
5. Writer explained that I need customer's finance info and I will be sending a offer letter to the customer for the customer's signature.
6. Writer explained the offer letter will have the two offers on the letter one being the replacement and the other being the repurchase.
7. Writer explained you must choose one and sign where it will say I Agree and send it back to me.
8. Writer states I am going to enclose a SASE please sign the letter and send it right back
9. Customer states ok no problem I will do that.
10. Writer explained that my contact number will be at the bottom of the page and if you have any questions please feel free to give me a call that way I can explain it to you.
11. Customer stated thank you so much and provided writer with finance info.
12. Writer called and got the payoff info.

*** NOTES 08/07/2003 11:04:35 AM (Local Time) DNeale Action Type: Manager review

Writer called dr and spoke to Richard Collins in service:

1. Writer requested the ro's and required that they send it by the end of the day.
2. Service Manager stated I will get them to you by the end of the day.

-Wtg for RO's

*** NOTES 08/07/2003 01:01:25 PM (Local Time) DNeale Action Type: Manager review

Writer rec'd RO's:

1. Writer performed recap
2. Writer and Pam Deal performed an offer letter
3. Writer sent the offer letter to the customer
4. Writer is waiting for the signed offer letter.

*** NOTES 08/11/2003 12:58:35 PM (Local Time) DNeale Action Type: Manager review

1. Writer called customer to Bu on the offer letter.
2. The line was busy writer will call back.

*** NOTES 08/12/2003 08:35:33 AM (Local Time) DNeale Action Type: Manager review

1. Writer called customer but there was no answer.
2. Writer will try again later.

*** NOTES 08/12/2003 12:06:09 PM (Local Time) DNeale Action Type: Manager review

Writer spoke to customer:

1. Wts did you receive the offer letter from me?
2. C's no I have not rec'd it yet
3. Wts I sent it on Thursday I wonder why it is not there
4. C's I am not sure there was no note or anything
5. Wts I will check into it and give you a call back.

Case History

*** NOTES 08/12/2003 12:36:42 PM (Local Time) DNeale Action Type: Manager review

Writer rec'd call from Marge stating:

1. Marge states the vehicle is no longer being transported to National
2. Marge states we are flying the necessary people to KY where the vehicle is
3. Marge I need to find the closest dlr and have the vehicle towed there
4. Writer explained where the vehicle is located:

Auto Disposal Systems

183 Four Wheel Drive

Ashland, KY 41102

(800) 910-4270

Stock # 2336763

5. Writer explained that I will call the salvage yard and ask about storage charges

Writer called the Salvage Yard and spoke to Steve:

1. We want to take possession of the vehicle
2. Steve was familiar with the vehicle and situation
3. Writer inquired about the storage charges and Steve stated the total of charges are \$266.88
4. Steve asked writer to send a letter stating Kia is taking possession of the vehicle
5. Writer stated no problem I will do that.

1. Writer called Marge and provided Marge with the requested info.
2. Marge stated that we need to get a check out by Thursday and to the salvage yard by Friday
3. Writer stated I will speak to Pam Deal and see how she would like to work this out.

*** NOTES 08/12/2003 01:11:58 PM (Local Time) DNeale Action Type: Manager review

Writer called Pam and discussed the VRS # 63310:

1. Writer sent the package via fax to Pam D's attention
2. Writer wrote FLUSH on the front and faxed it.
3. Writer is waiting for the repurchase check from national.
4. Writer is also waiting for the signed offer letter.

*** NOTES 08/13/2003 11:55:58 AM (Local Time) DNeale Action Type: Manager review

Writer called customer:

1. We did you receive my offer letter?
2. C/A I just rec'd it I was at the door when you called.
3. C/A I haven't had a chance to look at it yet
4. We will take a look at it and give me a call back.

*** NOTES 08/13/2003 01:42:37 PM (Local Time) DNeale Action Type: Manager review

Writer rec'd a call from the customer's daughter:

1. C/A there must be some sort of confusion
2. C/A my mom said that you were suppose to be giving them all of their payments back that they made on the vehicle.
3. C/A As I am looking on this offer letter I see a \$0.00 settlement
4. We I tried to explain this to your parents and I don't think they quite understood what I was actually saying to the fullest.
5. We The reason that they do not receive any money back is because they were in upside down with their trade in.
6. We In actuality the customer would owe Kia \$438.00 but we are going to waive it being as though what happened.
7. C/A I understand but that does not make sense

*** NOTES 08/13/2003 01:48:00 PM (Local Time) DNeale Action Type: Manager review

Writer spoke to the customer's daughter and stated:

1. We A decision will have to be made
2. We your parents can either keep the vehicle or they can have a replacement or they can have it repurchased.
3. We please give me a call back with the answer.
4. Call was ended.

*** NOTES 08/14/2003 12:55:26 PM (Local Time) DNeale Action Type: Manager review

Writer spoke to Tim Beam regarding this vehicle:

1. TB stated this vehicle is being transported to Dutch Miller Kia to be inspected by a team from Kia and Mark Russo (PTR)
2. TB call customer and offer them a \$1000.00 as a GW offer
3. TB call the service manager and ask if Kia can use his service area to perform the inspection on this vehicle.

Writer called service manager:

1. TB spoke with the service manager and stated the above

Writer called customer:

1. We I am offering a GW for the amount of \$1000.00

Case History

1. We understand that you are upset with me it was just miscommunication and apologies if I did not explain it correctly.
2. We would like to send you a new offer letter again
3. We would like to send you a new offer letter again
4. Ok you can send me a new offer letter but I am waiting to hear from the insurance company first about your offer.

*** NOTES 08/14/2003 01:30:31 PM (Local Time) DNeale Action Type: Manager review
Writer sent the new offer letter to the customer via FedEx and enclosed a FedEx envelope so that the customer can overnight it back to me.

*** NOTES 08/15/2003 08:29:00 AM (Local Time) SMerino Action Type: Manager review
Spoke to Steve @ Auto Disposal Systems
1. Steve stated he has received the storage check
2. Writer advised a tow truck will be there to pick up the vehicle today

*** PHONE LOG 08/15/2003 08:31:53 AM (Local Time) SMerino Action Type: Outgoing call
Spoke to Helene Perchal @ Roadside
1. Writer requested Roadside to tow the vehicle from Auto Disposal System to Dutch Miller Kia WV006

*** PHONE LOG 08/15/2003 08:33:54 AM (Local Time) SMerino Action Type: Outgoing call
Spoke to Jay Leonard, Service Mgr @ WV006
1. Writer advised Jay the vehicle will be towed to his dealer today

*** NOTES 08/15/2003 01:39:08 PM (Local Time) DNeale Action Type: Manager review
1. Writer called customer to follow up with the offer letter
2. There was no answer and no answering machine
3. Writer will call again on Monday

*** NOTES 08/18/2003 10:09:12 AM (Local Time) DNeale Action Type: Manager review
Writer rec'd call from customer:
1. Ok I am sending the new offer letter to you
2. Ok I am using the FedEx that you sent to me.
3. We should take about three weeks for your check to be out
4. We Thank you so much
5. Ok thank you!

— Wtg for the signed offer letter

*** NOTES 08/18/2003 01:47:55 PM (Local Time) DNeale Action Type: Manager review
Rec'd repurchase check from national:
1. Check # 00193983 M & T Corporation \$14,879.70
2. Writer is wtg for the check from national for the customer

*** NOTES 08/19/2003 12:32:48 PM (Local Time) DNeale Action Type: Manager review
Writer rec'd the offer letter from the customer:
1. Customer accepts the repurchase with the \$1,000.00 GW.
2. Writer is sending the supplemental package to national.

— Wtg for check

*** NOTES 08/19/2003 01:48:12 PM (Local Time) DNeale Action Type: Manager review
1. Writer sent the bank check to the bank
2. Writer will schedule the customer to go into the dr and have the customer sign the rest of the paperwork
a) Power of Attorney
b) Release
3. Wtg for title and GW check for customer

*** NOTES 08/20/2003 07:07:13 AM (Local Time) SMerino Action Type: Manager review
Received email from Darin Walker @ Glove America - Confirm transport for WV006 to KMA - Irvine

*** NOTES 08/20/2003 05:46:58 AM (Local Time) DNeale Action Type: Manager review
1. Writer called customer to advise of Power of Attorney being sent to her requiring her signature
2. Customer was sleeping and writer stated I will call back later.

*** NOTES 08/20/2003 01:23:23 PM (Local Time) DNeale Action Type: Manager review
Writer spoke to the customer:
1. We I am sending the POA and a release which requires your signature
2. Ok when I receive them I will give you a call.
3. We ok I will hear from you tomorrow.

Case History

*** NOTES 08/25/2003 10:28:47 AM (Local Time) BMarino Action Type: Manager review
Received email for Darrin Walker @ Glove
Darrin confirmed transport from WY005 to Irvine
Select-1 Transport, Rate: \$1585.43 - Timeline: approx 14 days

*** NOTES 08/29/2003 01:01:38 PM (Local Time) DNeale Action Type: Manager review
1. Writer rec'd signed release and POA
2. Writer put in to the file and writer is waiting for the check.
3. Put in Waiting for check drawer.

*** CASE CLOSE 08/29/2003 01:08:50 PM (Local Time) DNeale Resolution Code = Repurchase.
WTG FOR CHECK FROM NATIONAL

*** CASE REOPENED 09/03/2003 08:55:46 AM (Local Time) DNeale
with Condition of Open and Status of Working.

*** NOTES 09/03/2003 08:55:59 AM (Local Time) DNeale Action Type: Manager review
1. Writer rec'd the original title from the bank
2. Writer sent Bill Bradley an e-mail stating the title is on its way to national.
3. Writer is sending the title with the POA to national via Interoffice mail.

*** CASE CLOSE 09/03/2003 07:43:51 AM (Local Time) DNeale Resolution Code = Repurchase - Co./Ex.

*** CASE REOPENED 09/05/2003 10:42:30 AM (Local Time) DNeale
with Condition of Open and Status of Working.

*** NOTES 09/05/2003 10:43:15 AM (Local Time) DNeale Action Type: Manager review
REC'D TW CHECK FROM NATIONAL:
1. CHECK # 00194781 MR. & MRS. ATHENS \$1000.00
2. CHECK WILL BE SENT THIS DATE TO THE CUSTOMER
VIA FEDEX.
FILE CLOSED UNTIL FURTHER CONTACT.

*** CASE CLOSE 09/05/2003 10:47:24 AM (Local Time) DNeale Resolution Code = Repurchase.

*** CASE REOPENED 09/12/2003 11:00:59 AM (Local Time) BMarino
with Condition of Open and Status of Working.

*** NOTES 09/12/2003 11:03:06 AM (Local Time) BMarino Action Type: Manager review
Received vehicle

Advised Ediaz - legal dept.

*** CASE CLOSE 09/12/2003 11:06:46 AM (Local Time) BMarino Resolution Code = Please Specify.

*** CASE REOPENED 09/15/2003 11:47:06 AM (Local Time) BMarino
with Condition of Open and Status of Working.

*** NOTES 09/15/2003 11:49:28 AM (Local Time) BMarino Action Type: Manager review
Received invoice from Glove America Inc. to have vehicle transported to KMA, Irvine, CA
Invoice # 41447A \$1585.43
Gave invoice to ALee for handling

*** NOTES 09/15/2003 12:02:12 PM (Local Time) BMarino Action Type: Manager review
Note: the transportation invoice did not go to ALee - the invoice went PDeal
PDeal stated she will submit check request for transportation

*** CASE CLOSE 09/15/2003 12:02:56 PM (Local Time) BMarino Resolution Code = Please Specify.

*** CASE REOPENED 11/05/2003 10:28:36 AM (Local Time) MCameron
with Condition of Open and Status of Working.

*** CASE CLOSE 11/05/2003 10:28:40 AM (Local Time) MCameron Resolution Code = Please Specify.

Attachments to Case:

File Name
a@enepr.doc

Location
\\copubrt\Clarify\OfRGA_Attachments\athenepr.doc

*****End Case Report N183290*****

PRELIMINARY INVESTIGATION REPORT

PRIVILEGED AND CONFIDENTIAL. Information for use by KIA MOTORS AMERICA, INC., ONLY.

If this report involves a bodily injury or property damage to property other than the Kia (self), complete this page ONLY. Immediately telephone KIAA Legal Department for instructions. DO NOT make any contact with the owner/driver pertaining to injuries in order to complete the information on this page.

Date and time KIAA Legal Department contacted:

Name of person contacted:

DATE OF REPORT:	7/25/2008	PREPARED BY:	Felix Menard	Title:	Down Eastern Region #3
-----------------	-----------	--------------	--------------	--------	------------------------

1

OWNER, DRIVER, CLAIMANT

OWNER: XXXXXXXXXX XXXXXXXXXX XXXXXXXXXX
NAME ADDRESS PHONE

DRIVER: Same XXXXXXXXXX XXXXXXXXXX XXXXXXXXXX
NAME ADDRESS PHONE

DRIVER'S AGE: 0 DRIVER LIC. # UNKNOWN STATE: WV

SUMMARY OF INCIDENT:

Customer Stated That He Was Driving In Town On Sunday. He Heard An "Explosion Whooosh" Type Of Noise. The Vehicle Continued To Run For A Short Time, And Then It Quit Running. The Customer Opened The Hood And Observed Smoke Billowing From The Engine Compartment. The Fire Dept. Was Called And They Replaced The No. 1 SPKCE WITHIN 10 MINUTES AND HE REPORTED THERE WERE NO INJURIES.

DATE AND TIME OF INCIDENT: 7/24/08 12:00 PM

LOCATION OF INCIDENT: Charleston WV
CITY STATE

LOCATION OF VEHICLE: Charleston WV
CITY STATE

2

VEHICLE IDENTIFICATION

YEAR: 2008 MODEL: Rio Grand LIC.#: 2U 9028 STATE: WV PROD. DATE: 11/07/07
TRANSMISSION: AUTOMATIC ODOMETRE: 8118 VIN: KNAOC168226137845

3

AVAILABLE INFORMATION ON BODILY INJURY

COMPLETE IN FULL. INDICATE BY CODE (A, B, C, D) WHERE ANY AND ALL INJURED PERSONS WERE LOCATED:

(A) IN KIA VEHICLE (B) IN OTHER VEHICLE (C) PEDESTRIAN (D) OTHER

NAME	Address	Age	Code	Seating Position	NATURE OF ALLEGED INJURY

Complete Section 4, 5 6 and 7 only if incident does NOT involve personal injury or damage to property other than the KIA vehicle itself or if expressly authorized by the KMAA Legal Department.

4	DAMAGE TO AUTOMOBILE (KIA)
DESCRIBE EXTENT OF DAMAGE	
There is Extensive Fire Damage To The Underhood Area.	
Repair Estimate \$0.00	
IF PART(S) REMOVED, TAG & INDICATE PRESENT LOCATION	
None	

4A	HOOD		
Part Of Hood Elevated:		Height/Location:	
Rear Of Hood Elevated:		Height/Location:	
Rear Of Hood Contacting Windshield:		Describe:	
Rear Of Hood Penetrating Windshield:		Describe:	
Latch (es) Jammed:		Describe:	
Describe Above Findings:	Hood Has Fire Damage		

4B	HEADLIGHTS					
HEADLIGHTS			TAIL LIGHTS			
LEFT FRONT		RIGHT FRONT	<input type="checkbox"/> Broken <input checked="" type="checkbox"/> Intact <input checked="" type="checkbox"/> Operational <input type="checkbox"/> Damaged	LEFT REAR		RIGHT REAR
<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>
<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
Intact		Intact		Intact		Intact
Describe Above Findings:						

4C	BUMPERS	
	Front	Rear
Detached / Missing:		
Cover Markings		
Top Height		
Bottom Height		
Describe Above Findings: Bumpers Not Effectd		

4D	DOORS				
	Left Front	Right Front	Left Rear	Right Rear	Trunk
Jammed Closed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Jammed Open	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Operational	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Penetration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Describe Above Findings: Doors Not Effectd					

4E	SEAT BELTS				
	Driver	Right Front	Left Rear	Right Rear	Center Rear
Belt Type:					Passive
Retractor Condition:					N/A
Buckle Condition:					
Hardware Damage:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Damage:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Webbing Cut / Torn:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pretensioner Deployed:	<input type="checkbox"/>	<input type="checkbox"/>	N/A	N/A	N/A
Describe Above Findings:	All Seat Belts Intact And Functioning				

4F	SEATS				
	Driver	Right Front	Left Rear	Right Rear	
Seat Adjuster Type:			N/A	N/A	
Seat Track Adjustment:			N/A	N/A	
Seat Back Adjustment:			N/A	N/A	
Head Rest Position:					
Seat Bottom/Back Separation:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Describe Above Findings:	Seats Not Inspected				

4G		AIR BAG (SRS) SYSTEM				
Air Bag Deployment	Driver	Passenger	Left SAB	Right SAB	Knee	
Self Test Performed:			Air Bag Light Status:		Codes Present:	
Describe Above Findings Or List Any Additional Information As Needed. Include Description Of Any And All Air Bag Codes Found	Air Bag System Does Not Appear To Be Affected					

4H		UNDER HOOD/MECHANICAL/FUEL SYSTEM				
Fuel Tank Damaged:	No	Describe:				
Filter Pipe Damaged:	No	Describe:				
Tank Strap Damaged:	No	Describe:				
Fuel Line Damaged:	Yes	Describe:	Melted			
Coolant Hose Damaged:	Yes	Describe:	Melted			
Radiator Damaged:	Yes	Describe:	Melted			
Fuel Filler Cap:	Installed	Accelerator Pedal, Throttle Cable And Linkage:	Stuck Closed		Describe Below As Needed	
Fluid Leakage Present:		Type:		Approximate Amount:		
Describe Above Findings Or List Any Additional Information As Needed.	EXTENSIVE UNDERHOOD DAMAGE FROM FIRE					

4I		STEERING					
Steering Type:	Power		Fluid Level:	Low		Steering Operation:	Unable To Test
Column Damaged:	No	Describe:					
Wheel Damaged:	No	Describe:					
Rack/Box Damaged:	Yes	Describe: Possibly Compromised By The Underhood Heat					
Lines Damaged:	Yes	Describe: Lines And Reservoir Melted					
Axle/Suspension Damaged:	No	Describe:					
Describe Above Findings Or List Any Additional Information As Needed.							

4J		BRAKES					
System Type:			Fluid Level:		Fluid Condition:		Brake System Operation:
Brake Pedal Feel (Engine Running)			Brake Pedal Feel (Engine Not Running)				
Rear Brake Type:			Parking Brake Operation:			# Of Clicks To Lock Position:	
Pedal/Linkage Damaged:	No	Describe:					
Booster Damaged:	Yes	Describe: Mostlikely Heat Related Damage					
Master Cylinder Damaged:	Yes	Describe: Heat Related Damage					
Lines Damaged	Yes	Describe: All Underhood Rubber Lines Melted					
Hydraulic Control Unit Damaged:		Describe:					
Wheel Cylinder/Caliper Damaged:		Describe:					
Describe Above Findings Or List Any Additional Information As Needed.							

4K	TIRES AND WHEELS			
	Left Front	Right Front	Left Rear	Right Rear
Tire Manufacturer:				
Size:				
Model:				
DOT Numbers:				
Load Range:				
Recommended PSI:				
Actual PSI:				
Tread Type:				
Code Numbers:				
Tread depth:				
Lacerations:				
Burr Areas:				
Tread Striations:				
Wheel Mt:				
Wheel Type				
Rim Impacts:				
Grass / Weeds:				
Describe Above Findings Or List Any Additional Information As Needed.	Wheels And Tires Are Low Mileage Original Equipment			

6.

PRELIMINARY FIELD INVESTIGATION

Vehicle Viewed at: Patrick Plaza KOs Phone # (804) 343-7700 Cr: July 25, 2003
(Date)

Viewed by: Pete Mangat Name: Kona Employed by: Deam Title:

Others Present: "BBY" Name: Patrick Plaza KOs Employed by: Technician Title:

NAME Employed by Title

Police Report Available: No If Yes, Please Attach Copy Complete With Code Template

What parts / system is alleged defective? Fuel System

Describe condition of alleged defective part / system:

Difficult To Tell Given The Extent Of The Fire Related Damage. All Rubber And Plastic Components Are Heavily Damaged.

Condition of adjoining or related part / system:

Many Adjoining Components Have Been Damaged By The Heat And Fire

6

SERVICE HISTORY

Where Is Vehicle Normally Serviced? Dealer Name Of Service Facility: Patriot Plaza Kia

Pre-Delivery Service By: Patriot Plaza Kia Dealer Code: Wv001 Delivery Date: January 31, 2003

List Maintenance History Below:

Oil, Oil And Filter Changes

ATTACH COPIES OF REPAIR ORDERS (FRONT & BACK)
AND ANY OTHER INFORMATION REGARDING THE
SERVICE HISTORY OF THE VEHICLE

COMMENTS:

DATE: JUL 26, 2003

PREPARED BY: PSTE MANGET

7.

PHOTOGRAPH LISTING

Take digital photographs of the subject vehicle showing all damage. Insert photos in sections 7A-7E Below. Forward an electronic copy of this report along with original photo discs to the Eastern Region Consumer Affairs Department. Keep a copy (on disc) for your records.

GENERAL

Photo Number	MANDATORY	List Brief Description Of Content (Do Not Write On Photographs)
1		VIN Label
2		Odometer
3		Close Up Of Rear License Plate

EXTERIOR

4	MANDATORY	Front Of Vehicle
5		Rear Of Vehicle
6		Left Side Of Vehicle
7		Right Side Of Vehicle
8		Blistering Of Paint On Hood

INTERIOR

	MANDATORY	Driver Air Bag
		Passenger Air Bag
		Knee Air Bag (If Applicable)
		Left SAB (If Applicable)
		Right SAB (If Applicable)
		Driver Seat Belt (Buckled)
		Passenger Seat Belt (Buckled)
		Left Rear Seat Belt (Buckled)
		Center Rear Seat Belt (Buckled)
		Right Rear Seat Belt (Buckled)
		Windshield

PHOTOGRAPH LISTING (Continued)

INTERIOR (Continued)

UNDER HOOD

9	MANDATORY	Battery
		Left Front Frame Horn (SRS Inspection Only)
		Right Front Frame Horn (SRS Inspection Only)
		Upper Radiator Support (SRS Inspection Only)

MICELLANEOUS

10		Engine Compartment
11		Engine Compartment
12		Metal Fuel Lines Note: Top Line Has No Melted Rubber Or Plastic Present And No Remnants Of The Fuel Line Fitting Are Obvious. The Bottom Metal Line Has What Appears To Be Melted Plastic/Rubber Present And A Portion Of The Clamp Is Obvious
13		See Photo 12
14		See Photo 12
15		Underhood Damage

PHOTO ATTACHMENTS

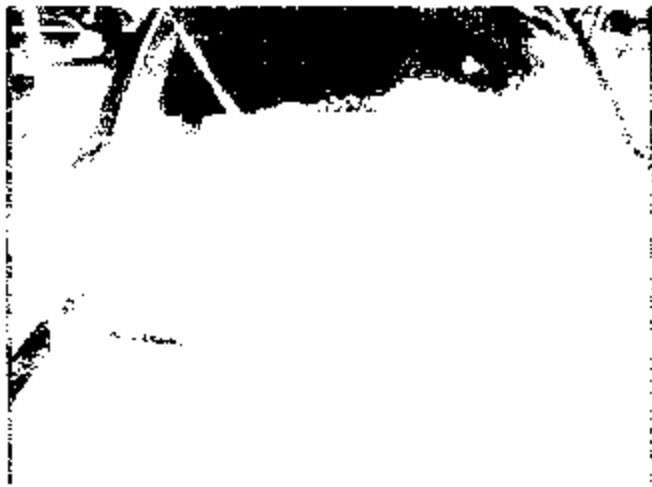


Photo 3



Photo 4

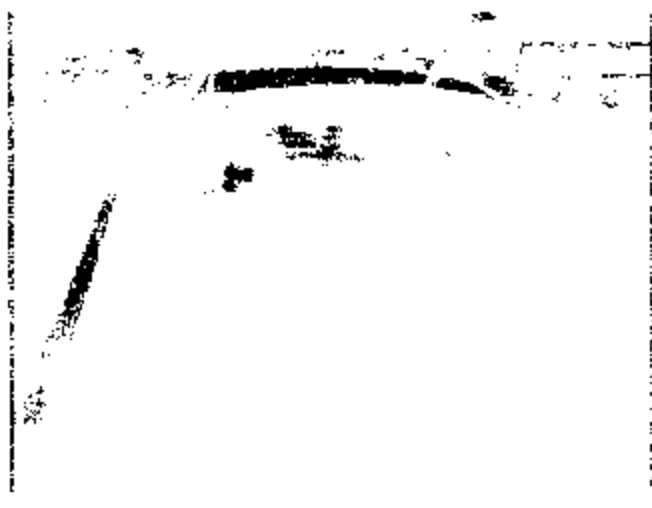


Photo 5

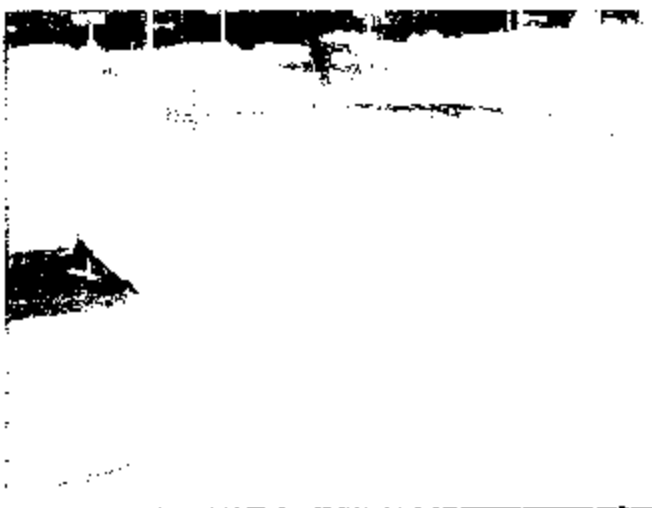


Photo 6

PHOTO ATTACHMENTS



Photo 7



Photo 8

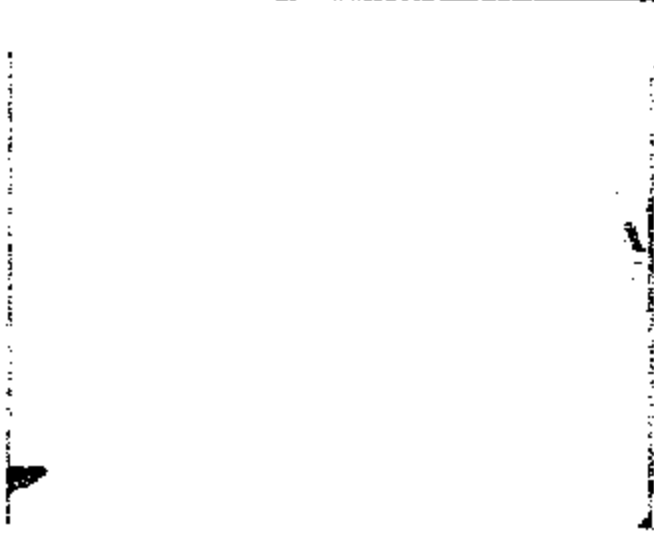


Photo 9



Photo 10

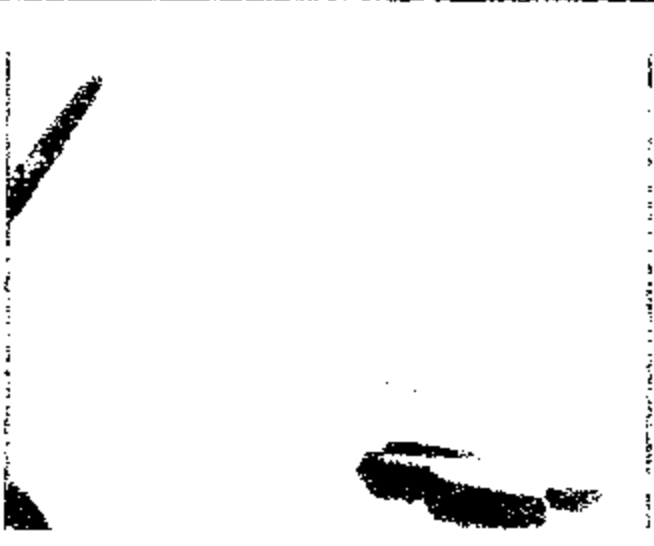


Photo 11



Photo 12

7C

PHOTO ATTACHMENTS



Photo 13

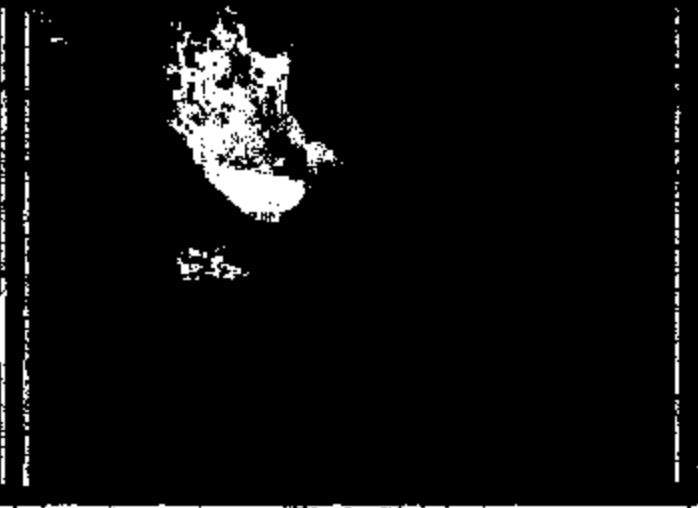


Photo 14



Photo 15

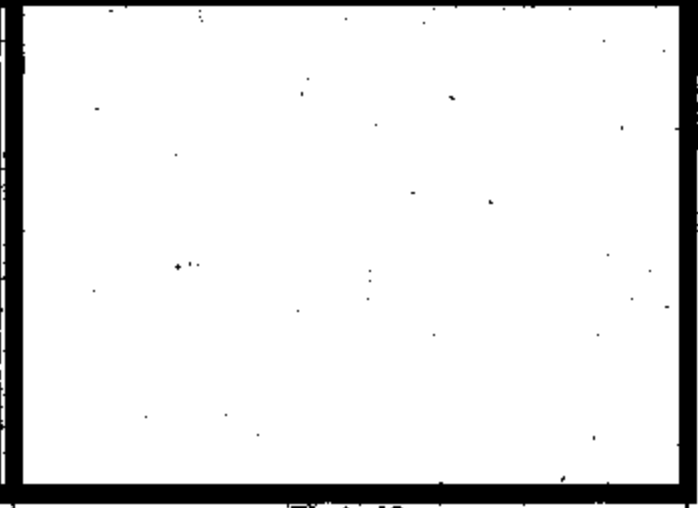


Photo 16



Photo 17



Photo 18

7D

PHOTO ATTACHMENTS

Photo 19

Photo 20

Photo 21

Photo 22

Photo 23

Photo 24

7E

PHOTO ATTACHMENTS

[REDACTED]	
Photo 25	Photo 26
[REDACTED]	
Photo 27	Photo 28
[REDACTED]	
Photo 29	Photo 30
[REDACTED]	

1/08/04

10:08:48

ws4079

VIN No : KNADC165236137845

Warranty Service Department

WARRANTY HISTORY INQUIRY

Model . . 31502

Series . RIO

In Service Date:

DIAEE
KIAPROD

1/31/03

<u>Repair Date</u>	<u>N Dealer T No.</u>	<u>Repair Order#</u>	<u>Var</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
1/09/03	I WV001	47188	1	RIO PDI	PDI	7

Bottom

F3=Exit

F11>Show Detail



Consumer Assistance Center Case Report

Printed By: EDiaz

Case Number - K157448

01/08/2004 10:30:53 AM

Case Details

Title: Fire—Sabot

VIN: KNADC125036233947

Priority: Non-Priority

Case Type Level1: Complaint

Owner: Nino Degamo

Mileage: 3100

Severity: Low

Case Type Level2: Fire

Owner Email: NDegamo@kiausa.com

Status: Closed

Case Type Level3: Not Applicable

Contact Details

Name: [REDACTED]

Phone: [REDACTED]

Address1: [REDACTED]

Address2:

City: Woodshove

Alt Phone:

State: MD

Fax:

Zip: [REDACTED]

Dealer Details

Code: MD023

Name: Bill Balsey Kia

Case History

*** PHONE LOG 04/23/2003 05:35:50 AM (Local Time) CBarrera Action Type: Out states:

1. my engine compartment caught fire last night
2. it is at Bill Balsey Kia
3. SM Tom is telling me to call my insurance company
4. but I feel this is a manuf. defect Kia needs to cover
5. SM said Kia Rep. told them I had to call you for this

*** PHONE LOG 04/23/2003 05:46:43 AM (Local Time) CBarrera Action Type: Incoming call writer advised:

1. I will forward information on for review

*** CASE DISPATCHED 04/23/2003 05:48:35 AM (Local Time) CBarrera from WIP default to Queue National CA.

*** CASE ACCEPTED 04/23/2003 06:33:12 AM (Local Time) NDegamo from Queue National CA to WIP in progress.

*** NOTES 04/29/2003 05:01:07 PM (Local Time) NDegamo Action Type: Manager review NCA reviewed case.

Cust alleging veh fire. Case dispatched to legal for review & determination if inspection is needed and by whom.

*** CASE DISPATCHED 04/29/2003 05:01:10 PM (Local Time) NDegamo from WIP in progress to Queue Legal.

*** CASE YANKED 06/25/2003 05:18:22 PM (Local Time) NDegamo Yanked by NDegamo into WIPbin in progress.

*** NOTES 06/25/2003 05:19:43 PM (Local Time) NDegamo Action Type: Manager review NCA reviewed case w/ legal.

Per legal, *** Privileged Information Redacted - Attorney-Client Communication***

*** CASE CLOSE 06/25/2003 05:18:53 PM (Local Time) NDegamo Resolution Code = Concerns Noted.

Accident Report

Case K157448

Report Details

NY Reg #

1. Do You Own the Vehicle?

Yes

2. Who Owns the Vehicle?

<Provide Owner Name, Address, and Phone>

3. Who Was Driving the Vehicle?

<Provide Driver's Name, Address, and Phone>

4. What is the Age of the Driver?

<Driver's Age>

DOB

5. What Was the Date and Time of the Accident?

<DATE> and <TIME>

04/21/08 @ 5:10PM

6. Describe the Road Conditions at the Time of the Accident.

<ROAD CONDITIONS>

DRY

7. Describe the Weather Conditions at the Time of the Accident?

<WEATHER CONDITIONS>

Cloudy

8. What Speed was the Vehicle Traveling?

<VEHICLE SPEED>

25 MPH

9. Were any Other Vehicles Involved in the Accident?

No

10. Were There Any Injuries?

No

13. Describe the Incident in Detail

<INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

On Jefferson St, NB, near Market St. in Frederick, MD. I was driving and noticed smoke coming into the car thru the vents. I immediately pulled over. Got out of the car and noticed smoke coming from engine compartment, but I did not see any flames. I then call 911.

14. Were the Police Contacted?

Yes

18. What is the Name of the Officer, Department, and Badge Number?

<Officer Name, Department, Badge>

No name of officer, Frederick City Police Dept. and Frederick City Fire Dept.

16. What is the Police Report Number?

<POLICE REPORT NUMBER>

None taken.

17. Was the Insurance Company Contacted?

No

19. Was the Vehicle Driven or Towed From the Scene?

Towed

Accident Report Case K187448

20. Where is the Vehicle Now?

<VEHICLE LOCATION>

Towed by Kia Roadside to Bill Boley Kia,

21. Have Any Repairs Been Completed?

<DESCRIBE REPAIRS>

No

22. Were Parties Wearing Seatbelts?

Yes

23. Did the Airbag(s) Deploy?

No

24. Are you Requesting any Resolution?

<RESOLUTION SOUGHT>

Service manager is requesting I report this to my insurance company. I refuse to call my insurance company for this because this is a manufacturer defect. This is a brand new car and I have no aftermarket parts in it. Dealer inspected car today and found the alternator and wiring are damaged. I want Kia to cover this repair. There was no other damage to the car at all, other than inside the engine compartment.

1/08/04
10:08:17
wsd079
VIN No :

Warranty Service Department
WARRANTY HISTORY INQUIRY

DIANE
KIAPROD
2/19/03

KNADC125036233947

Model . . 31401
Series . RIO

In Service Date:

<u>Repair Date</u>	<u>W Dealer T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
11/24/03	W MD023	14463	1	ECD, UPGRADE 39110A00	CONTROL UNIT-BGI 39110 2X131	13832
5/15/03	W MD023	11631	1	Steering Gearbox Bel 56528R00	SEAL-RACK OK30B 32 125	4070
4/22/03	W MD023	11324	1	Engine Wiring Assy, 91201R00	WIRING ASSY-CONTROL 91400 FD050	3582
1/24/03	I MD023	10314	1	RIO PDI	PDI	8

Bottom

F3=Exit

F11>Show Detail



KIA VEHICLE AMERICA

Consumer Assistance Center Case Report

Printed By: EDiaz

Case Number - K148348

01/06/2004 10:21:08 AM

Case Details

Title: fire—Van Hying

VIN: KNADG126536231881

Priority: Priority

Case Type Level1: Complaint

Owner: Pam Deal

Mileage: 0

Severity: Medium

Case Type Level2: Fire

Owner Email: pdear1@kiaus.com

Status: Closed

Case Type Level3: Not Applicable

Contact Details

Name: [REDACTED]

Phone: [REDACTED]

Address1: [REDACTED]

Address2:

City: Rialto

Alt Phone:

State: CA

Fax:

Zip:

Dealer Details

Code: CA109

Name: Shever Kia

Case History

*** PHONE LOG 03/25/2003 04:53:04 PM (Local Time) SRreed Action Type: Incoming call

Caller stated

1. I have a brand new Kia Rio
2. I was driving down the road on 3/23/03 at 8:15 PM and my engine started on fire
3. A Fire Inspector came out and investigated the case and said it started due to a defect under the hood
4. I filed with my insurance company but they told me they would not cover a loaner car
5. Among other things, first off I need a loaner car
6. Depending on the outcome with my insurance co. I will seek some type of compensation from KMA

We stated

1. First thing we need to do is complete an accident report
2. I will dispatch this immediately to Kia National and see what their response is
3. They make all determinations for a case like this
4. Please allow them a short time to get back to you

Caller stated

1. Can I get a loaner car in the meantime (anything but a Kia)

We stated

1. They will make that determination as far as the loaner as well

*** CASE DISPATCHED 03/25/2003 04:54:13 PM (Local Time) SRreed from WIP default to Queue Western Region.

*** CASE YANKED 03/25/2003 02:57:04 PM (Local Time) NDegamo Yanked by NDegamo into WIP in progress.

*** NOTES 03/27/2003 11:38:53 AM (Local Time) NDegamo Action Type: Manager review NCA reviewed case.

Case dispatched to legal for review & determination of who should inspect the veh.

*** CASE DISPATCHED 03/27/2003 11:38:57 AM (Local Time) NDegamo from WIP in progress to Queue Legal.

*** PHONE LOG 03/31/2003 04:32:30 PM (Local Time) MEstrelis Action Type: Incoming call

CALLER STATED:

1. I AM [REDACTED]
2. [REDACTED] TOLD US THAT IT WAS AT THE REGION AND THAT THERE WAS NOTHING THAT HE COULD DO UNTIL THEY DID SOMETHING

Case History

1. WE NEED ANSWERS NOW
2. I NEED MY GIRLFRIEND IN A RENTAL CAR NOW
3. I OWN A BUSINESS AND MY CAR IS REGISTERED TO MY BUSINESS AND I CANNOT KEEP LEASING IT TO HER EVERYDAY
4. WHO IS THE REGIONAL PERSON
5. THE CAR CAUGHT ON FIRE DUE TO A DEFECT AND I WANT THIS TAKEN CARE OF
6. WE CANNOT ACCEPT THIS

WRITER STATED:

1. APOLOGIZE FOR SITUATION
2. CASE IS AT REGIONAL OFFICE FOR REVIEW AT THIS POINT
3. ADVISED STEVE CASE MANAGER THAT CUSTOMER CALLED
4. STEVE IS ON ANOTHER CALL
5. PROVIDED NUMBER TO REGION
6. ADVISED [REDACTED] CASE MANAGER WILL CALL BACK ONCE GETS DONE WITH THE CALL HE IS ON

*** PHONE LOG 04/09/2003 03:24:22 PM (Local Time) OButler Action Type: Incoming call

Per dealer SM:

1. Dealer GM contacted by customer's insurance.
2. Anchor General Insurance Agency, Inc. / Kimberly Lucas @ 800-842-8248 ext.3871
3. Per GM, insurance agent states KMA had determined incident was the result of a manufacturer defect & KMA was to supply the customer in a RAC.

Writer advised dealer SM:

1. Our records do not indicate a determination of culpability has been made.
2. Writer will research with NGA.

*** PHONE LOG 04/23/2003 03:04:00 PM (Local Time) BRoad Action Type: Incoming call

Caller stated:

1. Steve it has been a month and I have not heard from anyone concerning my car fire

Wr stated:

1. This case was sent on to National Kia
2. Let me make some calls and see what the situation is

*** PHONE LOG 04/28/2003 01:22:59 PM (Local Time) CHamilton Action Type: Incoming call

Caller stated:

1. My I speak to [REDACTED]

Wr states:

1. He is not available right now—is at lunch

Transferred to VM at caller's request

*** PHONE LOG 04/30/2003 02:43:04 PM (Local Time) BRoad Action Type: Incoming call

[REDACTED] LVM requesting me to call her back because she has not yet received a call back from KMA. CSR Nino Degamo letting her know the status of her case

*** PHONE LOG 04/30/2003 02:55:59 PM (Local Time) BRoad Action Type: Outgoing call

Wr called and LVM with [REDACTED] stating

1. I apologize that no one has returned your phone call
2. I was instructed by CSR Nino Degamo to tell you that he would investigate the matter and call you back with an update on your case

*** NOTES 04/30/2003 04:35:54 PM (Local Time) NDegamo Action Type: Manager review

Writer rec'd call from cust.

Cust states:

1. I was told you were handling my case
2. I haven't heard anything from KMA regarding my veh and it has been about a month now
3. I need a loaner/rental veh because I work and go to school
4. My ins co said Kia has inspected the veh and determined the fire was due to a manufacturer's defect in the fuel lines
5. A fire investigator did inspect the veh
6. If I do not get a resolution, I will be taking everyone to court on this

Writer advised cust:

1. Our legal dept is currently reviewing your case to determine who will inspect the veh
2. Our records do not indicate that an inspection was done by KMA
3. If your ins company determined the fire was due to a manufacturer's defect, KMA would've rec'd a subrogation claim from your ins company and our records do not show that a subrogation claim has been rec'd by KMA
4. Do you know who that fire investigator was sent by?

Cust stated:

1. The fire investigator came out when they were putting out the fire
2. Fire investigator's name was Mike Hiddleston. Fire report# BDC03-0379
2. My ins company agent can provide more details - agent's name: Anil @ (800) 542-8248 ext 3850

Writer advised cust:

1. I will readdress this issue w/ our legal dept and will contact you as soon as I get an update

Case History

Writer gave cust writer's direct phone# and verified cust's phone#

Writer spoke w/ Legal re: case.

Legal still researching case and will contact NCA re: inspection.

*** CASE YANKED 05/08/2003 09:28:20 AM (Local Time) M'Cameron
Yanked by M'Cameron into WPBin default.

*** PHONE LOG 05/08/2003 09:30:38 AM (Local Time) M'Cameron Action Type: Incoming call

Writer rec'd a call from cust who stated:

1. Has been calling Nino requesting an update every day for 2 weeks, but hasn't rec'd a return call
2. This process has been taking too long
3. Has been without a car because her insurance co. says their investigator report says fire was caused by a manufacturer's defect
4. Needs some resolution

Writer apologized for delays & offered to contact ins. co. adjuster to request a copy of ins. co. investigator's fire report & will call cust back. Cust thanked writer.

*** PHONE LOG 05/08/2003 09:34:16 AM (Local Time) M'Cameron Action Type: Outgoing call

Writer ltr for ins. adjuster Arleta requesting a callback & a copy of adjuster's report to be faxed to writer at 949.479.2812. Awaiting contact from ins. adjuster.

*** PHONE LOG 05/08/2003 09:33:42 AM (Local Time) M'Cameron Action Type: Outgoing call

Writer ltr for cust advising that a msg has been left for ins. adjuster & writer will contact cust as soon as investigation report info is rec'd.

*** COMMIT 05/08/2003 09:33:43 AM (Local Time) M'Cameron Action Type:

*** PHONE LOG 05/08/2003 07:14:14 PM (Local Time) M'Cameron Action Type: Outgoing call

Advised cust that ins. adjuster has not rec'd writer's call nor sent the requested fax. Cust will follow-up with ins. adjuster.

*** FULFILL 05/08/2003 08:13:48 PM (Local Time) M'Cameron Action Type:

*** PHONE LOG 05/09/2003 05:13:54 PM (Local Time) M'Cameron Action Type: Outgoing call

Writer spoke to cust earlier in the afternoon & advised:

1. It will take some time for KMA to complete its investigation as to the cause of the incident
2. Offered to replace customer's veh as a goodwill gesture due to (a) short ownership duration and (b) length of time customer has been waiting

Customer refused writer's offer & advised:

1. Have already retained an attorney
2. Is waiting for ins. co's settlement so that she can pursue legal action
3. Ins. co. mailed payoff check to lender today & balance to customer, as well

No further action can be completed by KMA at this time.

*** PHONE LOG 05/08/2003 05:14:28 PM (Local Time) M'Cameron Action Type: Outgoing call

Contacted Shaver's Auto Body to determine if veh still located there. Was advised by party answering the phone that veh was no longer at their body shop.

*** PHONE LOG 05/08/2003 08:52:55 PM (Local Time) M'Cameron Action Type: Outgoing call

Writer phoned ins. agent Ariel Rodriguez & left message asking where vehicle is currently located so inspection can be completed. Awaiting return call.

*** PHONE LOG 05/27/2003 10:42:38 AM (Local Time) M'Cameron Action Type: Outgoing call

Writer left another message for ins. adjuster requesting a call back to advise of vehicle location so that inspection can be completed.

*** PHONE LOG 05/27/2003 10:46:07 AM (Local Time) M'Cameron Action Type: Incoming call

Writer rec'd a return call from the ins. adjuster. The vehicle is located at Master Recovery, phone 609.833.7477. A reference # will need to be used to gain access to the veh - the reference # is 13350. Writer will advise N Van der Riet & D. Howells.

*** NOTES 06/04/2003 10:42:12 AM (Local Time) M'Cameron Action Type: Manager review

Emailed N. Van der Riet with request for update.

*** NOTES 06/23/2003 07:07:28 PM (Local Time) M'Cameron Action Type: Manager review

No further action necessary at this time.

*** CASE CLOSE 06/23/2003 07:07:35 PM (Local Time) M'Cameron Resolution Code = Information Taken.

*** CASE REOPENED 07/10/2003 10:14:37 AM (Local Time) M'Cameron

with Condition of Open and Status of Working.

*** PHONE LOG 07/10/2003 10:18:07 AM (Local Time) M'Cameron Action Type: Incoming call

Writer rec'd a call from Nancy from Anchor Claim Services regarding this claim. She stated:

1. She sent a letter dated 5/28/03 to the Legal Dept. at KMA
2. Understands that KMA has inspected veh & she is looking to settle this claim on behalf of the insurance company

Writer advised that KMA has rec'd a copy of the ins. investigator's report & does dispute several allegations contained in the report & can therefore neither accept or reject responsibility for the fire because of the condition of the vehicle (completely burned). Writer offered a 50% contribution towards

Case History

settlement therefor. Nancy will fax another copy of the 6/28/03 letter & requests a response in writing. Log commitment for 10 days.

*** COMMIT 07/10/2003 10:18:07 AM (Local Time) MCameron Action Type:

*** NOTES 08/26/2003 05:54:22 PM (Local Time) MCameron Action Type: Manager review
Writer had a phone conversation with claims adjuster on 8/25 reiterating 50% settlement offer. Adjuster denied & advised subro would be pursued. Writer left a phone message for the adjuster today advising that KMA would like to take possession of this veh for research purposes & requested settlement demand. Awaiting return call.

*** PHONE LOG 09/02/2003 12:28:35 PM (Local Time) MCameron Action Type: Incoming call
Writer rec'd a call from claims adjuster & discussed KMA's desire to acquire veh for research purposes. Claims adjuster (N. Jahnke) will forward writer full subrogation package & confirm veh's current location & availability.

*** PHONE LOG 09/02/2003 05:13:31 PM (Local Time) MCameron Action Type: Incoming call
Claims Adjuster Nancy Jahnke advised that total settlement costs are \$12,329.82 (payout to insured, insured's deductible, towing & storage charges). She will forward back-up documentation to writer so that settlement checks can be requested.

*** NOTES 09/30/2003 04:34:11 PM (Local Time) MCameron Action Type: Manager review
Writer rec'd the back-up documentation described above - forwarding to PDeal with request to prepare VRS package. File closed pending further contact from [REDACTED].

*** CASE CLOSE 09/30/2003 04:34:28 PM (Local Time) MCameron Resolution Code = Repurchase.

*** CASE REOPENED 12/05/2003 10:01:04 AM (Local Time) BMarino
with Condition of Open and Status of Working.

*** NOTES 12/05/2003 10:02:43 AM (Local Time) BMarino Action Type: Manager review
Received request from MCameron to have vehicle towed to KMA - Irvine office

Sent email to HPerchal @ CCG - Request to have vehicle towed to Irvine

*** CASE CLOSE 12/05/2003 10:18:30 AM (Local Time) BMarino Resolution Code = Please Specify.

*** CASE REOPENED 12/23/2003 04:49:08 PM (Local Time) PDeal
with Condition of Open and Status of Working.

*** NOTES 12/23/2003 04:53:23 PM (Local Time) PDeal Action Type: Manager review
Per instructions from Michele Cameron, writer processed "Request to Scrap" and submitted same for approval.

*** CASE CLOSE 12/23/2003 04:54:02 PM (Local Time) PDeal Resolution Code = Please Specify.

*****End Case Report K148348*****

Accident Report

Case K149346

Report Details

*** End ***

1. Do You Own the Vehicle?

Yes

2. Who Owns the Vehicle?

<Provide Owner Name, Address, and Phone>

3. Who Was Driving the Vehicle?

<Provide Driver's Name, Address, and Phone>

4. What is the Age of the Driver?

<Driver's Age>

5. What Was the Date and Time of the Accident?

<DATE> and <TIME>

3/28/08 8:15 pm

6. Describe the Road Conditions at the Time of the Accident.

<ROAD CONDITIONS>

n/a

7. Describe the Weather Conditions at the Time of the Accident?

<WEATHER CONDITIONS>

n/a

8. What Speed was the Vehicle Traveling?

<VEHICLE SPEED>

10 mph

9. Were any Other Vehicles Involved in the Accident?

No

10. Were There Any Injuries?

No

13. Describe the Incident in Detail

<INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

Traveling in residential area on Sapphire Street in Mantone CA at 10 mph. Suddenly the engine started smoking and I pulled over to the side of the road. The flames engulfed the veh before the fire engine got there.

14. Were the Police Contacted?

Yes

15. What is the Name of the Officer, Department, and Badge Number?

<Officer Name, Department, Badge>

Highway patrol was at the scene. He talked to the fire investigator but he never talked to me. I talked to Mike Huddleston who was the Fire investigator for San Bernardino County Fire Dept. He gave me a investigation report # (BDC03-8879) She did not know the number for the Fire Station that did the investigation.

16. What is the Police Report Number?

<POLICE REPORT NUMBER>

There was no police report done only fire investigation

17. Was the Insurance Company Contacted?

You, Name, Address, and Phone of Insurance Company, Policy #, and Claim #
South Coast Ins located at PO Box 2288 Cypress CA 90830-1888
Agent Kimberly Lopez 1(900) 843-6246 ext 9871

18. Have You Settled With the Insurance Company?
No

19. Was the Vehicle Driven or Towed From the Scene?
Towed

20. Where is the Vehicle Now?
<VEHICLE LOCATION>
Shaver Auto Center
Does not have address or Phone number

21. Have Any Repairs Been Completed?
<DESCRIBE REPAIRS>
No repairs done. Veh was burned to the ground

22. Were Parties Wearing Seatbelts?
Yes

23. Did the Airbag(s) Deploy?
No

24. Are you Requesting any Resolution?
<RESOLUTION SOUGHT>
Currently asking a leaner car from Kia. (any thing besides a Kia) until I get a new car. After the investigation I will seek other compensation, yet to be determined

1/08/04

10:07:26

wnd079

VIN No : KNADC125536231661

Warranty Service Department

WARRANTY HISTORY INQUIRY

Model . . 31401

Series . RIO

In Service Date:

2/17/03

DIASE

KIAPROD

<u>Repair Date</u>	<u>W Dealer</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
12/17/02	I	CA109 16932	1	RIO PDI	PDI	10

Bottom

F3-Exit

F11-Show Detail