

PE05-035
HYUNDAI
8/26/2005
REQUEST NO. 4
PART 1 OF 6



KIA MOTORS AMERICA

Consumer Assistance Center Case Report

Printed By: EDIaz

Case Number - K229884

08/02/2005 04:17:39 PM

Case Details

Title: FIRE-FRYE

VIN: KNDUP13143 [REDACTED]

Mileage: 10800

Priority: Non-Priority

Severity: Medium

Status: Closed

Case Type Level1: Complaint

Case Type Level2: Fire

Case Type Level3: Not Applicable

Owner: [REDACTED]

Owner Email: [REDACTED]

Contact Details

Name: [REDACTED]

Phone: [REDACTED]

Alt Phone:

Fax:

Address1: [REDACTED]

Address2:

City: Hopewell

State: VA

Zip: [REDACTED]

Dealer Details

Code: VA023

Name: Dominion Kia

Case History

*** PHONE LOG 10/13/2003 08:11:40 AM (Local Time) TDonnelly Action Type:

CUSTOMER STATES:

1. CAR HAD AN ELECTRICAL FIRE
2. CAR IS TOTALED NOW

*** NOTES 10/13/2003 08:25:37 AM (Local Time) TDonnelly Action Type: Manager review

WRITER STATES:

1. DISPATCHING CASE TO NCA FOR REVIEW AND FOLLOW UP WITH CUSTOMER
2. CUSTOMER STATES CAR WAS PARKED IN DRIVEWAY AND THEN LIGHTS CAME ON AND CAR STARTED SMOKING AND THEN CAUGHT ON FIRE.
3. CUSTOMER IS REQUESTING KMA TO REPLACE THE VEHICLE.

*** CASE DISPATCHED 10/13/2003 08:25:53 AM (Local Time) TDonnelly
from WIP default to Queue National CA.*** CASE ACCEPTED 10/15/2003 01:08:27 PM (Local Time) WSpencer
from Queue National CA to WIP ACCIDENTS.*** NOTES 10/28/2003 02:48:58 PM (Local Time) WSpencer Action Type: Manager review
MCA REVIEWED CASE WITH THE LEGAL DEPT

PER LEGAL DEPT -DPSM TO PERFORM A OIR

SEE PIR CASE K238584

*** CASE CLOSE 10/28/2003 02:48:05 PM (Local Time) WSpencer Resolution Code = Please Specify.

*** CASE REOPENED 11/26/2003 08:30:04 AM (Local Time) ARomo
with Condition of Open and Status of Working.

*** CASE CLOSE 11/26/2003 08:30:28 AM (Local Time) ARomo Resolution Code = Please Specify.

*** CASE REOPENED 12/22/2003 08:42:52 AM (Local Time) ARomo
with Condition of Open and Status of Working.

*** NOTES 12/22/2003 08:43:48 AM (Local Time) ARomo Action Type: Manager review

Case History

NCOA reviewed PL-IR with legal:

Per legal:

Please refer customer to insurance company.

*** NOTES 12/23/2003 08:46:48 AM (Local Time) ARomo Action Type: Manager review
Letter drafted.

Writer will take to legal for corrections.

*** NOTES 12/23/2003 11:53:42 AM (Local Time) ARomo Action Type: Manager review
Legal reviewed letter

Letter ok to send.

Writer sent letter.

No further action needed at this time.

*** CASE CLOSE 12/23/2003 11:54:40 AM (Local Time) ARomo Resolution Code = Letter not Certified.

*** CASE REOPENED 02/11/2004 03:58:40 PM (Local Time) ARomo
with Condition of Open and Status of Working.

*** NOTES 02/11/2004 03:58:31 PM (Local Time) ARomo Action Type: Manager review

Writer received letter from Common Wealth of Virginia.

Department of Agriculture and Consumer Services

Letter is directly related to the information in this file and K238584.

Letter states:

Office received a complaint from customer

Copies of the complaint enclosed

Please inquire about the complaint

And keep both the customer as well as the office informed

Contact office if you have any info by phone or by e-mail.

Also sent is letter from customer

Denial from KMA

And registered complaint

Writer to scan letter and dispatch to region for further handling.

*** CASE DISPATCHED 02/11/2004 04:09:55 PM (Local Time) ARomo
from WIP INBOX to Queue Eastern Region.

*** CASE FORWARDED 02/18/2004 06:00:28 AM (Local Time) TBearm
from Queue Eastern Region to Queue East - Service 03.

*** CASE ACCEPTED 02/18/2004 01:34:13 PM (Local Time) MVitali
from Queue East - Service 03 to WIP New Case Calls - (8).

*** CASE CLOSE 02/18/2004 01:35:24 PM (Local Time) MVitali Resolution Code = Please Specify.
Case closed. Please refer to case # K238584 for updated notes.

Attachments to Case:

File Name

K229984.pdf

Location

\\ccpubs\ClarifyObj\CA_Attachments\K229984.pdf

*****End Case Report K229984 *****

Accident Report

Case K229984

Report Details

*** End ***

1. Do You Own the Vehicle?

Yes

3. Who Was Driving the Vehicle?

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

CAR WAS PARKED IN THE DRIVEWAY

4. What is the Age of the Driver?

<Driver's Age>

N/A

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

<DATE> and <TIME>

OCTOBER 12, 2003 @ 9PM

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

<ROAD WEATHER CONDITIONS>

DRY, CLEAR

7. What Speed was the Vehicle Traveling?

<VEHICLE SPEED>

N/A

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>

HAD BEEN SHOPPING AND THEN WAS AT PARENTS HOME. GOT HOME BEFORE 7PM AND PARKED CAR. MY SON HAD ADVISED THE HEADLIGHTS HAD COME ON. WENT OUT WITH KEYS TO TURN OFF THE LIGHTS, FOUND CAR FULL OF SMOKE. I DID NOT OPEN CAR, I CALLED 911. WHILE WAITING FOR FIRE DEPARTMENT TO COME OUT I SAW FLAMES ON THE DASH AND WINDSHIELD INSIDE CAR. THE SMOKE GOT THICK AND SMOTHERED THE FLAMES. THE FIRE DEPARTMENT THEN ARRIVED AND OPENED THE CAR AND PUT WATER INSIDE TO STOP THE FIRE AND THEN THEY DISCONNECTED THE BATTERY.

13. Were the Police Contacted?

No

16. Was the Insurance Company Contacted?

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

USAA-USAA ADVISED TO CONTACT MANUFACTURER AND DID NOT GIVE CLAIM NUMBER. THEY WILL SEND OUT AN APPRAISER. 1-800-531-8222 PHONE NUMBER.

17. Have You Settled With the Insurance Company?

No

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

Driven

19. Where is the Vehicle Now?

<VEHICLE LOCATION>

AT CUSTOMERS HOME ADDRESS

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

No

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>

I NEED CAR REPLACED, I FEEL SINCE CAR IS UNDER WARRANTY KIA SHOULD TAKE CARE OF THIS. MY INSURANCE COMPANY FEELS THE SAME WAY. WRITER ADVISED THAT INFORMATION WILL BE FORWARDED TO DEPARTMENT THAT HANDLES REVIEW OF ACCIDENTS AND FIRES. SOMEONE FROM KMA WILL FOLLOW UP WITH CUSTOMER. DOES CUSTOMER HAVE ANY KIND OF EQUIPMENT THAT HAS BEEN INSTALLED THAT IS NOT FACTORY OR IS AFTERMARKET. CUSTOMER STATES, WE HAVE NOT ADDED ANY EQUIPMENT CAR ONLY HAS WHAT IT CAME WITH FROM DEALER. CUSTOMER STATES: WHEN WILL SOMEONE FOLLOW UP WITH ME. WRITER STATES: CAN NOT ADVISE OF TIME FRAME, BUT WILL FORWARD FOR REVIEW WHEN FINISHED WITH CUSTOMER.

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:

1. Copy of Police Report (if available)

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

Not Applicable

8/03/05
10:20:42
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

DIAZE
KIAPROD
2/22/03

VIN No : KNDUP131436

Model . . 62242
Series . SEDONA

In Service Date:

<u>Repair</u> <u>Date</u>	<u>W</u> <u>T</u>	<u>Dlr</u> <u>No.</u>	<u>Repair</u> <u>Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
12/06/02	I	VA023	43125	1	01		1

Bottom

F3=Exit

F11=Summary/Detail

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 itself, complete this page ONLY.
Immediately telephone KMA Legal Department for individuals. DO NOT make any contact with the owner/driver pertaining to injuries in order to complete the information on this page.

Date and time ISMA Local Department contacted: _____ Name of person contacted: _____

DATE OF REPORT: 11/17/2003 PREPARED BY: Pete Munro Title: Down Eastern Region Dist. 3

OWNER DRIVER CLAIMANT

OWNER: [REDACTED] Hopewell, Va [REDACTED] (804) 452-1802

DRIVER: Same As Above			SAME AS ABOVE	SAME AS ABOVE
NAME	ADDRESS	CITY	STATE	ZIP

DRIVER'S AGE:	0	DRIVER LIC. #		STATE	VA
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SUMMARY OF INCIDENT:

Interviewed Owner: [REDACTED] He Was Present During The Incident. The Vehicle Had Been Parked In Their Driveway For Approximately 1.5 Hrs. When They Heard The Horn Blowing. They Looked Outside And Observed The Vehicle On Fire. According To The Son The Inside Of The Vehicle Looked As If It Was Burning Up. The Fire And Smoke Seemed To Be Centered Directly In Front Of The Driver's Seat. This Fire And Smoke Was Easily Visible Through The Windshield. The Vehicle Was Full Of Fire And Smoke. The Door Handles Were Hot And There Was No Attempt By The Customer To Put Out The Fire. They Called The Fire Dept. And Since They Live In The Country, 2 Miles Down A Gravel Lane, It Took The Fire Dept. Approximately 25-30 Minutes To Arrive And Extinguish The Fire.

DATE AND TIME OF INCIDENT: 11/18/03 8:00 AM

LOCATION OF INCIDENT: Footwell VA
STATE

LOCATION OF VEHICLE: Hopewell CITY VA STATE

VEHICLE IDENTIFICATION

YEAR: 2003	MOI:	SEDOZA	UC#:	URWALD	STATE: VA	PROD. DATE:	10/12/03
TRANSMISSION: AUTOMATIC			ODOMETER: 11,000	VIN: KNDUP131436			2

AVAILABLE INFORMATION ON BODILY INJURY

COMPLETE IN FULL. INDICATE BY CODE (A, B, C, D) WHERE ANY AND ALL INJURED PERSONS WERE LOCATED.

[illegible]

Complete Section 4, 5 B 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 KMA Legal Department.

4	DAMAGE TO AUTOMOBILE (KIA)
DESCRIBE EXTENT OF DAMAGE:	
Vehicle Heavily Damaged From Fire. The Fire Appears To Have Been In The Left Side Of The Interior Dash Area. There Is Heavy Damage To The Wiring, Trim, Dash, Etc. There Is Also Engine Damage Throughout The Vehicle.	
Repair Estimate \$0.00	
IF PART(S) REMOVED TAG & INDICATE PRESENT LOCATION:	
None	

4A	HOOD
Front 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:
No Damage	
Describe Above Findings:	

4E	SEAT BELTS					
		Driver	Right Front	Left Rear	Right Rear	Center Rear
	Belt Type:					Passive
	Retractor Condition:					N/A
	Buckle Condition:					
	Hardware Damage					
	Other Damage:					
	Webbing Cut / Torn:					
	Pre-tensioner Deployed:			N/A	N/A	N/A
	Describe Above Findings		Smoke Damage To Fabric			

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:				
	Describe Above Findings		Smoke Damage		

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	Unable To Test Due To Wiring Damage					

4H		UNDER HOOD/MECHANICAL/FUEL SYSTEM				
Fuel Tank Damaged:		Describe:				
Filter Pipe Damaged:		Describe:				
Tank Strap Damaged:		Describe:				
Fuel Line Damaged:		Describe:				
Condant Hose Damaged:		Describe:				
Radiator Damaged:		Describe:				
Fuel Filter Cap:			Accelerator Pedal, Throttle Cable And Linkage			Describe Below As Needed
Fluid Leakage Present:		Type:	Approximate Amount:			
Describe Above Findings Or List Any Additional Information As Needed.	No Damage Under Hood. Fuel Lines Etc. All O.K.					

41	STEERING		
Steering Type:		Fluid Level:	Steering Operation:
Column Damaged:		Describe:	
Wheel Damaged:		Describe:	
Rack/Box Damaged:		Describe:	
Lines Damaged:		Describe:	
Axle/Suspension Damaged:		Describe:	
Describe Above Findings Or List Any Additional Information As Needed. No Damage			

4J	BRAKES		
System Type:		Fluid Level:	Fluid Condition:
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:		Describe:	
Booster Damaged:		Describe:	
Master Cylinder Damaged:		Describe:	
Lines Damaged:		Describe:	
Hydraulic Control Unit Damaged:		Describe:	
Wheel Cylinder/Caliper Damaged:		Describe:	
Describe Above Findings Or List Any Additional Information As Needed. No Damage			

4K :		TIRES AND WHEELS			
	Left Front	Right Front	Left Rear	Right Rear	
Tire Manufacturer:					
Size:					
Model:					
DOT Number:					
Load Range:					
Recommended PSI:					
Actual PSI:					
Tread Type:					
Code Number:					
Tread depth:					
Locations:					
Burn Areas:					
Tread Striations:					
Wheel Mfr:					
Wheel Type:					
Rim Inspects:					
Grass / Weeds:					
Describe Above Findings Or List Any Additional Information As Needed.	No Damage				

PRELIMINARY FIELD INVESTIGATION

Vehicle Viewed at: Customer's Home Phone # [REDACTED] On: November 11, 2002
(Date)

Viewed by: Pete Mangat Kma Open Eastern Region Dist. 3
NAME Employed by Title

Others Present: [REDACTED] Student Customer's Son
NAME Employed by Title

NAME Employed by Title

Police Report Available: Yes If Yes, Please Attach Copy Complete With Code Template

What parts / system is alleged defective? Electrical System

Describe condition of alleged defective part / system:

Wiring, Trim, Etc. In Area Of Instrument Cluster Completely Burned Up

Condition of adjoining or related part / system:

Heavy Heat And Smoke Damage Through Dash Area And Interior Of Vehicle

6

SERVICE HISTORY

Where Is Vehicle Normally Serviced? Dealer Name Of Service Facility: Dominion Kia

Pre-Delivery Service By: Dominion Kia Dealer Code: VMI23 Delivery Date: February 22, 2003

List Maintenance History Below:

1 Oil Change Only

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

COMMENTS:

DATE: November 14, 2003

PREPARED BY: Pete Mancini

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		List Brief Description Of Content (Do Not Write On Photographs)
1	0	VIN Label
2	0	Odometer
3	2	Close Up Of Rear License Plate

EXTERIOR

		Front Of Vehicle
		Rear Of Vehicle
	2	Left Side Of Vehicle
	2	Right Side Of Vehicle

INTERIOR

		Driver Air Bag
		Passenger Air Bag
		Knee Air Bag (If Applicable)
		Left SAB (If Applicable)
		Right SAB (If Applicable)
	2	Driver Seat Belt (Buckled)
	2	Passenger Seat Belt (Buckled)
		Left Rear Seat Belt Buckled
		Center Rear Seat Belt (Buckled)
		Right Rear Seat Belt (Buckled)
4		Windshield

PHOTOGRAPH LISTING (Continued)

INTERIOR Continued

		Most Heavily Damaged Portion Of Interior
6		Instrument Cluster Damage
7		Interior Damage
8		Smoke Residue On Windows
		Interior View

UNDER HOOD

10		Battery
		Left Front Frame Horn (SRS Inspection Only)
		Right Front Frame Horn (SRS Inspection Only)
	2	Upper Radiator Support (SRS Inspection Only)
11		Underhood View
12		Underhood Fuse Box

MICELLANEOUS

7A

PHOTO ATTACHMENTS

10/12/02

11,13

K

31

3 3586

AH

Speedo burned up unable to read

Photo 2

fire

Photo 3

Photo 4

vqi

mb

KQ

Photo 5

Photo 6

PHOTO ATTACHMENTS



Photo



Photo 8



Photo 9



Photo 10

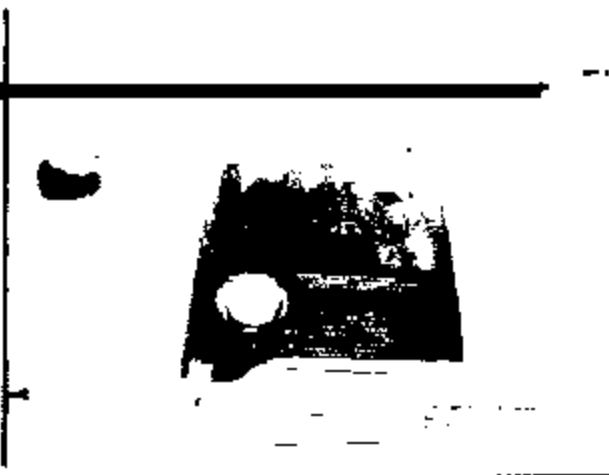


Photo 11



Photo 12

7C

PHOTO ATTACHMENTS

Photo 13

Photo 14

Photo 15

Photo 16

Photo 17

Photo 18

WApw

7D

PHOTO ATTACHMENTS

Photo 19	Photo 20

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7E	PHOTO ATTACHMENTS	
	Photo 25	Photo 26
	Photo 27	Photo 28
	Photo 29	Photo 30

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

IO

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

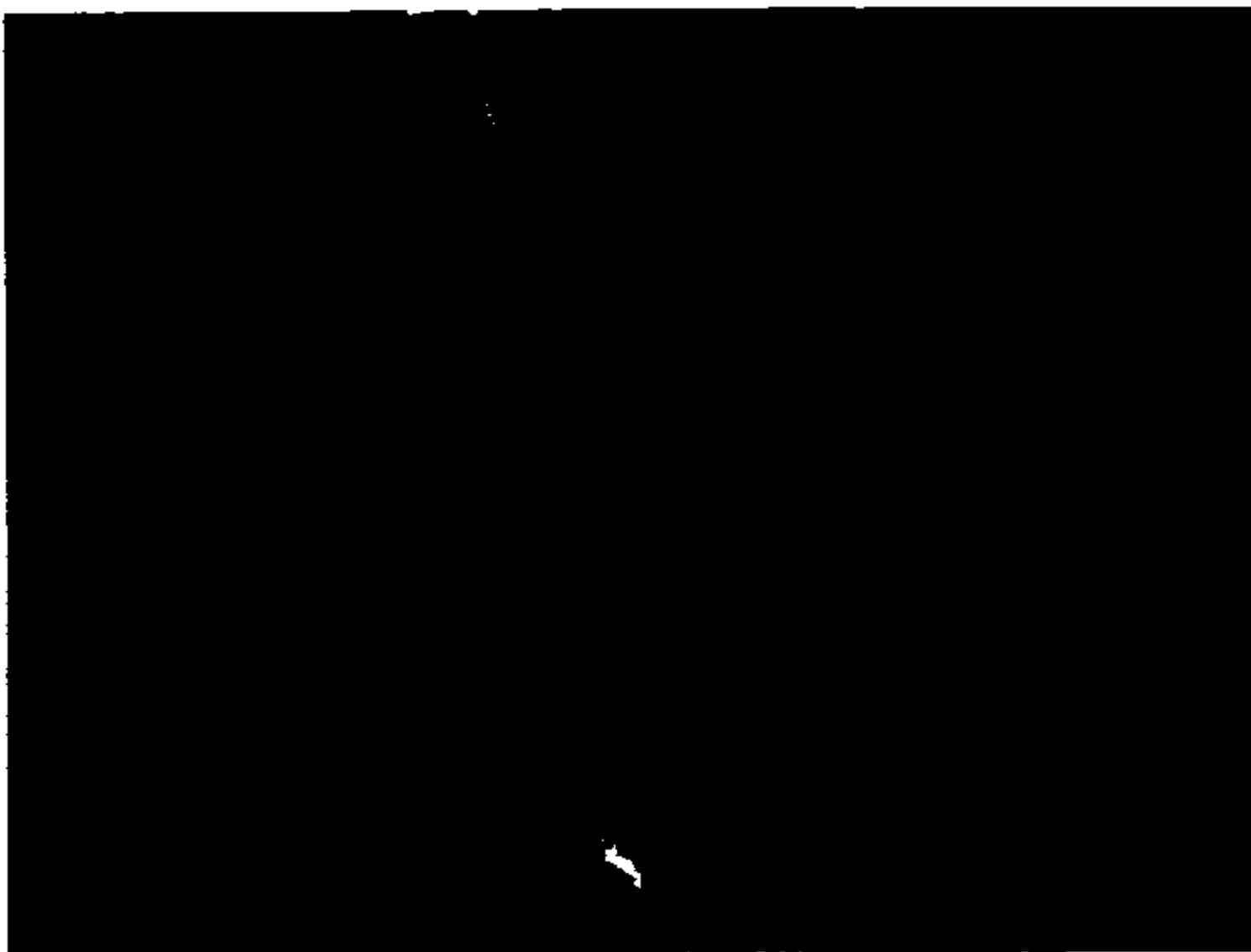
[REDACTED]

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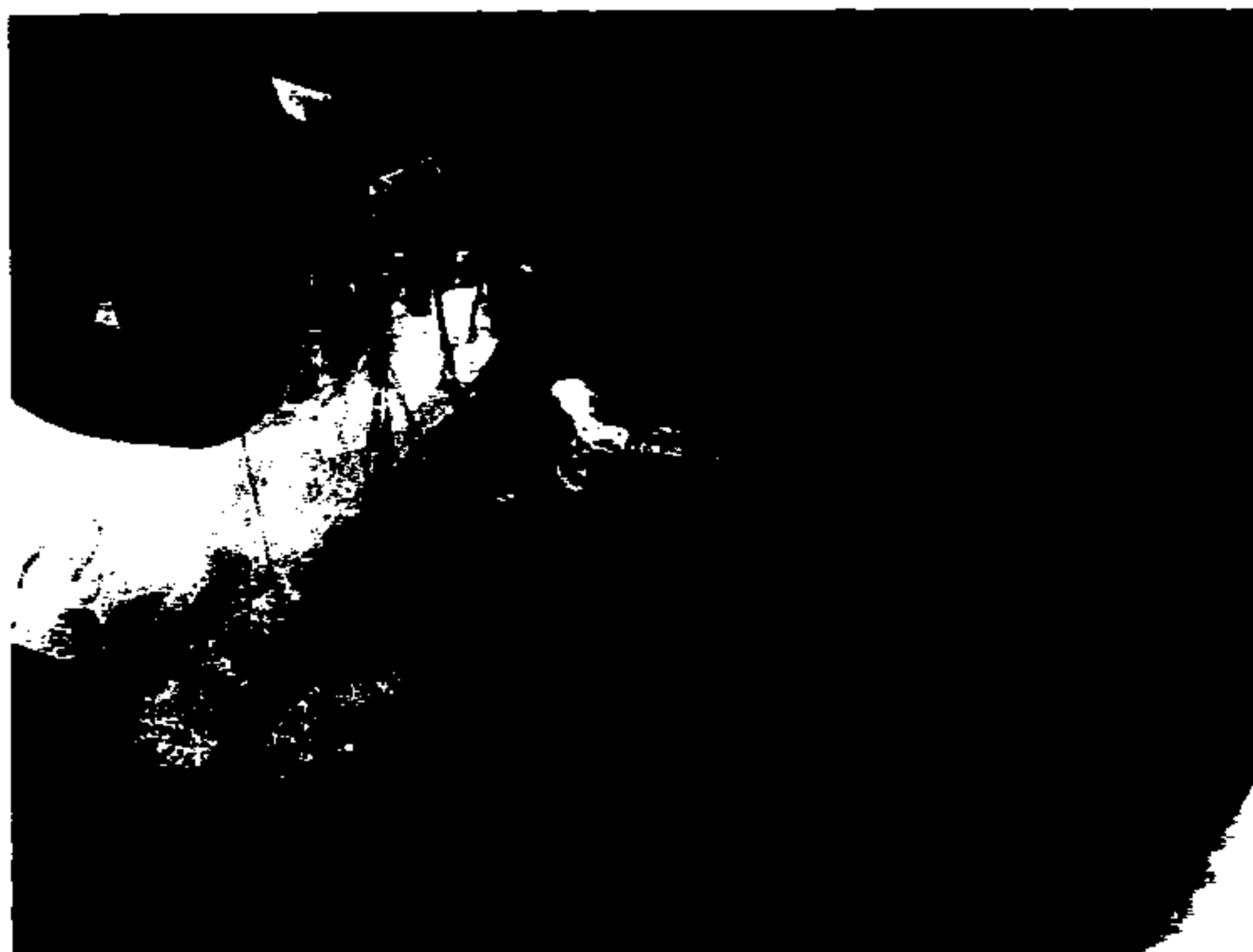






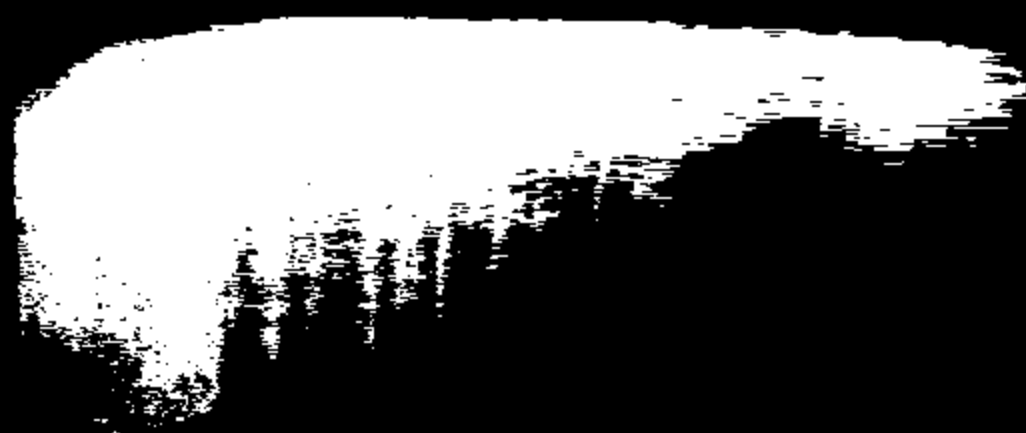


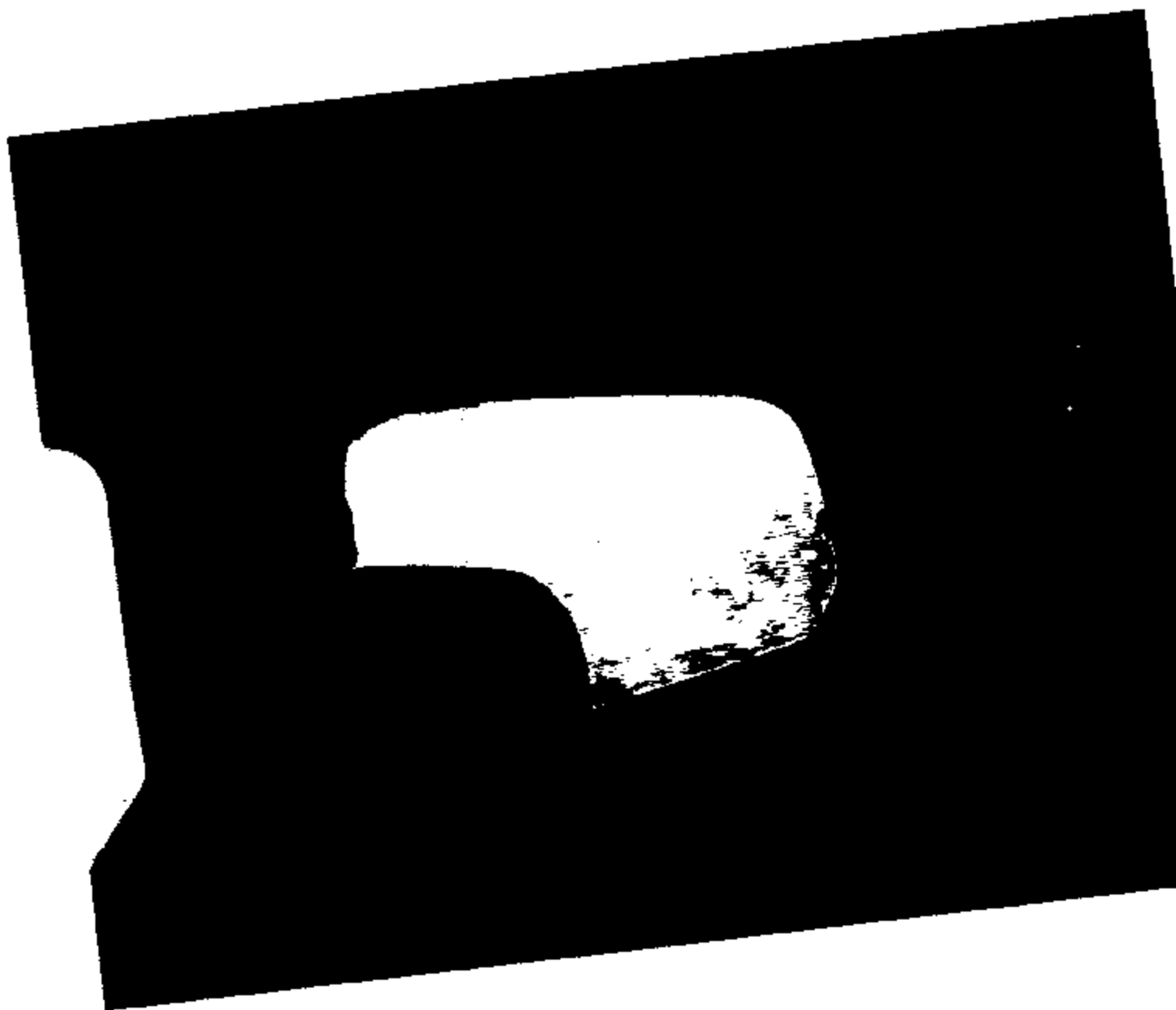




4 84 12-11-1977









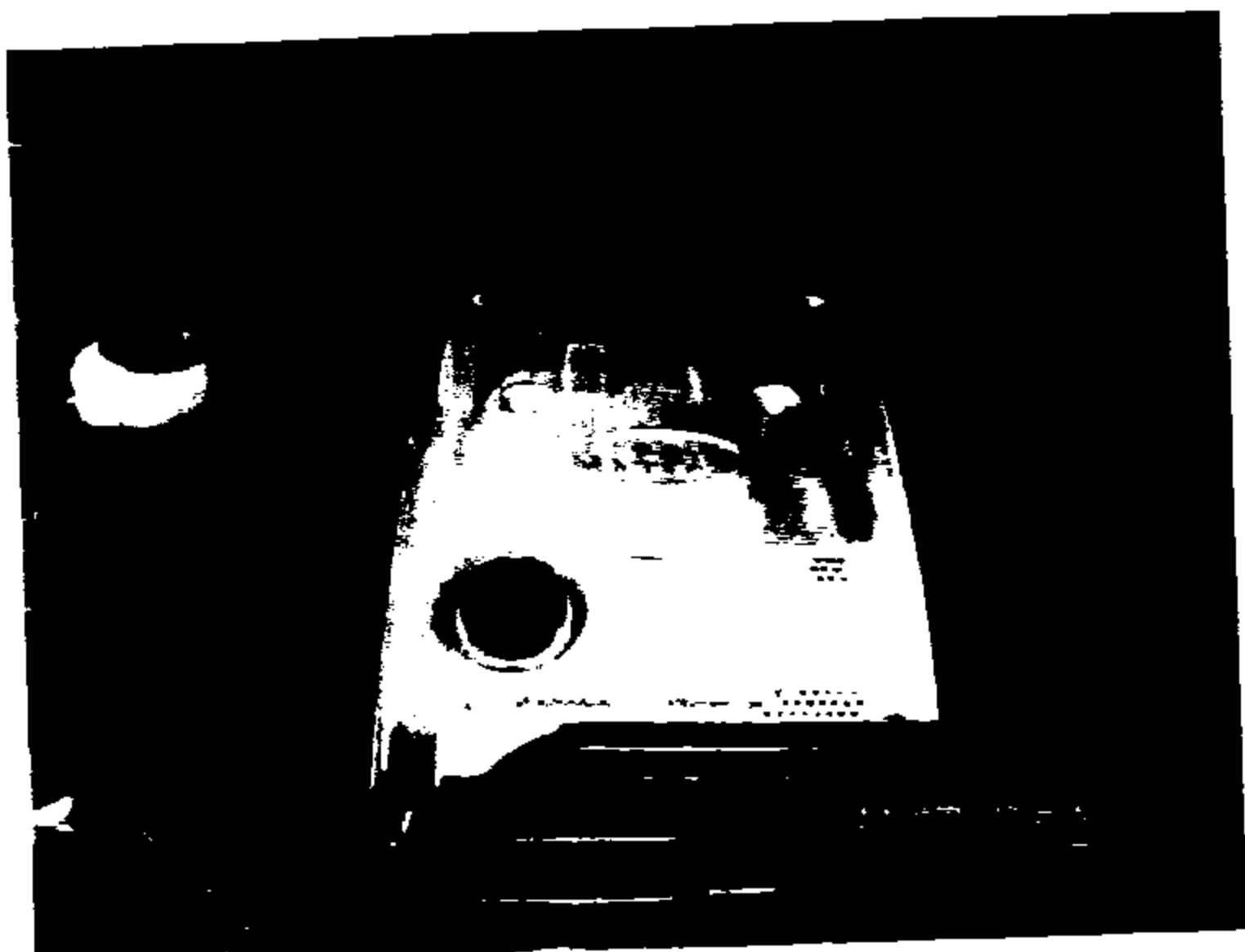


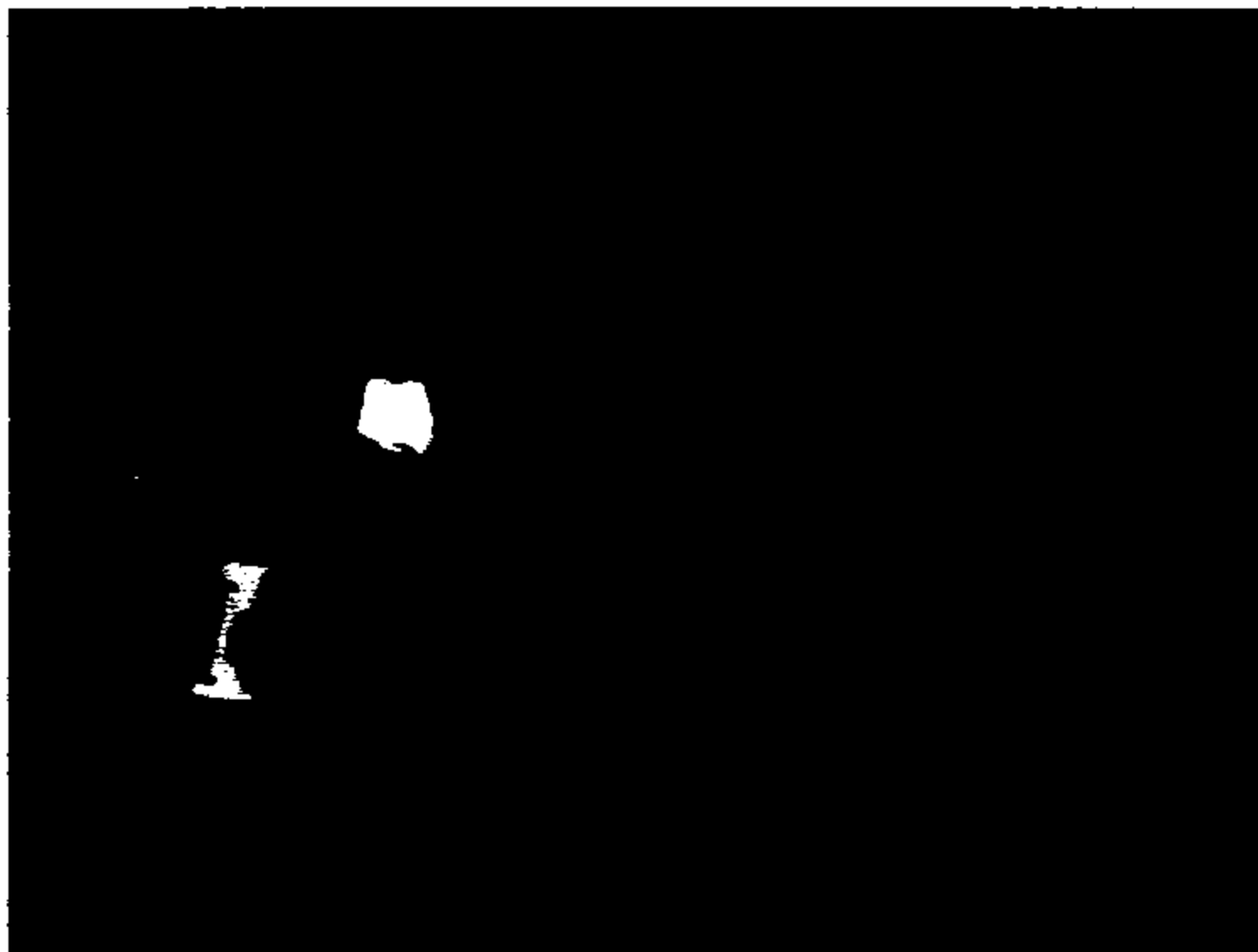
Tattya

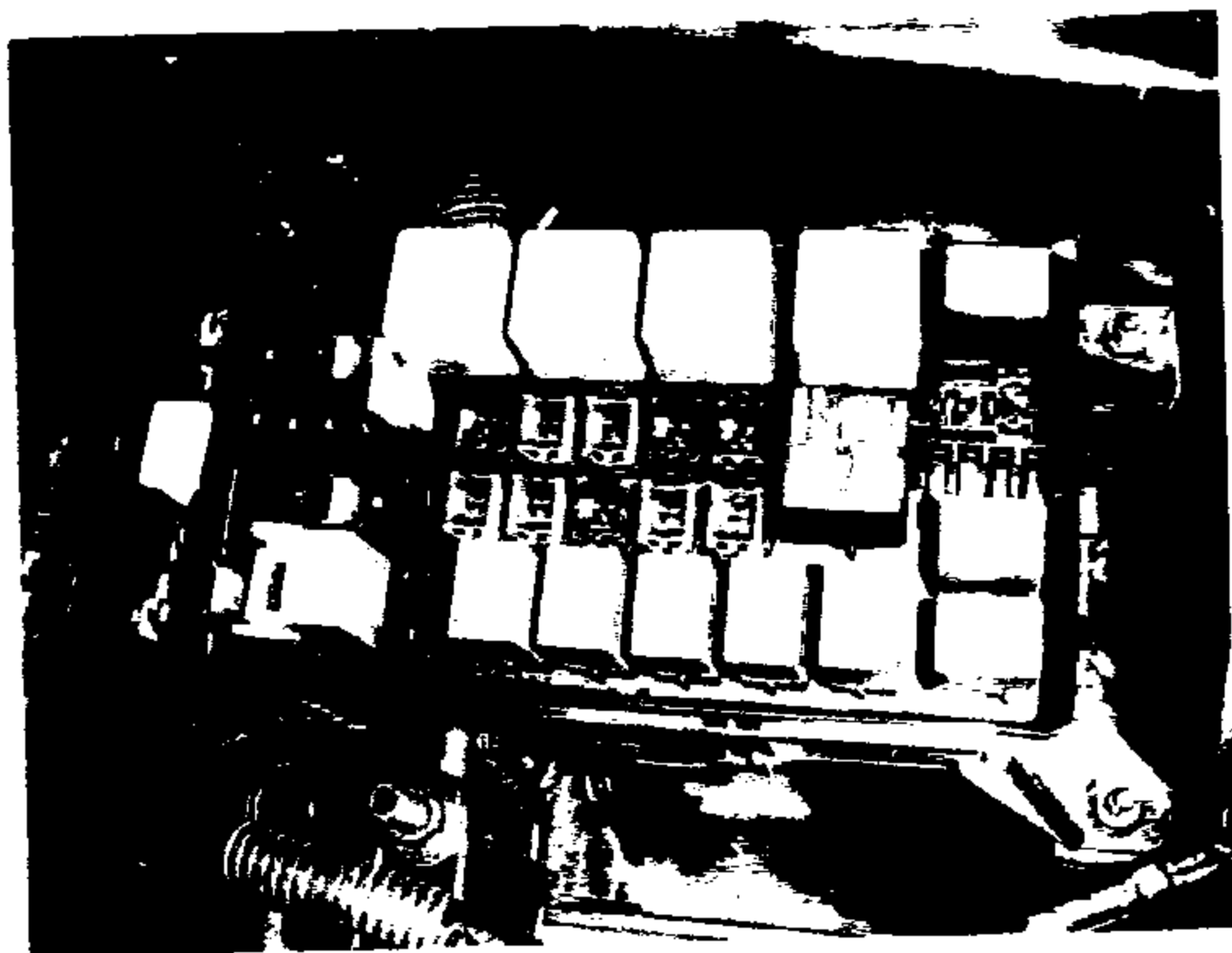
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1

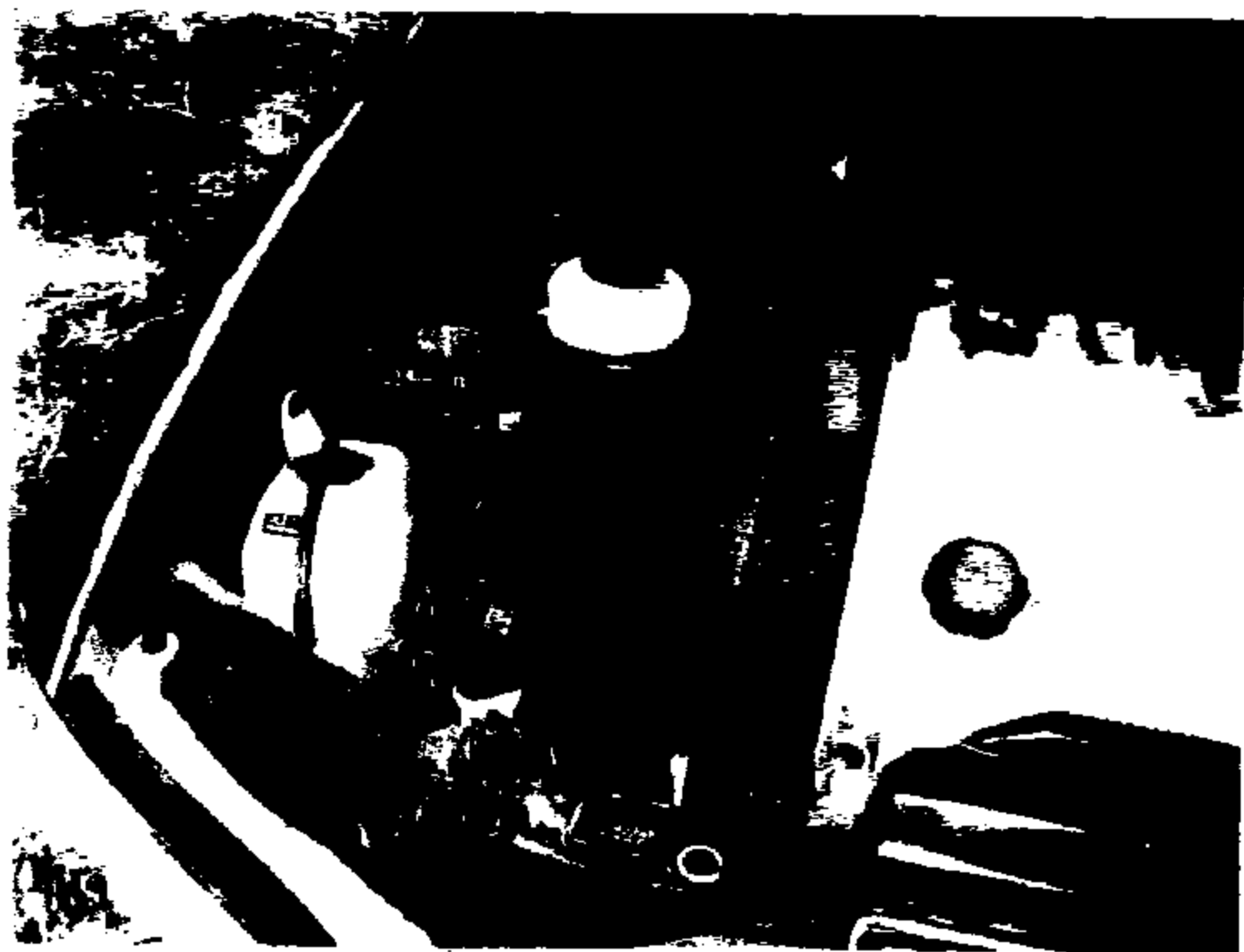














KIA MOTOR AMERICA

Consumer Assistance Center Case Report

Printed By: EDiaz

Case Number - K232443

08/02/2005 04:33:56 PM

Case Details

Title: Accident/Fire-Roa

VIN: KNDUP131036 [REDACTED]

Mileage: 10000

Priority: Priority

Severity: High

Status: Closed

Case Type Level1: Complaint

Case Type Level2: Fire

Case Type Level3: Not Applicable

Owner: [REDACTED]

Owner Email: [REDACTED]

Contact Details

Name: [REDACTED]

Phone: [REDACTED]

Alt Phone:

Fax:

Address1: [REDACTED]

Address2:

City: North Hills

State: CA

Zip: [REDACTED]

Dealer Details

Code: CA180

Name: West Valley Kia

Case History

*** PHONE LOG 10/17/2003 08:42:21 AM (Local Time) ABegoody Action Type:

Customer stated:

1. this veh caught on fire while driving
2. veh is currently at CA180
3. would like to know if KIA can assist w/rental or loaner
4. will send Kia copy of the report & pictures
5. will call her insurance company

Writer stated:

1. apologized for the inconvenience
2. will document accident report
3. info will be reviewed
4. advised cust to send Kia copy of the report & pictures, gave cust address
5. once info is received, info will be reviewed

Customer states:

1. she understands & will send requested info ASAP
2. cust will also contact her insurance company

*** CASE DISPATCHED 10/17/2003 08:42:31 AM (Local Time) ABegoody
from WIP default to Queue National CA.*** CASE ACCEPTED 10/17/2003 04:10:08 PM (Local Time) WSpencer
from Queue National CA to WIP ACCIDENTS.

*** PHONE LOG 10/20/2003 12:48:40 PM (Local Time) ABegoody Action Type: Incoming call

Stewart (SM) from CA180 stated:

1. this cust veh is at the dr
2. this veh is totaled
3. dr notice this veh has an after market alarm & an after market CD player
4. looks like the fire start under the dash
5. just wanted to give Kia a heads up

Writer stated:

1. will document comments
2. this case is still under review

*** PHONE LOG 10/21/2003 06:20:54 AM (Local Time) ABegoody Action Type: Incoming call

Rcv'd VM from Stewart (SM) @ CA180 stating:

1. the veh does not have an after market CD player

Case History

2. the veh has an after market DVD player
3. any questions Kia can call the dir

*** NOTES 11/14/2003 08:06:06 AM (Local Time) ARomo Action Type: Manager review
NCA reviewed file with legal:

Per legal:

Please perform PIR

File pending PIR

*** NOTES 11/14/2003 09:21:00 AM (Local Time) ARomo Action Type: Manager review

*** STATUS CHANGE 11/14/2003 09:21:01 AM (Local Time) ARomo from status Working to status Pending DPSM Action

*** NOTES 12/02/2003 09:28:28 AM (Local Time) NDeGamo Action Type: Manager review
Rec'd subrogation demand letter from 21st century insurance
Letter forwarded to NCA for review w/ legal - reference PIR case K243080

*** NOTES 12/08/2003 04:14:44 PM (Local Time) ARomo Action Type: Manager review
NCA received PL-IR as well as subrogation demand letter from 21st century insurance.
NCA will review both with legal.
NCA scanned subrogation letter into file.

*** NOTES 12/09/2003 04:23:53 PM (Local Time) ARomo Action Type: Manager review

*** STATUS CHANGE 12/09/2003 04:23:53 PM (Local Time) ARomo from status Pending DPSM Action to status Pending Legal

*** NOTES 12/10/2003 10:18:02 AM (Local Time) ARomo Action Type: Manager review
NCA reviewed pictures with legal:
Per legal:
Legal requested a formal PL-IR
Please have DPSM (Joe Hagmann) document in PL-IR report.
Please re dispatch case back to West to have DPSM complete report.
Please make sure to find out if this was dealer/port installed or if it was done by a Independent.
Writer to dispatch case back to west for further handling.

*** STATUS CHANGE 12/10/2003 10:18:02 AM (Local Time) ARomo from status Pending Legal to status Pending DPSM Action

*** CASE DISPATCHED 12/10/2003 10:18:34 AM (Local Time) ARomo
from WIP WEST REGION to Queue Western Region.

*** CASE ACCEPTED 12/10/2003 10:38:55 AM (Local Time) NDeGamo
from Queue Western Region to WIP WE01 - JOE.

*** PHONE LOG 12/10/2003 04:41:58 PM (Local Time) NDeGamo Action Type: Outgoing call
Writer spoke w/ SM-Stewart - per SM, dir did not install the aftermarket DVD player in this veh

*** NOTES 12/11/2003 01:15:11 PM (Local Time) NDeGamo Action Type: Manager review
PIR to NCA

*** STATUS CHANGE 12/11/2003 01:15:11 PM (Local Time) NDeGamo from status Pending DPSM Action to status Working

*** CASE DISPATCHED 12/11/2003 01:15:18 PM (Local Time) NDeGamo
from WIP WE01 - JOE to Queue National CA.

*** CASE ACCEPTED 12/12/2003 07:30:17 AM (Local Time) ARomo
from Queue National CA to WIP INBOX.

*** NOTES 12/12/2003 08:38:13 AM (Local Time) ARomo Action Type: Manager review
NCA received PL-IR.
NCA to review with legal.

*** NOTES 12/12/2003 08:01:35 AM (Local Time) ARomo Action Type: Manager review
NCA reviewed file with legal.
Per legal:

inspection clearly shows an after market audio/video component
After market component was not installed by dealer/port
Please deny insurance claim.

Case History

*** NOTES 12/17/2003 08:28:08 AM (Local Time) ARomo Action Type: Manager review
Writer drafted denial letter.
Writer will review with legal

*** NOTES 12/18/2003 03:28:30 PM (Local Time) ARomo Action Type: Manager review
Writer reviewed letter with legal.
Legal made corrections.
Ok to send.
Writer to scan/send letter on this date.

*** CASE CLOSE 12/18/2003 03:34:09 PM (Local Time) ARomo Resolution Code = Please Specify.
No further action needed at this time.

*** CASE REOPENED 02/05/2004 01:10:10 PM (Local Time) [REDACTED]
with Condition of Open and Status of Working.

*** CASE CLOSE 02/05/2004 01:10:28 PM (Local Time) MCameron Resolution Code = Please Specify.
TREAD

Attachments to Case:

File Name
K232443.pdf

Location
\\opubs\ClarifyObj\CA_Attachments\K232443.pdf

*****End Case Report K232443 *****

Accident Report

Case K232443

Report Details

*** End ***

1. Do You Own the Vehicle?

Yes

2. 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>

10/18/03 @ 5:15 pm.

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

<ROAD WEATHER CONDITIONS>

The roads were okay and the weather was sunny.

7. What Speed was the Vehicle Traveling?

<VEHICLE SPEED>

About 10 mph on rush hour traffic.

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 driving northbound on Van Nuys Blvd. after Roscoe St. when the driver side dash board started smoking. Customer heard sparks under the dash and then customer pulled over to the parking lot of a Walmart located in Panorama City, CA. Customer stopped the veh, turned off the engine, took the key out, and got out of the veh. Then the vehicle caught on fire. The entire veh front of the veh was burnt. The local dir advised cust that the veh cannot be repaired.

13. Were the Police Contacted?

No

16. Was the Insurance Company Contacted?

No

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

Towed

19. Where is the Vehicle Now?

<VEHICLE LOCATION>

Veh is located at West Valley Kgs (CA160).

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 she is not sure what to do about this issue. Is requesting that Kia provide cust wrential or loaner while the veh is at the dlr. This is a new veh. Will Kia send someone out to the dlr to inspect the veh.

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)

No

8/03/05
10:23:37
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

DIAZE
KIAPROD
In Service Date: 3/23/03

VIN No : KNDUP131036 [REDACTED]

Model . . 62242
Series . SEDONA

<u>Repair</u> <u>Date</u>	<u>W</u> <u>T</u>	<u>Dlr</u> <u>No.</u>	<u>Repair</u> <u>Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
10/02/03	W	CA160	3906	1 01		LEG ASSY-FRONT,RH	10995
6/06/03	R	CA160	3067	1 01	SC032 Recall, Reprog	HYDRAULIC UNIT ASSY	4616
3/22/03	I	CA160	02636	1 01			62

Bottom

F3=Exit

F11=Summary/Detail

VEHICLE PHOTOGRAPHS

PRIVILEGED AND CONFIDENTIAL. Information for use by KIA MOTORS AMERICA, INC., ONLY.

DO NOT make any contact with the owner/driver pertaining to injuries in order to complete the information on this page.

RECEIVED

DEC 11 2003

BY:

DATE OF PHOTOS:	12/4/2003	TAKEN BY:	Joe Hegmann	Title:	Owner
-----------------	-----------	-----------	-------------	--------	-------

1	OWNER, DRIVER, CLAIMANT			
OWNER:	NAME	ADDRESS	City	STATE
DRIVER:	NAME	ADDRESS	City	STATE
DATE AND TIME OF INCIDENT: 10/16/03 6:15 PM				
LOCATION OF INCIDENT: Palmdale City CA STATE				
LOCATION OF VEHICLE: North Hollywood CA STATE				

2	VEHICLE IDENTIFICATION							
YEAR:	2003	MODEL:	Sedon	LIC.#:	STATE:	CA	PROD. DATE:	1/2/03
TRANSMISSION:	AUTOMATIC	ODOMETER:		VIN:	KNDUP131038			

3	PRELIMINARY FIELD INVESTIGATION			
Vehicle Viewed at: Insurance Auto Auction Phone #: (818) 487-2200 On: December 4, 2003 (Date)				
Viewed by: Joe Hegmann KIA Motors America, Inc. Open				
NAME Employed by Title				
Others Present: Bill Hegarty Contractor For 21 st Century Ins. Fire Investigator				
NAME Employed by Title				
NAME Employed by Title				
Police Report Available: No If Yes, Please Attach Copy Complete With Code Template				

What parts / system is alleged defective?

Electrical system

It appears that the aftermarket audio/video system was installed incorrectly and/or defective. The hot spot was the interior fuse panel area. See attached photos that show wiring for aftermarket audio/video equipment that was not installed by the port or the dealership.

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 disc to the Regional Consumer Affairs Department. Keep a copy (on disc) for your records.

GENERAL

Photo Number		List Brief Description Of Content (Do Not Write On Photographs)
1	MANDATORY	VIN Label
2		Odometer
3		Close Up Of Rear License Plate

EXTERIOR

4	MANDATORY	Front Of Vehicle
3		Rear Of Vehicle
5		Left Side Of Vehicle
6		Right Side Of Vehicle

INTERIOR

10 & 11	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)

11		Side View Of Interior

UNDER HOOD

12	MANDATORY	Battery
		Left Front Frame Horn (SRS Inspection Only)
		Right Front Frame Horn (SRS Inspection Only)
		Upper Radiator Support (SRS Inspection Only)

MISCELLANEOUS

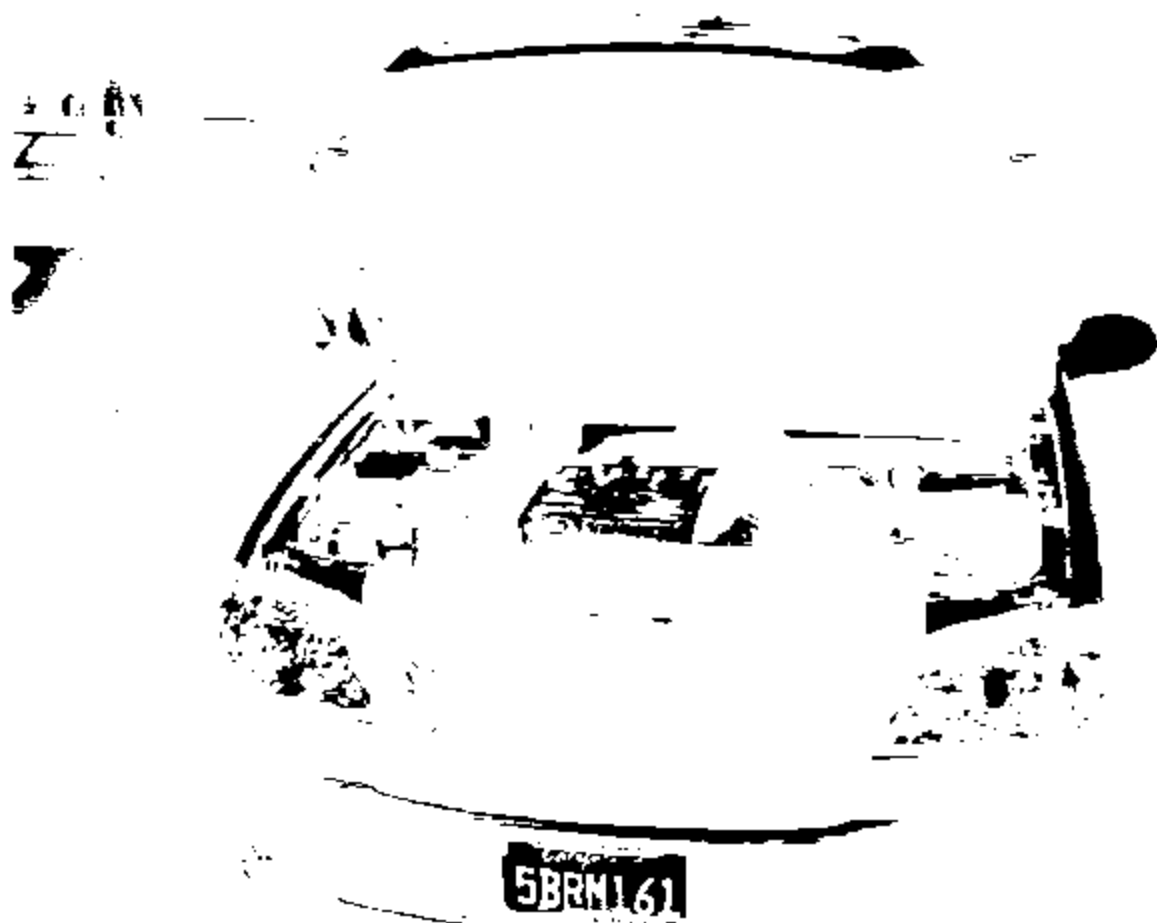
7 & 8		Aftermarket (Non-Dealer Installed) Dvd Player
9		Misc wiring for aftermarket components
13		Misc wiring for aftermarket components
14		Misc wiring for aftermarket components
16		Misc wiring for aftermarket components



Photo 1



Photo 3



Photos 4 & 5





Photos 7 & 8





Photo 9 & 10





Photo 11 & 12





Photo 13 & 14



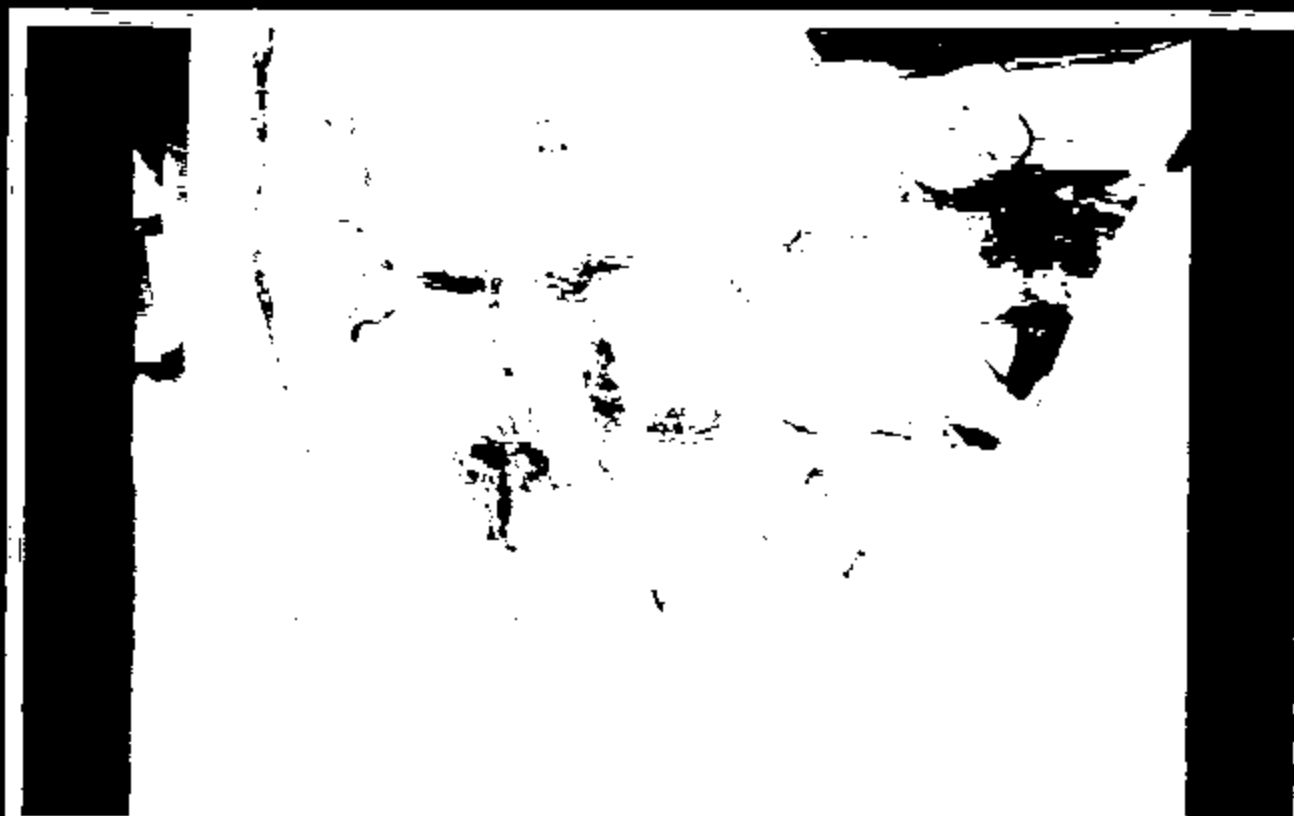
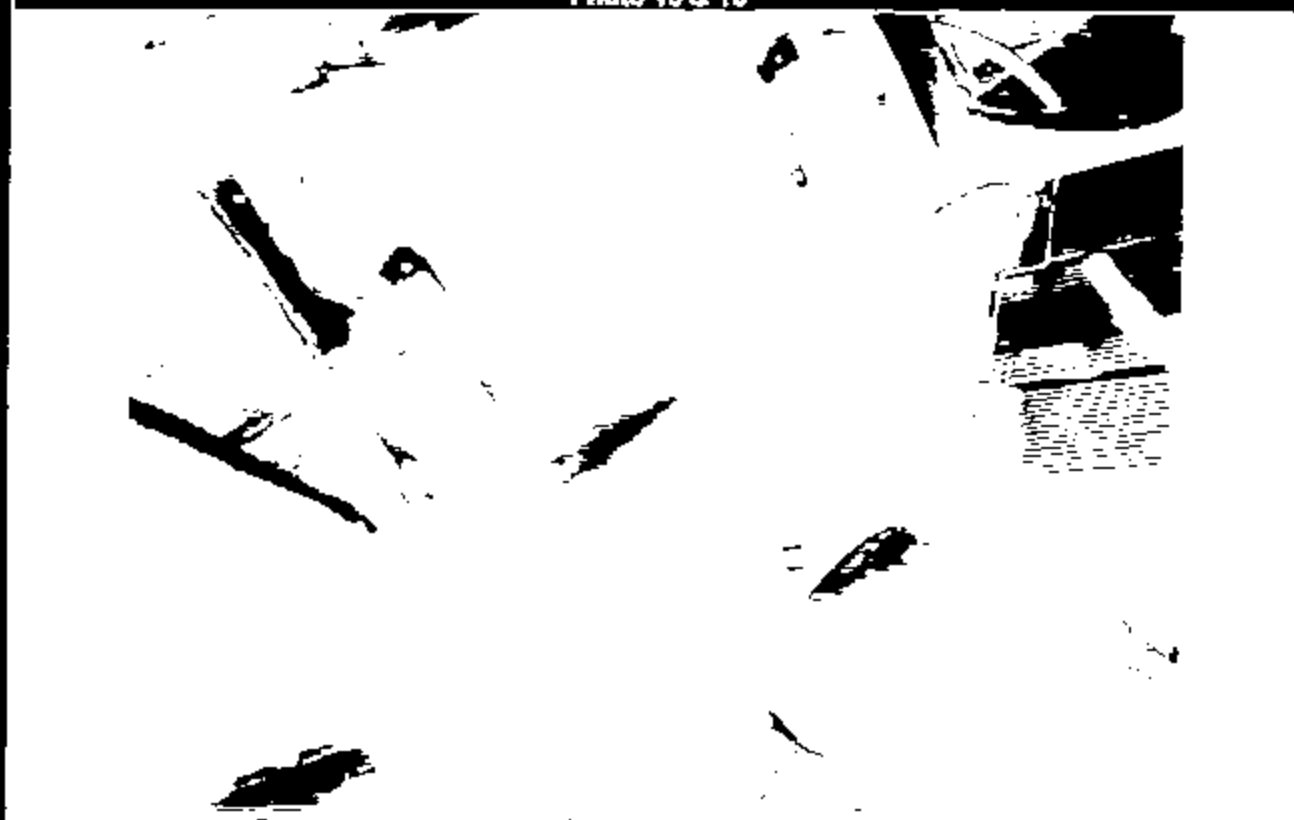


Photo 15 & 16





KIA MOTOR AMERICA

Consumer Assistance Center Case Report

Printed By: EDKaz

Case Number - K318396

06/02/2005 04:33:07 PM

Case Details

Title: Complaint/Fire - Inquiry KMA Address/ Gail from Erie Insurance Company

VIN: KNDUP131736

Mileage: 0

Priority: Priority

Severity: Low

Status: Closed

Case Type Level1: Complaint

Case Type Level2: Fire

Case Type Level3: Not Applicable

Owner:

Owner Email:

Contact Details

Name:

Phone:

Alt Phone:

Fax:

Address1: 14 Lincoln Place

Address2:

City: Whitehall

State: PA

Zip:

Dealer Details

Code:

Name:

Case History

*** PHONE LOG 05/26/2004 11:48:55 AM (Local Time) MEstrella Action Type:

CALLER STATES: FROM ERIE INSURANCE CO OUT OF ERIE PA

1. SAYS SHE NEEDS AN ADDRESS TO SEND SUBROGATION PAPERS TO

2. SAYS THEY BELIEVE THAT THERE WAS A MFR DEFECT IN THIS CUSTOMER'S CAR THAT CAUSED A FIRE

3. SAYS THEY HAVE PAID OUT A LOT OF MONEY OUT IN REPAIRS ON THIS VEHICLE AND DO NOT THINK THEY SHOULD HAVE

WRITER STATES:

1. PROVIDED KMA ADDRESS

2. ADVISED TO HAVE CUSTOMER CALL US AND PROVIDE INFORMATION AND TAKE FIRE/ ACCIDENT REPORT

CALLER STATES:

1. SAYS THEY WILL SEND THE NECESSARY PAPERS

*** NOTES 05/28/2004 11:51:08 AM (Local Time) MEstrella Action Type: Manager review

*** CASE DISPATCHED 05/26/2004 11:52:17 AM (Local Time) MEstrella
from WIP default to Queue National CA.*** NOTES 05/26/2004 01:49:47 PM (Local Time) ARomo Action Type: Manager review
Per legal:

Please wait for further contact from insurance company.

*** CASE ACCEPTED 05/26/2004 01:50:03 PM (Local Time) ARomo
from Queue National CA to WIP INBOX.*** NOTES 05/26/2004 01:52:40 PM (Local Time) ARomo Action Type: Manager review
Writer to close case pending further contact from customer/insurance company

*** CASE CLOSE 05/26/2004 01:53:44 PM (Local Time) ARomo Resolution Code = Information Given.

*** CASE REOPENED 08/20/2004 10:40:15 AM (Local Time) WSpencer
with Condition of Open and Status of Working.*** NOTES 08/20/2004 11:00:45 AM (Local Time) WSpencer Action Type: Manager review
NCA received letter from Erie Insurance Group stating
1. claims the subject vehicle caught fire in the dashboard area and deemed a total loss
2. they have made a payment to their insured in the amount of \$18,644.48
3. the vehicle is being held in storage

Case History

case currently under review

*** NOTES 09/09/2004 09:30:44 AM (Local Time) WSpencer Action Type: Manager review
writer called and left detailed v/m for Eileen Reinhart from Erie Insurance co.

1. writer asked for the cause and origin report to be sent to writer directly

writer to follow up phone call with letter

*** CASE CLOSE 09/27/2004 10:52:18 AM (Local Time) WSpencer Resolution Code = Auto Closed.

*** CASE REOPENED 01/13/2005 11:02:21 AM (Local Time) WNoonan
with Condition of Open and Status of Working.

*** PHONE LOG 01/13/2005 11:05:14 AM (Local Time) RReinosa Action Type: Incoming call
Cust (John Wertine) stated:

1. Have left several messages for Marcelana.
2. Would like to speak with her supervisor.

Writer stated:

1. Would be willing to try and help you.
2. Warm transferred cust to WNoonan.

*** PHONE LOG 01/13/2005 11:13:25 AM (Local Time) WNoonan Action Type: Incoming call
WRITER RECEIVED ESCALATED CALL FROM JOHN WERTINE AT ERIE INSURANCE COMPANY.
JOHN STATED:

1. I WANTED TO TALK TO A SUPERVISOR BECAUSE WE HAVE A CASE WHERE THIS CUSTOMER'S VEHICLE HAS CAUGHT FIRE AND BURNED.
2. EXPERTS SAY THAT THE FIRE WAS CAUSED BY A MANUFACTURING DEFECT.
3. WE HAVE SENT LETTERS TO THE PO BOX 52410 ADDRESS 2 TIMES.
4. ONCE THE LETTER WAS SENT ON JUNE 2ND AND AUGUST 16TH / MAILED CERTIFIED / THE PERSON WHO SIGNED FOR IT WAS PAUL VEGA.
5. WE HAVE NOT GOTTEN A RESPONSE FROM KIA AND THAT IS WHAT WE ARE LOOKING FOR.
6. I AM CALLING BECAUSE THIS CASE IS GETTING STALE, NOTHING IS BEING DONE WITH IT.
7. WE NEED SOME RESPONSE FROM KIA, AND THE ADJUSTER IS WHO NEEDS TO BE CALLED.
8. PLEASE CONTACT EILSEN REINERT AT 800-322-8028 EXTENSION 227.

WRITER STATED:

1. SORRY FOR THE DELAY IN FOLLOW UP.
2. WRITER WILL FORWARD YOUR REQUEST FOR KIA TO FOLLOW UP WITH THE ADJUSTER.

JOHN STATED:

1. THANKS.

*** CASE YANKED 01/13/2005 11:43:30 AM (Local Time) WSpencer
Yanked by WSpencer into WIPlain In Progress.

*** PHONE LOG 01/13/2005 01:21:35 PM (Local Time) WSpencer Action Type: Outgoing call
WRITER CALLED INSURANCE AGENT AND LEFT V/M ASKING FOR C/B

*** PHONE LOG 01/18/2005 08:45:31 AM (Local Time) WSpencer Action Type: Outgoing call
writer called and left v/m for insurance agent asking for c/b

*** NOTES 02/08/2005 01:43:42 PM (Local Time) WSpencer Action Type: Manager review
writer called Insurance agent- asked for c/b

*** PHONE LOG 02/09/2005 09:22:19 AM (Local Time) WSpencer Action Type: Incoming call
writer called and left v/m for the insurance agent- asked for c/b

*** PHONE LOG 02/15/2005 12:24:08 PM (Local Time) WSpencer Action Type: Outgoing call
writer called and spoke with Eileen Reinart from Erie Insurance-

writer asked for pictures to go along with the cause and origin report

(pictures requested from the legal dept)

*** NOTES 02/28/2005 01:24:17 PM (Local Time) WSpencer Action Type: Manager review
case closed pending insurance co. sending in pics

*** CASE CLOSE 02/28/2005 01:24:27 PM (Local Time) WSpencer Resolution Code = Auto Closed.

*** CASE REOPENED 03/16/2005 11:33:19 AM (Local Time) WSpencer
with Condition of Open and Status of Working.

Case History

*** NOTES 03/16/2005 11:38:00 AM (Local Time) WSpencer Action Type: Manager review

writer received call from Eileen Reinert- from the insurance co. stating

1. I don't have any pictures available to send to you for a review
2. apparently- when our inspector performed the cause and origin report- he didn't take any pictures
3. so that being the case- what's going to go on with my case?
4. w/e- writer has transferred depts- so I will no longer be directly handling your case- however- writer will add your response to our request to our case notes
5. writer will call NCA and review the case- they will need time to review the case- then someone will contact with the status

*** CASE DISPATCHED 03/16/2005 11:40:12 AM (Local Time) WSpencer
from WIP In Progress to Queue National CA.

*** CASE ACCEPTED 03/16/2005 11:48:50 AM (Local Time) SuziCrowell
from Queue National CA to WIP Legal.

*** PHONE LOG 03/21/2005 08:18:55 AM (Local Time) SuziCrowell Action Type: Outgoing call

1. Called Eileen Reinert from Erie Insurance Group.
2. Confirmed that we received cause and origin report.
3. Requested photographs.
4. Notified that new person handling this case at KMA is SCrowell.
5. Left direct phone number in case she needs to contact writer.

*** NOTES 03/22/2005 01:58:48 PM (Local Time) SuziCrowell Action Type: Manager review
Per legal, sent letter requesting photos on 3/22/05.

*** STATUS CHANGE 03/23/2005 11:05:47 AM (Local Time) SuziCrowell from status Working to status Pending Legal

*** STATUS CHANGE 03/30/2005 08:03:20 PM (Local Time) SuziCrowell from status Pending Legal to status Pending Cust. Action

*** CASE PRIORITY CHANGED 03/30/2005 08:04:25 PM (Local Time) SuziCrowell
from priority Non-Priority to priority Priority

*** NOTES 04/06/2005 09:29:25 AM (Local Time) SuziCrowell Action Type: Manager review
NCA has not received any correspondence from customer or insurance company.
-closing case pending further contact from the customer or insurance co.

*** CASE CLOSE 04/06/2005 09:29:32 AM (Local Time) SuziCrowell Resolution Code = Auto Closed.

*** CASE REOPENED 04/28/2005 08:35:21 AM (Local Time) SuziCrowell
with Condition of Open and Status of Working.

*** NOTES 04/28/2005 08:36:58 AM (Local Time) SuziCrowell Action Type: Manager review
NCA received a cause and origin report from Erie Insur. Company

Letter states:

1. Attached are photos of damage on vehicle.
2. Please review and contact to advise of payment of damages.
3. Prompt response is appreciated.

-writer to review with legal.

*** PHONE LOG 05/02/2005 02:31:21 PM (Local Time) SuziCrowell Action Type: Outgoing call

Called Erie Insurance Co. to request cause and origin report.

1. Eileen Reinert and her asst. Gina Hockman are gone for the day.
2. Please call tomorrow.
3. Gina Hockman's extension is x364.

-writer to call again on 5/3/05.

*** PHONE LOG 05/03/2005 12:01:32 PM (Local Time) SuziCrowell Action Type: Outgoing call
NCA called Erie Insurance.

1. Left message to call back.
2. NCA needs cause and origin, copy of payout, and salvage amount.

*** PHONE LOG 05/18/2005 01:50:14 PM (Local Time) SuziCrowell Action Type: Outgoing call
NCA called Erie Insurance.

1. No answer, left msg.
2. Requested a call back.

Case History

3. Requested cause and origin report, copy of payout, and salvage amount.
-ended call.

*** PHONE LOG 06/14/2005 02:02:41 PM (Local Time) SuziCrowell Action Type: Incoming call
NCA received a voice mail message from Eileen Reinert from Erie Insurance.

1. Calling to get status of case.
 2. Please call back and refer to claim # [REDACTED]
 3. Phone # 800.322.9026 x227
- ended call

*** PHONE LOG 06/14/2005 02:38:34 PM (Local Time) SuziCrowell Action Type: Outgoing call

1. NCA called Eileen Reinert from Erie Insurance
 2. No answer, will be out of the office until Thurs. June 16th.
 3. Left message for a call back.
 4. Advised that KMA needs copy of payout and salvage detail.
- ended call

*** PHONE LOG 06/16/2005 09:16:35 AM (Local Time) SuziCrowell Action Type: Outgoing call
Called Erie Insurance

1. No answer, left voice mail message
 2. Requested copy of salvage detail and copy of payout
 3. Left contact ph #, and fax#
- ended call

*** PHONE LOG 06/20/2005 06:17:47 PM (Local Time) SuziCrowell Action Type: Incoming call
NCA received a call from Eileen Reinert from Erie Insurance.

Ms. Reinert states:

1. Received your message requesting salvage detail, but we still have the car.
2. It has not been salvaged yet
3. We are waiting to see if KMA would like to do an inspection
4. We paid the customer the value of the car, minus a \$500 deductible

Writer states:

1. Thank you for calling back
2. We were under the impression that the car had already been sent to be salvaged
3. Will notify the legal dept to see if they would like to conduct an inspection
4. Will call you back within the next couple of days

Ms. Reinert states:

1. I will be out of the office for the next couple of days

Writer:

1. I will try to contact you as soon as I can
2. Appreciate your patience

Ms. Reinert:

1. Thank you
- ended call

*** NOTES 06/21/2005 10:22:21 AM (Local Time) SuziCrowell Action Type: Manager review
NCA reviewed case with legal

Per legal:

1. We are not going to inspect the vehicle
2. Call insurance and let them know they can proceed with salvage

*** PHONE LOG 06/21/2005 10:23:53 AM (Local Time) SuziCrowell Action Type: Outgoing call
NCA called Eileen Reinert of Erie Insurance

No answer, left voice mail message:

1. Calling from KMA
 2. KMA has decided that an inspection is not necessary
 3. Advised that they can proceed with salvage/payout, etc.
 4. Left name/call back number
- ended call

Case History

*** PHONE LOG 08/22/2005 11:28:28 AM (Local Time) SuziCrowell Action Type: Incoming call
NCA received a voice mail message from Eileen Reinert

Ms. Reinert states:

1. Received your message
 2. Requesting letter stating that KMA does not need to inspect vehicle.
 3. Fax to 810.874.7385, attn: Eileen Reinert
 4. Phone #: 800.322.9028 x227
 5. Claim #: [REDACTED]
- ended call

*** NOTES 08/22/2005 12:01:35 PM (Local Time) SuziCrowell Action Type: Manager review

1. NCA sent letter stating that inspection would not be conducted by KMA.
2. NCA faxed letter as well.
3. Closing case pending further contact from the customer/insurance.

*** CASE CLOSE 08/22/2005 12:07:53 PM (Local Time) SuziCrowell Resolution Code = Auto Closed.

*** CASE REOPENED 08/27/2005 03:12:58 PM (Local Time) JABoleda
with Condition of Open and Status of Working.

*** NOTES 08/27/2005 03:16:01 PM (Local Time) JABoleda Action Type: Manager review

NCA RECEIVED LETTER FROM ERIE INSURANCE GROUP-LETTER STATES:

1. PAPERWORK ENCLOSED SHOWING PAYOFF FIGURE AND PERSONAL ITEMS THAT WERE DAMAGED DUE TO FIRE
2. VEHICLE IS IN STORAGE IF KIA WANTS TO INSPECT
3. REQUESTING KIA CONTACT TO INFORM IF INSPECTION IS NECESSARY

-WRITER TO SCAN AND SEND TO NCA FOR FURTHER HANDLING

*** CASE DISPATCHED 08/27/2005 03:15:20 PM (Local Time) JABoleda
from WIP Misc to Queue National CA.

*** NOTES 08/27/2005 04:39:49 PM (Local Time) SuziCrowell Action Type: Manager review

1. It appears that correspondence crossed in the mail.
2. Letter and fax have already been sent stating that KMA will NOT inspect the vehicle.
3. Writer to close case.

*** CASE ACCEPTED 08/27/2005 04:40:07 PM (Local Time) SuziCrowell
from Queue National CA to WIP Inbox.

*** CASE CLOSE 08/27/2005 04:40:30 PM (Local Time) SuziCrowell Resolution Code = Auto Closed.

Attachments to Case:

File Name

Location

Decline to inspect vehicle.doc

\\computer\ClarifyObj\CA_Attachments\Decline to inspect vehicle.doc

*****End Case Report IC319356 *****

8/03/05
10:23:22
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

DIAZE
KIAPROD
In Service Date: 2/24/03

VIN No : KNDUP13173

Model . . 62242
Series . SEDONA

<u>Repair</u> <u>Date</u>	<u>W</u> <u>T</u>	<u>Dlr</u> <u>No.</u>	<u>Repair</u> <u>Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
4/07/04	W	PA005	11538	2 02	Door Fastener(Front)	CHANNEL-GLASS RUN,LH	17793
1/12/04	W	PA005	10064	1 01	Battery Assy, R&R	BATTERY-SEDONA	14079
1/12/04	W	PA005	10064	2 01	Door Body Side weath	CHANNEL-GLASS RUN,LH	14079
7/03/03	R	PA005	38817	1 01	SC032 Recall, Reprog	HYDRAULIC UNIT ASSY	5577
2/24/03	I	PA005	27681	1 01			11
1/06/03	W	8103W	77881	1 01		DOOR ASSY-RR, RH	1

Bottom

F3=Exit

F11=Summary/Detail

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Eileen Reinert, Subrogation Specialist
Mukesh Parikh
File No.: D127-KD

(1) Vehicle Photographs - KIA 10/20/04 (DJS Associates, Inc.)

ALLEN
2005

Forensic Engineering Services

A division of DJS Associates, Inc.

1603 Old York Road, Abington, PA 19001

(215) 659-2010

Mukesh Parikh
File No.: D127-KD

Vehicle Photographs - KIA

Taken: 10/20/04

By: DJS Associates, Inc.

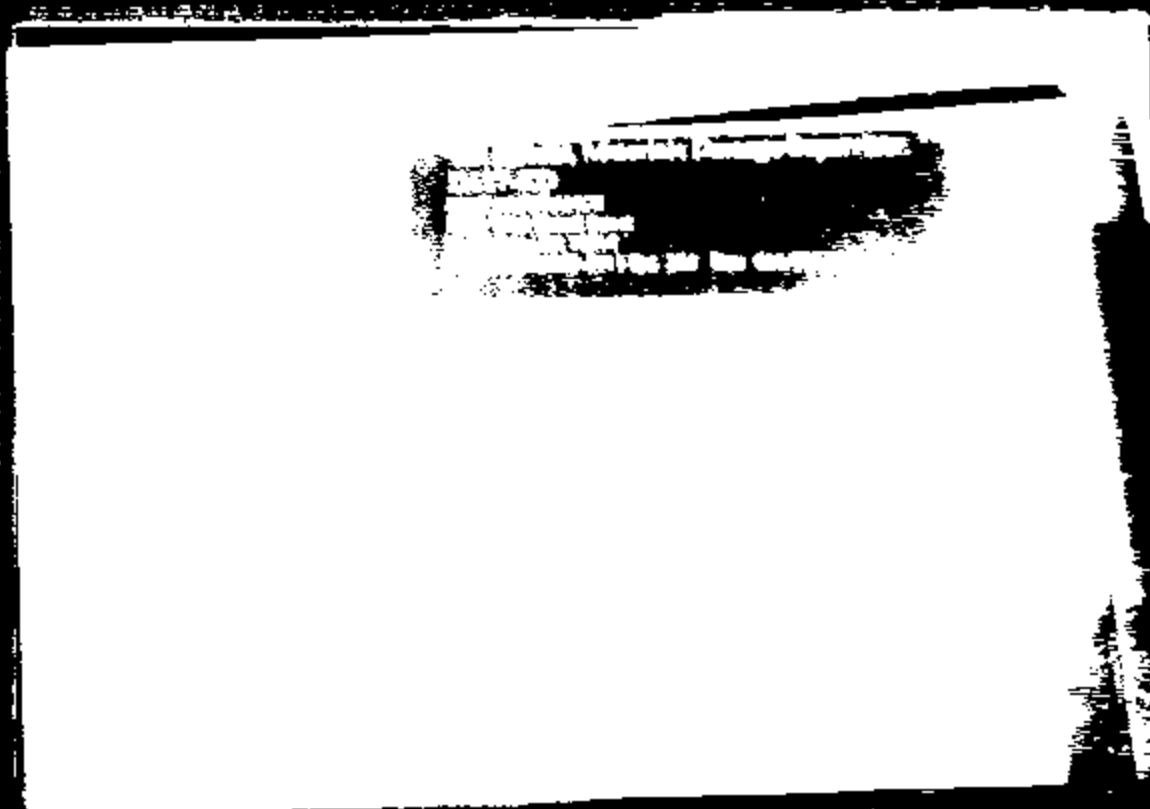
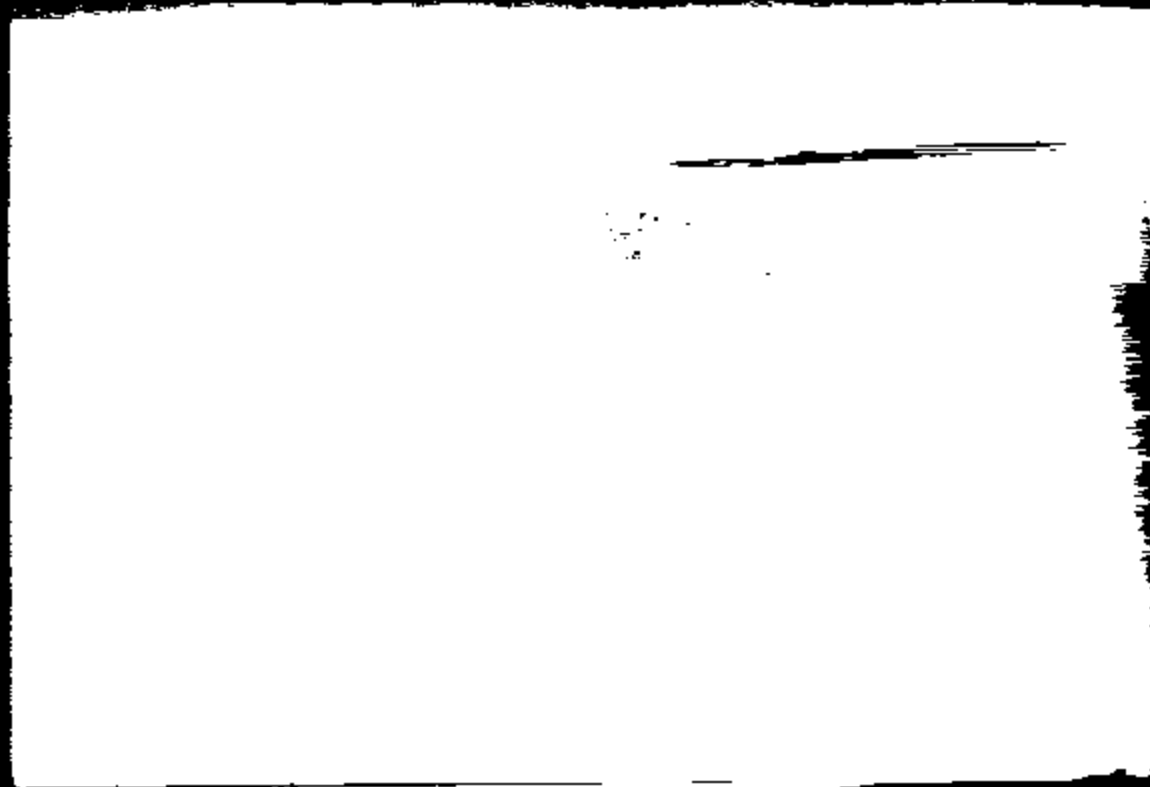
APR 10 2005

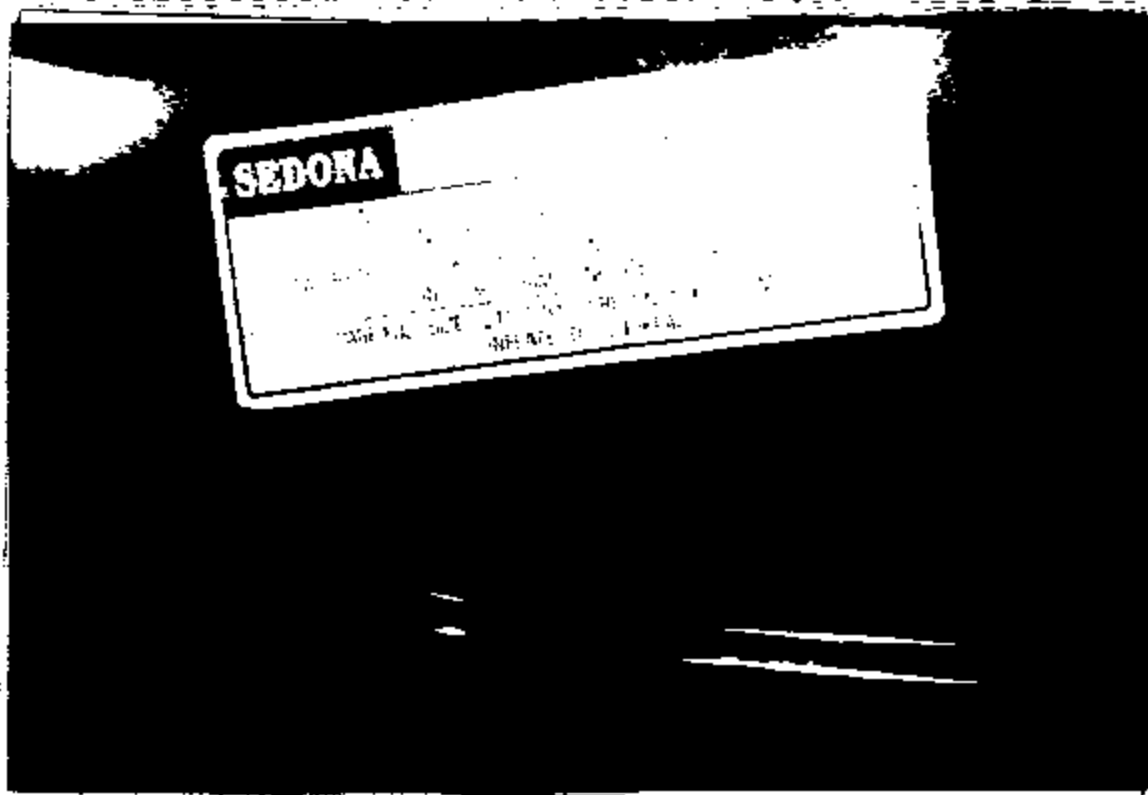
Forensic Engineering Services

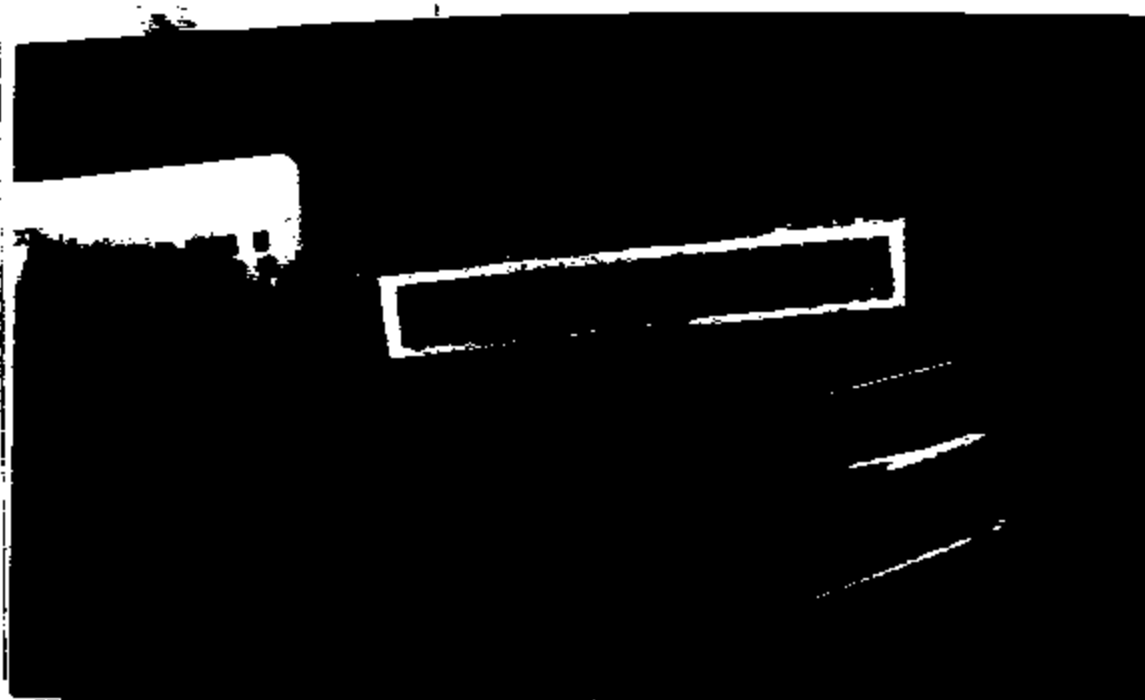
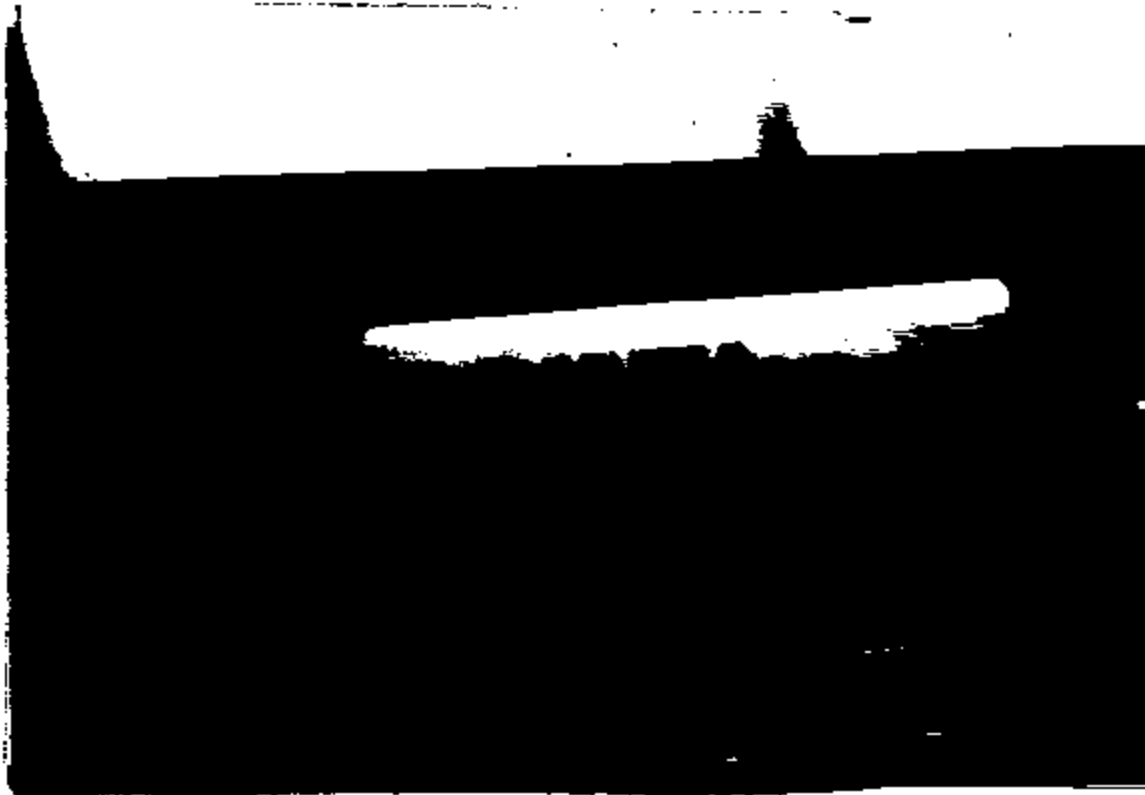
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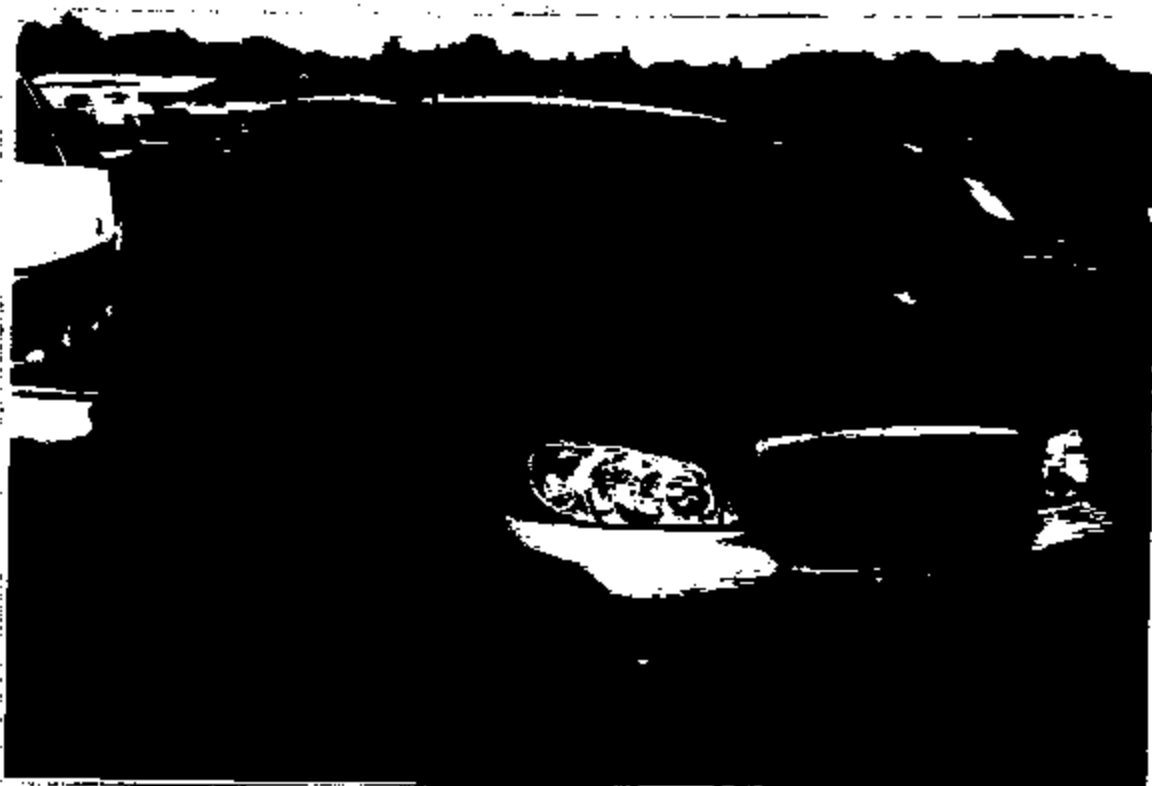
1603 Old York Road, Abington, PA 19001

(215) 659-2010







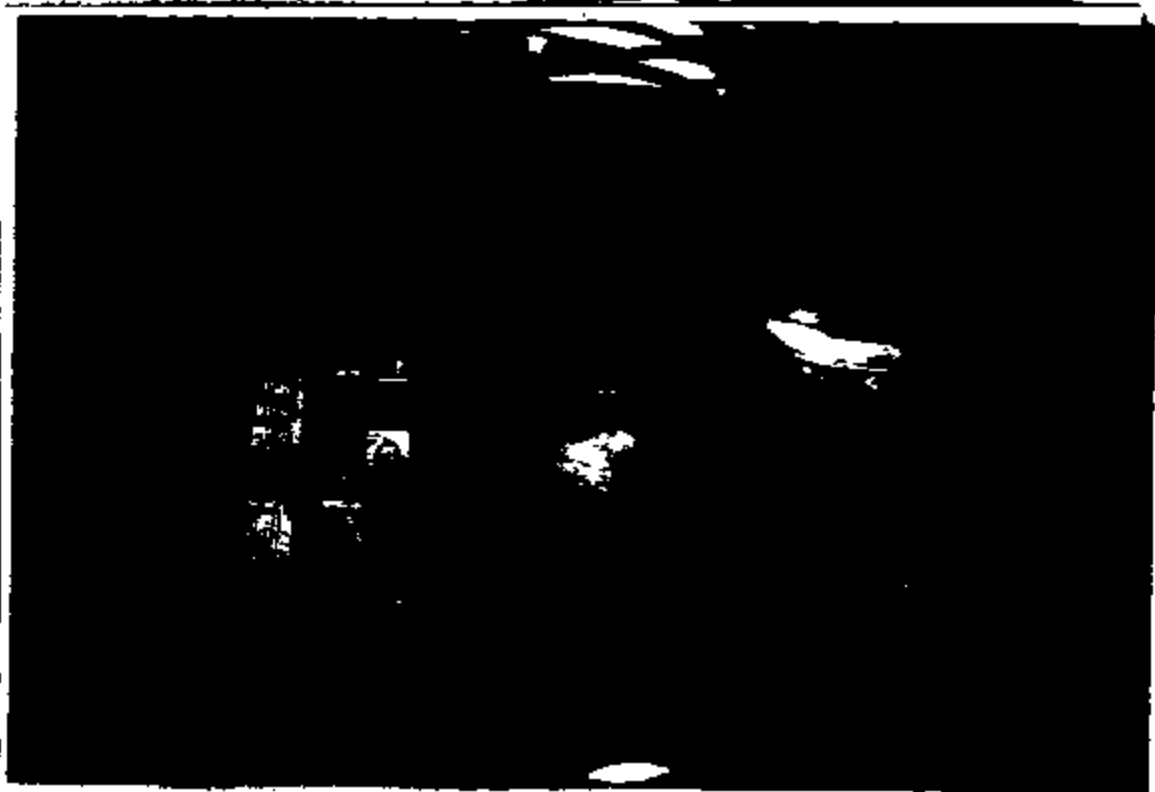


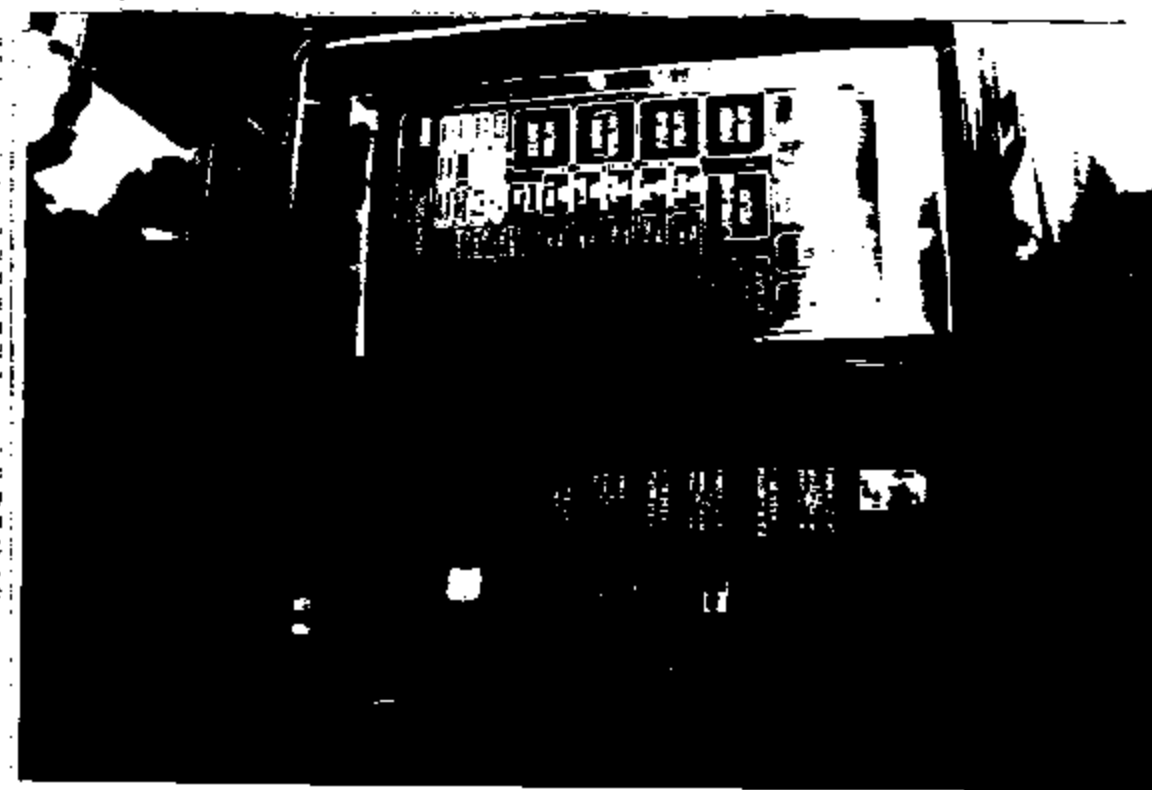


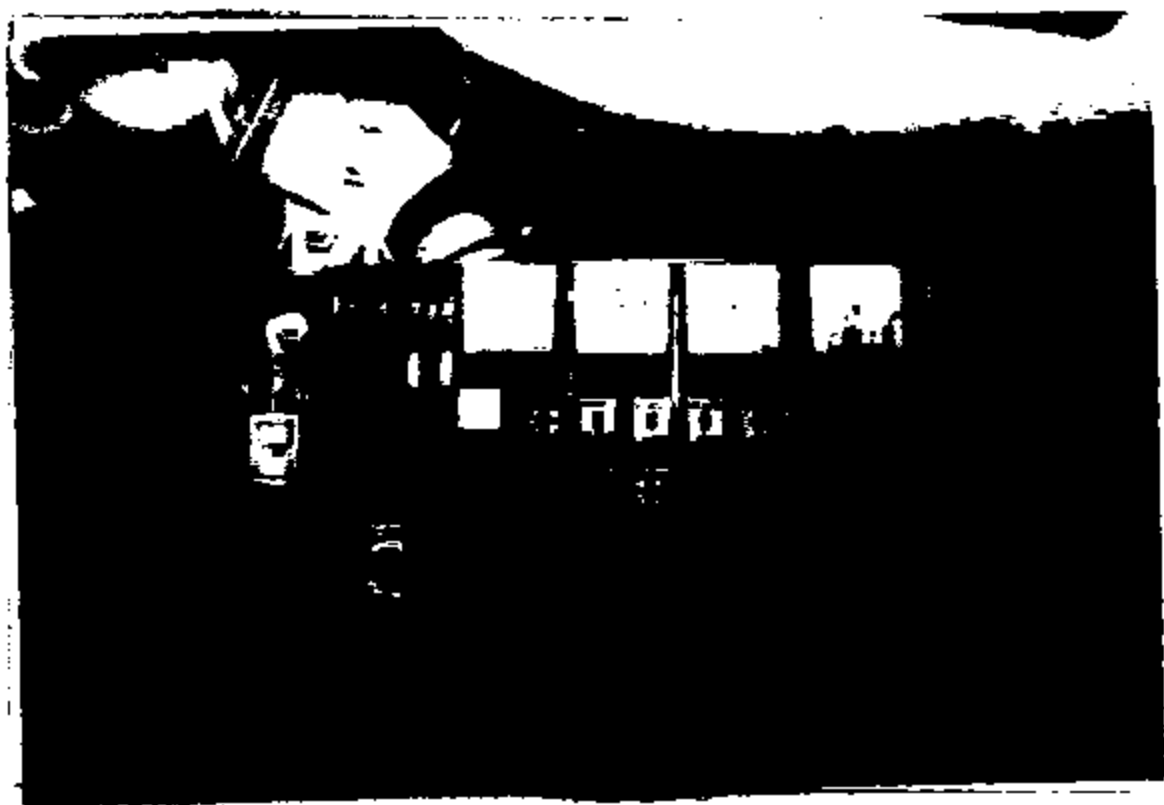


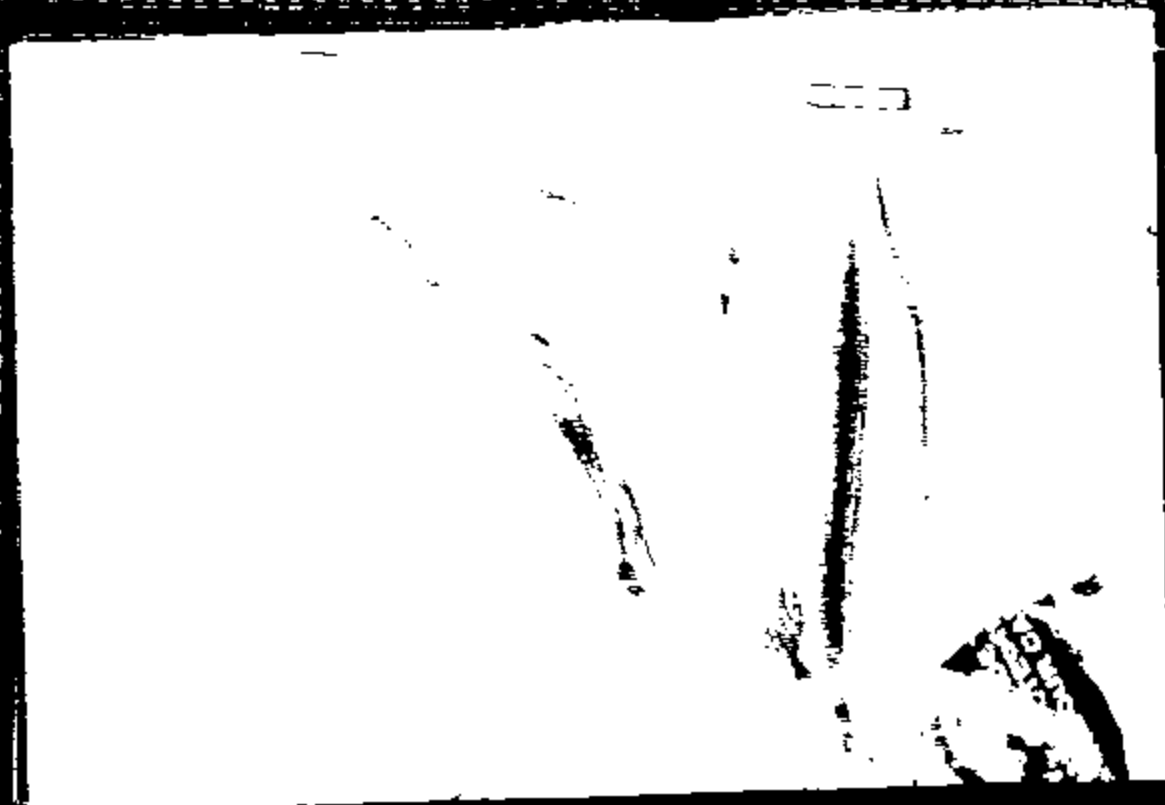


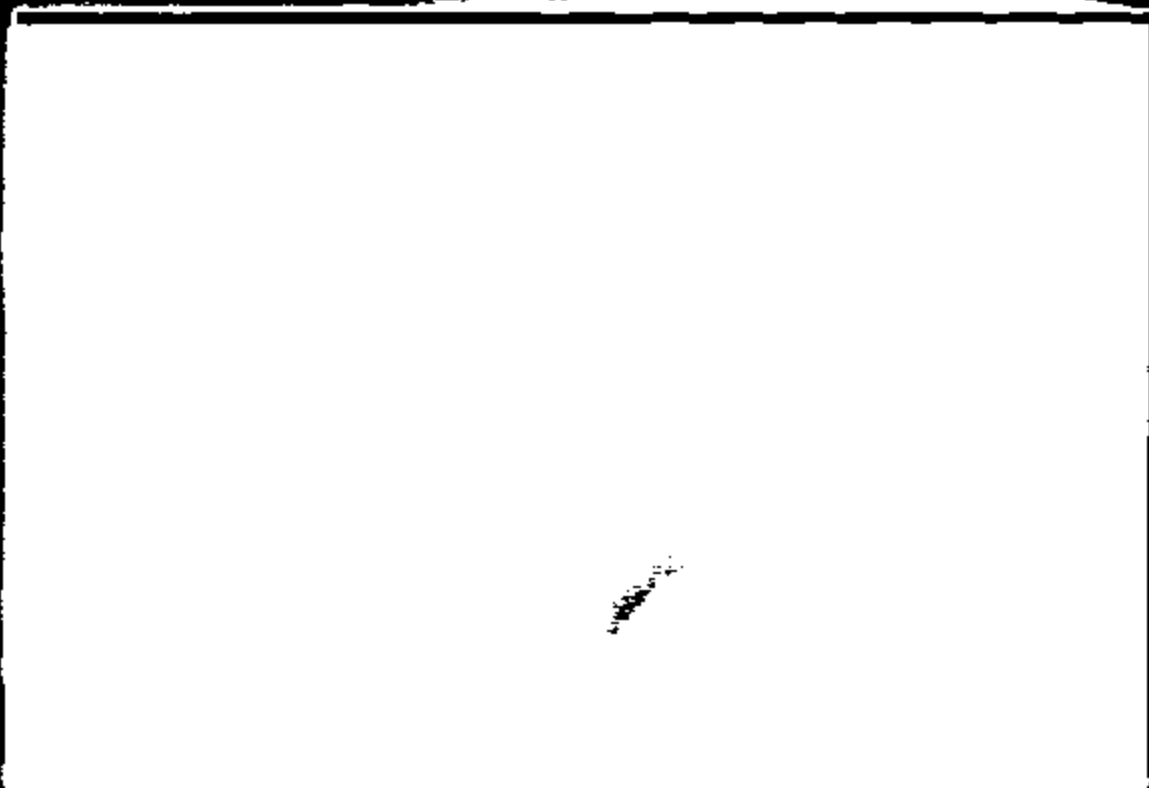








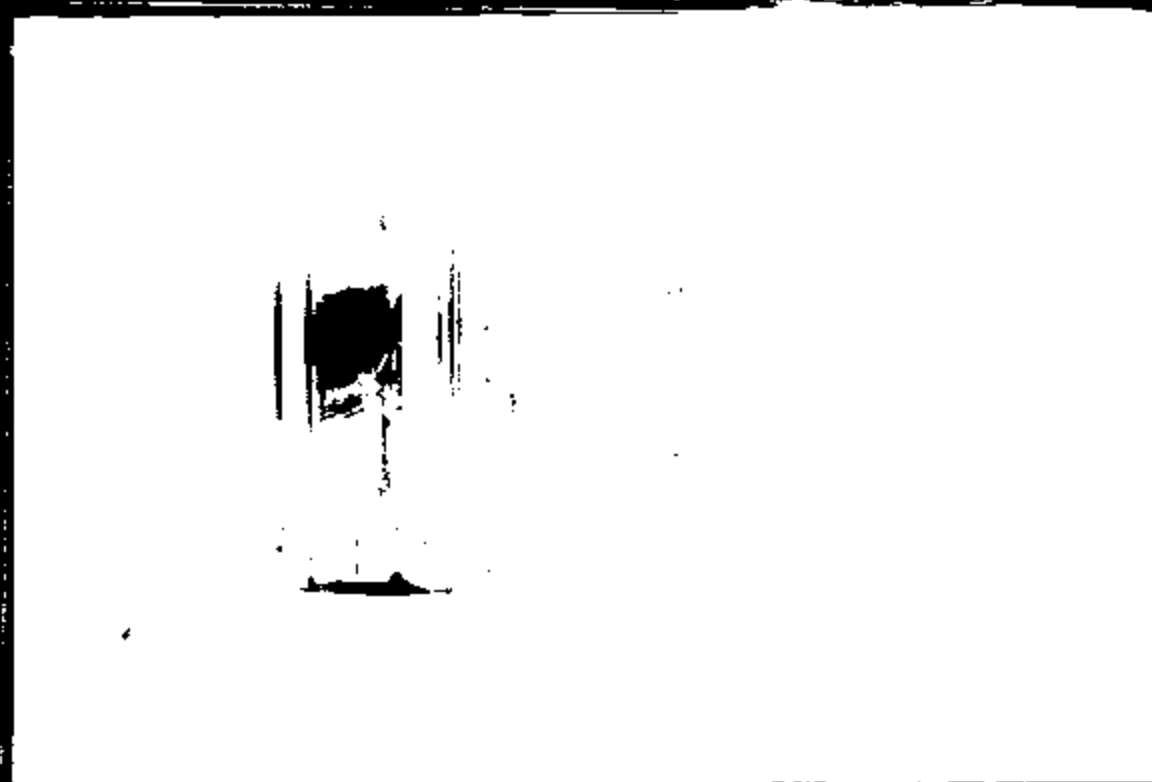


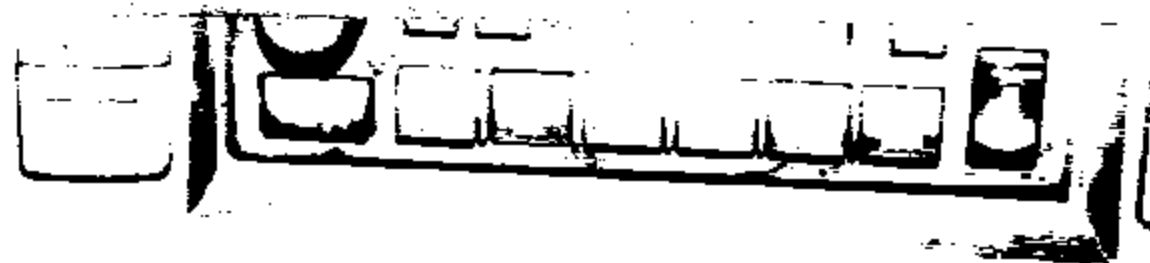


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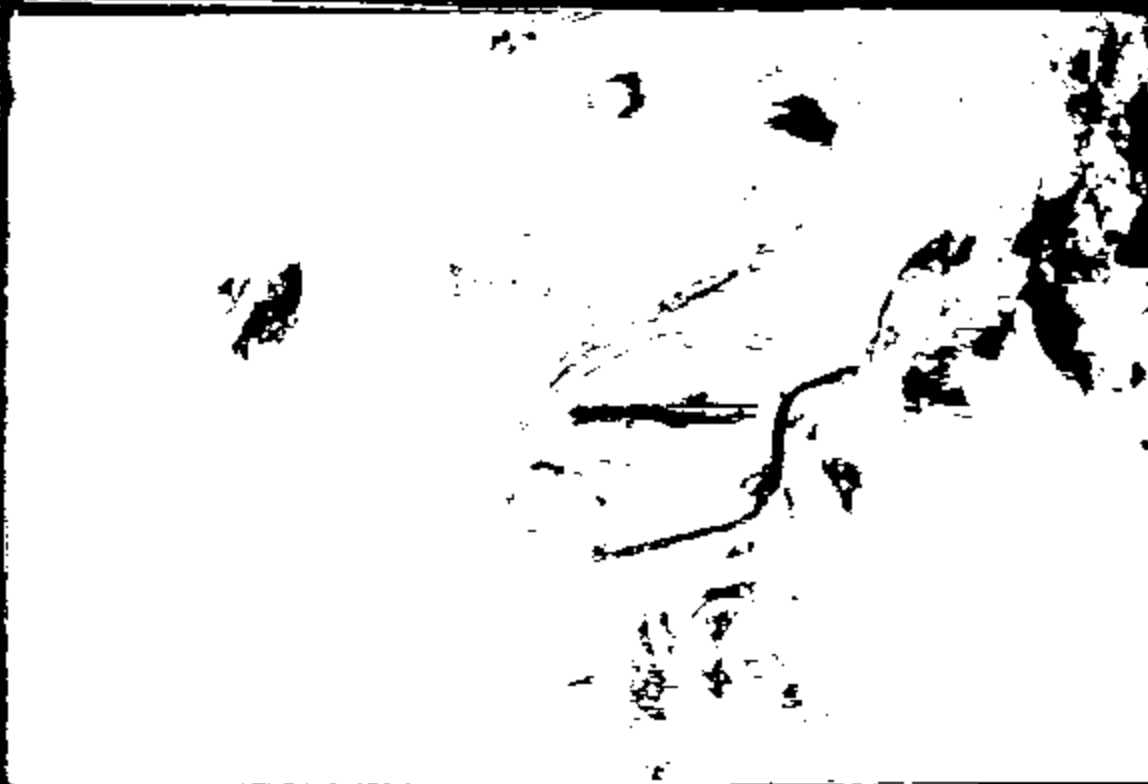






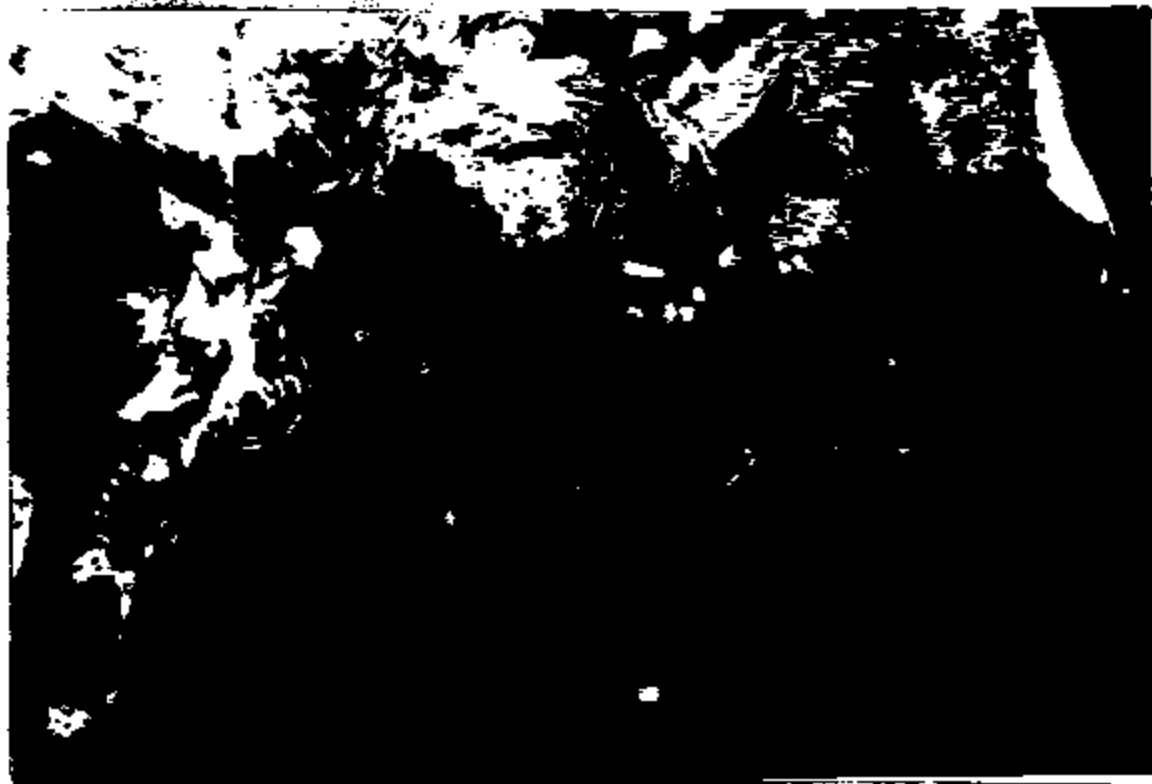


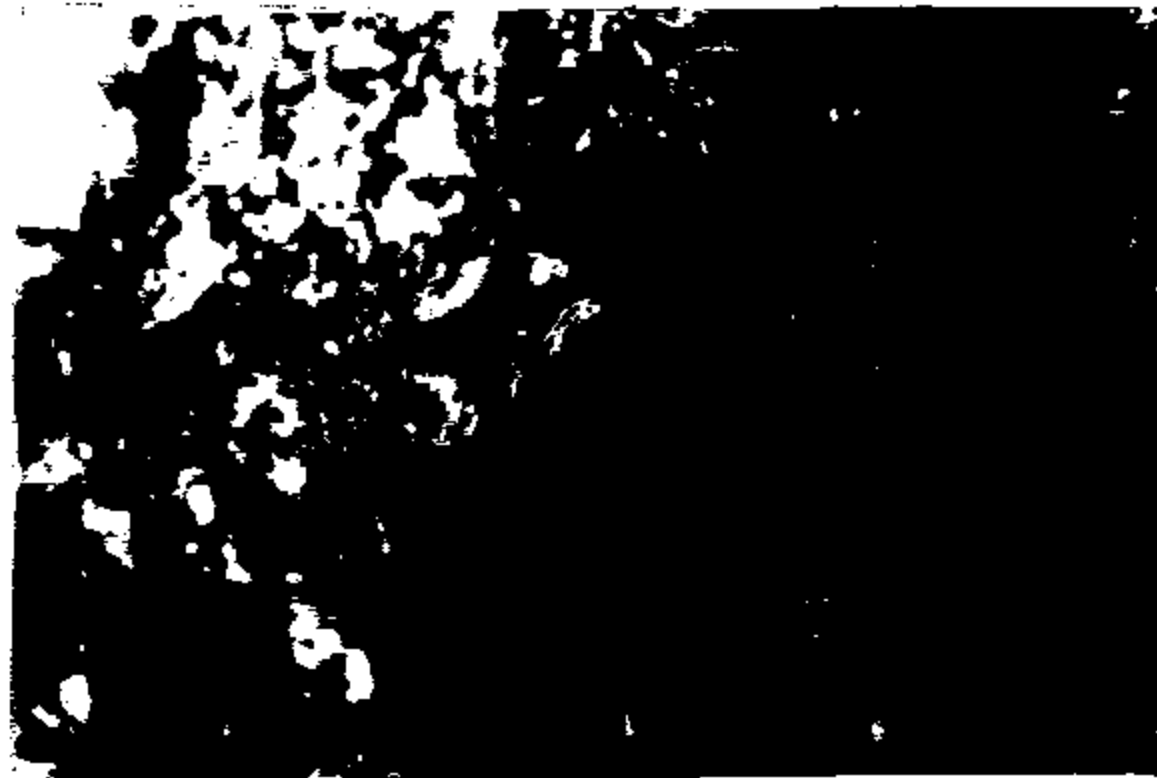




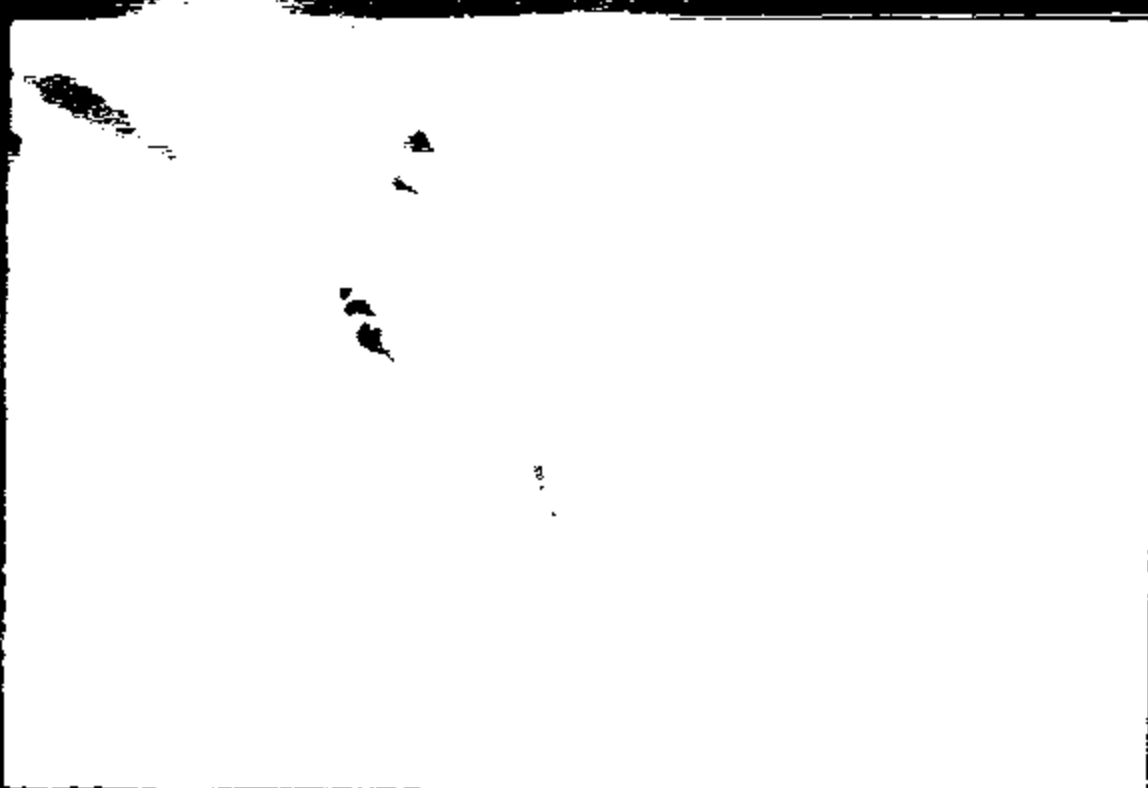


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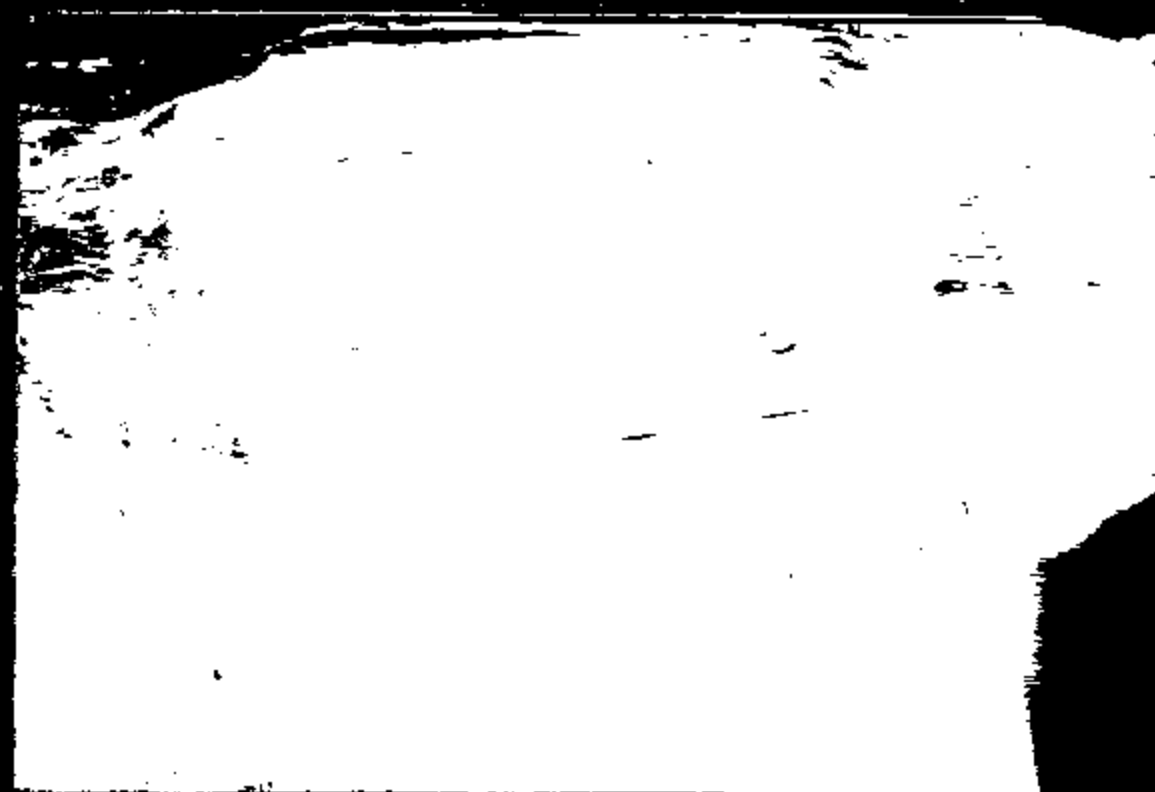
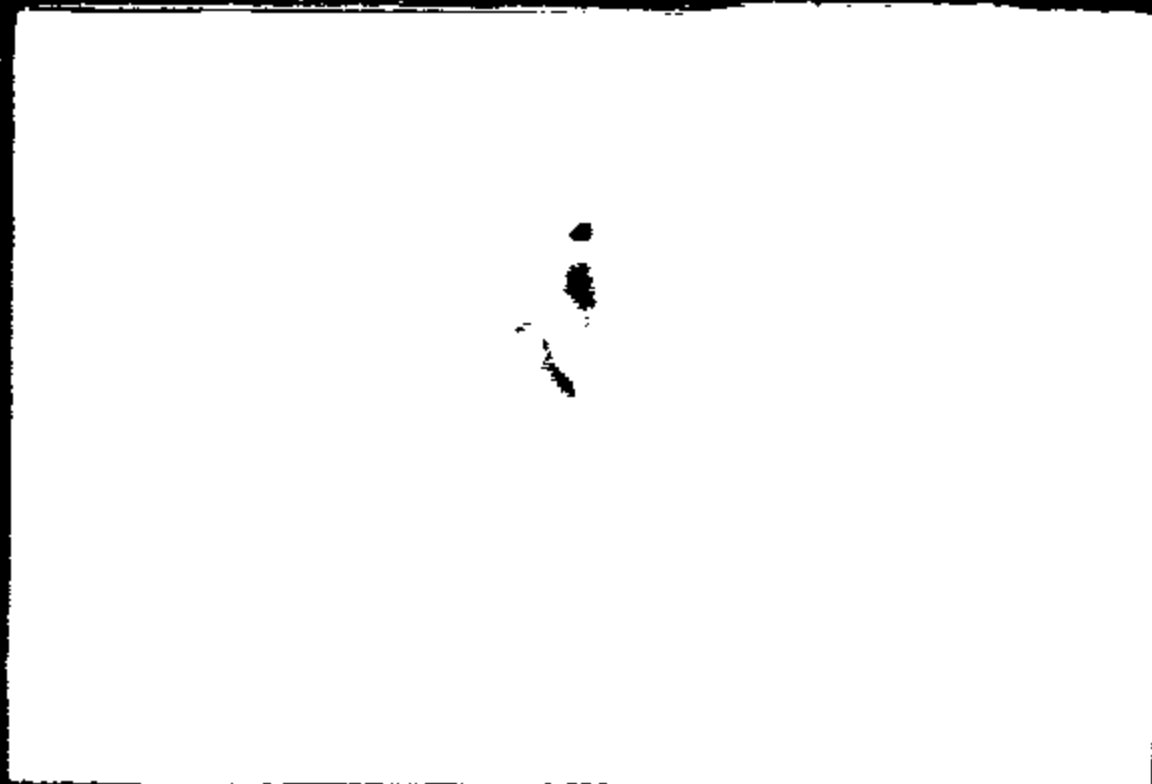




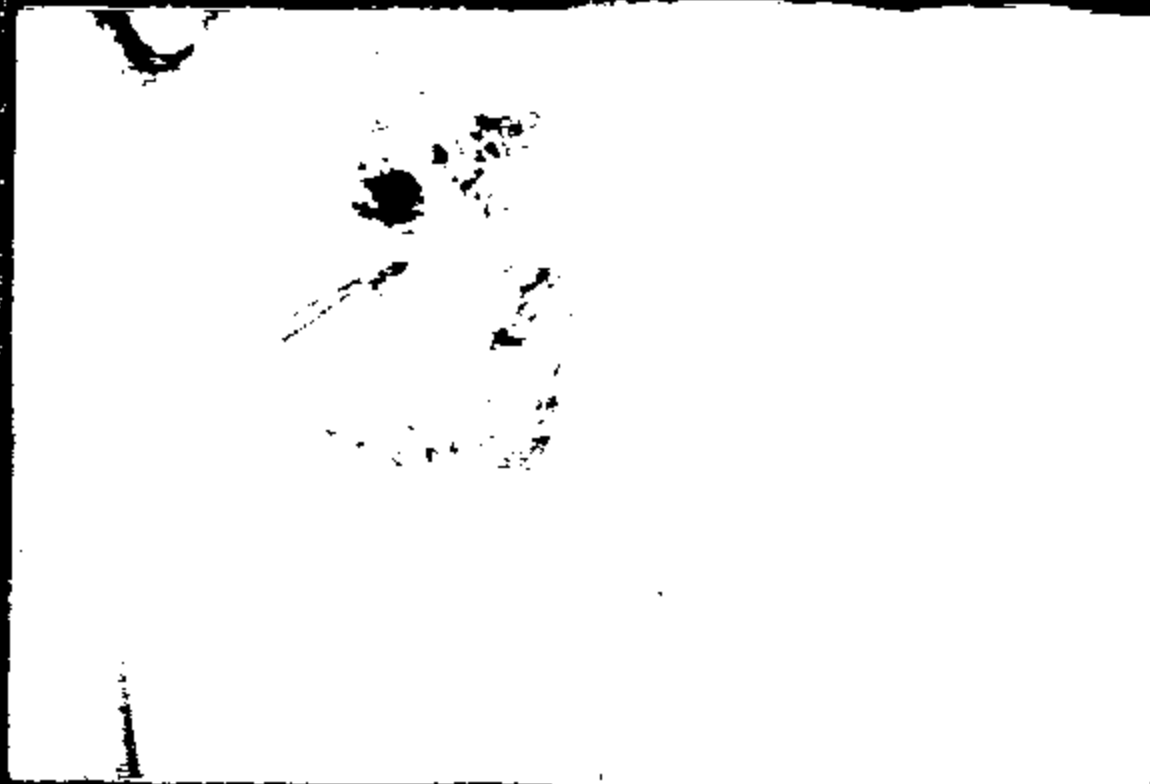


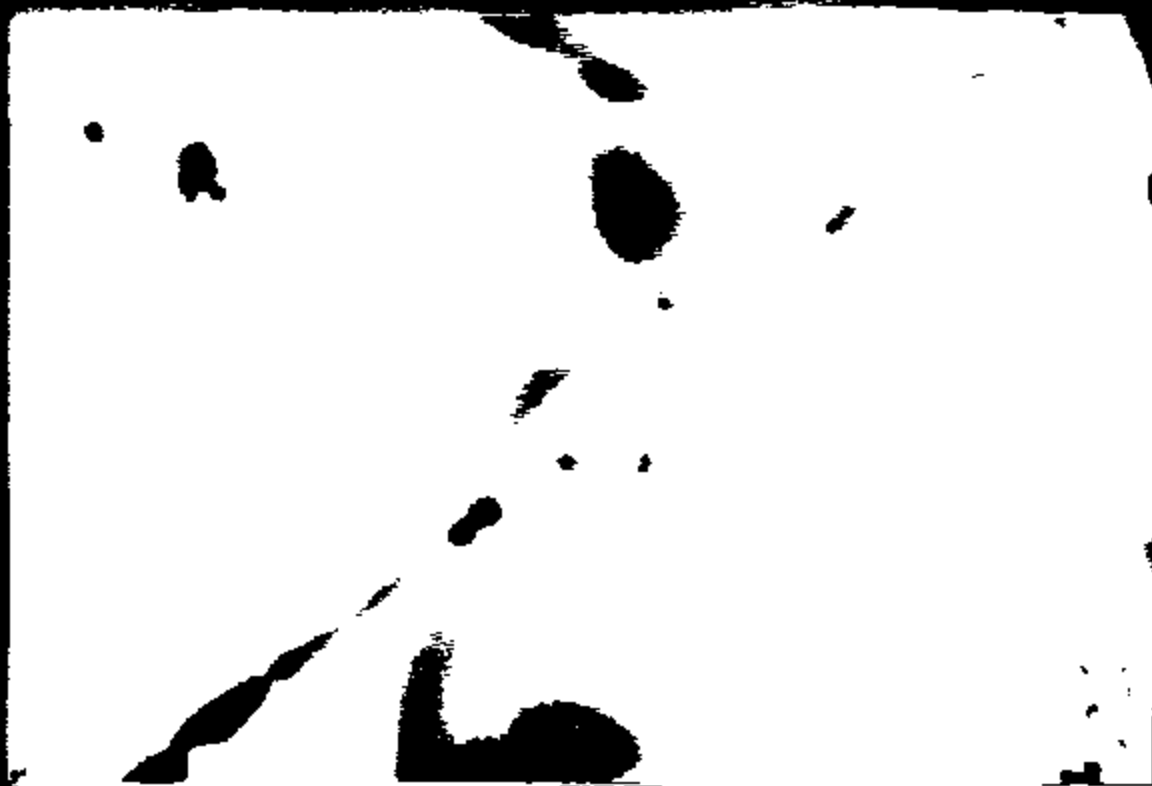
















KIA MOTORS AMERICA

Consumer Assistance Center Case Report

Printed By: EDiaz

Case Number - K318850

08/02/2005 04:26:22 PM

Case Details

Title: Electrical Fire-Martin

VIN: KNDUP131136

Mileage: 28000

Priority: Non-Priority

Severity: Low

Status: Closed

Case Type Level1: Complaint

Case Type Level2: Fire

Case Type Level3: Not Applicable

Owner:

Owner Email:

Contact Details

Name:

Phone:

Alt Phone:

Fax:

Address1:

Address2:

City: Port Orange

State: FL

Zip:

Dealer Details

Code: FL054

Name: Speedway Kia

Case History

*** PHONE LOG 05/27/2004 02:16:01 PM (Local Time) OZigabarra Action Type:

Caller (Mrs) stated:

1. Want to make a complaint against Speedway Kia.
2. My Mini Van had electrical fire yesterday.
3. Speedway Kia is refusing to fix it under warranty.
4. They told me to call my insurance company and put it on them.
5. They don't know what is wrong with the car.
6. Said that maybe someone put a cigarette out on the Highway.
7. I don't think they know what they are doing.
8. It's obviously a defect.
9. Have purchased two Kia's from them.
10. There was no CEL on, and it didn't say it was hot, but the headlights went off.
11. If Speedway Kia doesn't fix this under warranty, I will take other steps.
12. Can contact me at (386) 871-8042.

Writer stated:

1. Updated, no recall.

2. Apologized for caller's frustration.

Placed caller on brief hold while attempting to call DLR, SM Chet Laguna was busy.

Left message with Katherine for call back.

Writer stated:

1. Left VM for SM at DLR and will follow up with them.
2. Requested and obtained accident report.
3. Provided writer call back information.
4. Writer will follow up with caller.

*** PHONE LOG 05/27/2004 02:39:16 PM (Local Time) OZigabarra Action Type: Incoming call

SM Chet Laguna called writer back and stated:

1. No cause found for fire with vehicle.
2. Installation under hood is burned on left and right side.
3. Nothing else is damaged or burnt.
4. Not even the plastic parts on wires or Kia emblem.
5. No paint damage.
6. No source found for fire, and no aftermarket products were installed on vehicle.
7. Car will start up and run normally and headlights are working.
8. DPSM David Kordek came down to look at car.
9. Advised customer to contact their insurance company.

Case History

10. DPSM declined rental coverage.
11. I contacted our Dealership owner who has agreed, as a goodwill gesture, to offer one of our demo cars.
12. With her plates and insurance.
13. While we wait to see what her insurance company says and make sure of what is happening with car.
14. And, I will be calling her today.

*** PHONE LOG 05/27/2004 02:46:43 PM (Local Time) DZigabarra Action Type: Outgoing call
Writer called [redacted] at [redacted] and stated:

1. Spoke to SM at DLR and included the information in report.
2. Will forward your complaint to appropriate personnel for review.
3. Someone will contact you after reviewing your complaint.

Caller states:

1. DLR said they will give me a car until they find out what's wrong with my vehicle.

*** NOTES 05/27/2004 02:54:29 PM (Local Time) DZigabarra Action Type: Manager review
Case dispatched to NCA for review of customer complaint that vehicle caught on fire.

*** CASE DISPATCHED 05/27/2004 02:54:59 PM (Local Time) DZigabarra
from WIP default to Queue National CA.

*** CASE ACCEPTED 05/28/2004 04:08:17 PM (Local Time) WSpencer
from Queue National CA to WIP ACCIDENTS.

*** PHONE LOG 06/03/2004 02:07:17 PM (Local Time) DZigabarra Action Type: Incoming call
Received call from Mrs. Martin stating:

1. Having problems with car.
2. Speedway Kia can't find problem with car.
3. Car's been there for one week and still can't find problem.
4. DLR won't replace front padding under hood under warranty.
5. It's not my fault that it burned.
6. Feel it's unsafe to drive, since they can't find problem.
7. I'm going on vacation on 6/12/04.

Writer stated:

1. I can call dealer for you to review the situation.
2. Will call you back with status today or tomorrow.

*** PHONE LOG 06/03/2004 02:08:23 PM (Local Time) DZigabarra Action Type: Outgoing call
Writer left VM for SM Chat stating:

1. Please advise of customer's status for repairs.
2. Provided writer contact information.

*** NOTES 06/03/2004 02:28:36 PM (Local Time) WSpencer Action Type: Manager review
writer received pictures on floppy disk from the customer

case under review

*** PHONE LOG 06/07/2004 12:54:15 PM (Local Time) DZigabarra Action Type: Outgoing call
Writer left Customer VM at phone number listed and stated:

1. For further concerns regarding your vehicle, please contact the following.
2. Provided national's 800#.
3. Advised that Wayne Spencer is on vacation this week, but can contact Angel Romo for assistance.
4. Provided Angel's extension.

*** PHONE LOG 06/22/2004 09:12:35 AM (Local Time) WSpencer Action Type: Outgoing call
writer called and spoke with service manager at the dealer who states

1. Customer was here on 6/4 wanting us to replace her hood insulator
2. Dave Kordek was here taking pictures and looked at the vehicle and told me to refer the customer to their insurance co.
3. I couldn't replace the hood insulator under warranty because the fire didn't start due to a defect
4. so the customer picked up her car and left

*** NOTES 06/30/2004 06:11:48 AM (Local Time) WSpencer Action Type: Manager review
the pictures received were from the DPSM - not the customer - note entered in error

*** CASE CLOSE 07/23/2004 04:27:59 PM (Local Time) WSpencer Resolution Code = Auto Closed.
customer paid for the repair - case closed pending further customer contact

Accident Report

Case K319850

Report Details

1. Do You Own the Vehicle?

Yes

3. Who Was Driving the Vehicle?

<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>

5/28/04 at 6:00pm

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

<ROAD WEATHER CONDITIONS>

clear and nice

7. What Speed was the Vehicle Traveling?

<VEHICLE SPEED>

74

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>

I was driving home on Interstate 4 heading East to Daytona Beach from Tampa.

I smelled a electrical burning smell, and then pulled over.

I open the hood and looked at vehicle.

Didn't see anything at that time.

Then I continued to drive to my home.

I went about a 100 miles to my exit at Port Orange.

When pulling off exit, I noticed smoke coming off hood.

The smoke was outside, smoke was coming out of the vents where the windshield wipers are.

I continued to drive home about 1 1/2 miles.

When I got home and opened hood, I noticed red smoldering and smoke behind motor.

Where the windshield wipers are.

I disconnected the battery, to remove power source.

Smothered the flames with water and damp towels.

Had Kia roadside tow the car this morning to Speedway Kia.

13. Were the Police Contacted?

No

16. Was the Insurance Company Contacted?

No

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

19. Where is the Vehicle Now?
<VEHICLE LOCATION>
Speedway Kia FL054 at 2280 International Speedway

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>
What Kia to fix the van and rental while vehicle is being fixed.
The car is defective and has an electrical problem.

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

8/03/05
10:22:35
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

DIAZE
KIAPROD
3/16/03

VIN No : KNDUP1311363

Model . . 62242
Series . SEDONA

In Service Date:

<u>Repair</u> <u>Date</u>	<u>W Dlr</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>
7/16/03	W FL054	72916	3 01	Compressor Belt, R&R	BELT-V	9320
10/23/02	W FL054	66610	1 01		WIRING ASSY-INST.	90
9/17/02	W FL054	65695	1 01	Headlining Assy, R&R	WIRING ASSY-REAR NO.	10
9/17/02	W FL054	65695	2 01	Tire Assy or Wheel A	WHEEL-DISC,ALUMI	10

Bottom

F3=Exit

F11=Summary/Detail