

**PE05-035**  
**HYUNDAI**  
**8/26/2005**  
**REQUEST NO. 4**  
**PART 2 OF 6**



KIA MOTOR AMERICA

# Consumer Assistance Center Case Report

Printed By: EDiaz

Case Number - K337103

08/02/2005 04:37:38 PM

## Case Details

Title: Fuse box caught on fire--Volez

VIN: KNDUP131X36

Mileage: 17000

Priority: Non-Priority

Severity: Low

Status: Closed

Case Type Level1: Complaint

Case Type Level2: Fire

Case Type Level3: Not Applicable

Owner: [REDACTED]

Owner Email: Kdavenport@kiausa.com

## Contact Details

Name: [REDACTED]

Phone: [REDACTED]

Alt Phone: [REDACTED]

Fax: [REDACTED]

Address: [REDACTED]

Address2: [REDACTED]

City: WOODBRIDGE

State: NJ

Zip: [REDACTED]

## Dealer Details

Code: NJ007

Name: Loran Kia

## Case History

\*\*\* PHONE LOG 07/13/2004 09:01:28 AM (Local Time) JCook Action Type:

Customer Stated:

- 1.Says his wife was at the store with his kids this morning and the fuse box caught on fire and melted.
- 2.Says the vehicle still started and he called roadside to have the vehicle towed.
- 3.Says he called the dealer and told them he was bringing the vehicle in, and they are telling him that they may not be able to look at the vehicle until Thursday.
- 4.Says he needs to get this checked out since the fusebox melted.
- 5.Says he just drove up to the dealership right now.

---Writer advised customer:

- 1.Apologized for situation.
- 2.Advised that we are going to put him on hold while we call the dealer.

---Writer called and spoke to Debbie (Receptionist @ NJ007) who stated:

- 1.That the Svc. Mgr Mike Tolari is not answering his page, but she will take a message and have him call us back.

---Writer advised customer:

- 1.That the Svc. Mgr. Mike Tolari.
- 2.Advised that we had to leave a message for him to give us a callback.
- 3.Advised that he may want to request to speak with him when he goes inside the Svc. dept.
- 4.Advised that we will document his concerns on file.
- 5.Advised that the dealers are all independently owned and operated, and due to federal anti-trust laws, we cannot tell them how to operate their business, which includes scheduling.
- 6.Advised that we will give him a callback after we speak with the svc. mgr.
- 7.Verified that there are no open recalls on this vehicle, and verified all customer info.

\*\*\* PHONE LOG 07/13/2004 01:15:50 PM (Local Time) JCook Action Type: Outgoing call

Writer called and spoke with Chris (Svc. Adv. @ NJ007) who stated:

- 1.That the Svc. Mgr Mike has gone home for the day.
- 2.Says it looks as if the vehicle is there, but they did not get a chance to look at it today.
- 3.Says he does not have anymore information than that.
- 4.Thanked Chris for his time.

\*\*\* PHONE LOG 07/13/2004 01:17:40 PM (Local Time) JCook Action Type: Outgoing call

Writer called and left a voicemail for a customer for a callback.

\*\*\* PHONE LOG 07/14/2004 08:47:13 AM (Local Time) JCook Action Type: Outgoing call

Writer called customer and left a voicemail for a callback.

\*\*\* PHONE LOG 07/14/2004 08:01:52 AM (Local Time) JCook Action Type: Incoming call

## Case History

### Customer Stated:

- 1.Says he was returning our call to him.
- 2.Says they did not get a chance to look at his vehicle yesterday, but he spoke with the Gen Mgr at the dealer and they are supposed to look at his vehicle today.
- 3.Says he is very upset that his fuse box caught on fire and melted, and he does not want it to happen again.

### —Writer advised customer:

- 1.That we never received a callback from the Svc. Mgr Mike yesterday, but we spoke with the Svc. Adv. Chris who told us that they were going to try to look at it today.
- 2.Advised that we are going to try to reach the Svc. Mgr again about his vehicle and we will give him a callback.

\*\*\* PHONE LOG 07/14/2004 09:19:20 AM (Local Time) JCook Action Type: Outgoing call

Writer called and spoke to Mike (Svc. Mgr @ NJ007) who stated:

- 1.Says he is aware of this customer.
- 2.Says they are going to try to get his vehicle in today, but they will definitely get a look at it tomorrow for sure.
- 3.Says he understands the customer's concern but he cannot displace customer's that have appointments to get him in sooner.
- 4.Says he has never had this happen with these vehicles, so he wants to check to make sure that there are no aftermarket items tacked into the main harness like a remote starter or something else, otherwise he will have to pay for the repair.
- 5.Says they are doing their best to get him in.
- 6.Thanked Mike for his time.

\*\*\* PHONE LOG 07/14/2004 02:07:11 PM (Local Time) JCook Action Type: Outgoing call

Writer called customer and advised:

- 1.That we spoke with the Svc. Mgr Mike.
- 2.Advised that they are going to try to get his vehicle in today if they can, but it will definitely be tomorrow for sure.
- 3.Mike is fully aware of his concerns and expediency to get the vehicle looked at.
- 4.Advised that the dealers are all independently owned and operated and due to federal anti-trust laws we cannot tell a dealer how to operate their business, which includes scheduling.
- 5.Advised that we wanted to call him back and let him know.
- 6.Advised that he has all our contact info if he needs to speak with this writer again.

### Customer Stated:

- 1.Says he understands and appreciates the callback.

\*\*\* CASE CLOSE 07/15/2004 06:33:32 AM (Local Time) JCook Resolution Code = Concerns Noted.

\*\*\* CASE REOPENED 07/19/2004 08:17:38 AM (Local Time) ATafaya  
with Condition of Open and Status of Working.

\*\*\* PHONE LOG 07/19/2004 08:18:28 AM (Local Time) ATafaya Action Type: Incoming call

Mrs Velez stated:

- 1.I Can't remember when my husband had called.(In reference to case)
- Writer transf to JCook's vm

\*\*\* PHONE LOG 07/19/2004 10:23:09 AM (Local Time) ABegoody Action Type: Incoming call  
cust stated:

1. would like to speak to Jason

Writer stated:

1. transferred cust to Jason for assist

\*\*\* PHONE LOG 07/19/2004 10:38:15 AM (Local Time) JCook Action Type: Incoming call

Customer Stated:

- 1.Says his wife just spoke to the dealer.
- 2.Says they are telling her that they do not know the cause of the problem, but they are going to go ahead and replace the fuse box and get it fixed for them.
- 3.Says they are not happy with this, if the dealer does not know what caused the problem then they do not feel safe driving this vehicle.
- 4.Says his wife does not want this vehicle if we cannot find what caused this problem.
- 5.Says he spoke to the dealer who told them to contact us to have the vehicle replaced if necessary.
- 6.Wanted to know if there is another Kia Tech person they can speak to about this issue.

### —Writer advised customer:

- 1.Apologized for situation.
- 2.Advised that we work with the dealer to get the vehicle fixed under warranty.
- 3.Advised that we need to speak with the Svc. Mgr about this issue.
- 4.Advised that we will call him back after we speak with the dealer.
- 5.Advised that we cannot advise him on the lemon law and referred him to the warranty and consumer info manual for the rights in his state.
- 6.Advised that there is a Kia Rep we may be able to have him speak with, but we need to speak with the Svc. Mgr first, and we will then call him back.

\*\*\* PHONE LOG 07/19/2004 10:43:57 AM (Local Time) JCook Action Type: Outgoing call

Writer called NJ007 and was advised that the Svc. Mgr Mike is handling this customer, but he is out with the Kia Rep John Scott right now, and was advised that we give John Scott a call.

\*\*\* PHONE LOG 07/19/2004 10:48:27 AM (Local Time) JCook Action Type: Outgoing call

Writer called and left voicemail for Opem John Scott to give this writer a callback about this case.

### Case History

\*\*\* PHONE LOG 07/19/2004 12:44:19 PM (Local Time) JCook Action Type: Outgoing call

Writer called and spoke to Dennis (Fleet Mgr @ NJ007) who stated:

1. That the Svc. Mgr Mike Toloni is not available but he believes that John Scott is in the building somewhere.
2. Says John Scott took pictures and they called the customer's insurance company to come down and look at the vehicle.
3. Says the fusebox and wire harness on the fire wall are melted.
4. Says John Scott has approved them to go ahead and order parts and make repairs.
5. Says once they get inside they should be able to determine what the problem is, and make sure that there are no aftermarket hook ups.

\*\*\* EMAIL OUT 07/19/2004 12:45:28 PM (Local Time) JCook Action Type: External email

You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer Affairs Dept. at 849.595.5802 AND delete this email.

The attached Case is the exclusive property of Kia Motors America and is a Confidential And Proprietary document. It is not to be distributed or disseminated to any third party without the express written consent of Kia Motors America.

<<File Attachment: \\computers\Clarify\BJCA\_Attachments\Send-History\Case\_K337103\_JCook\_07-19-2004125405.doc>>

\*\*\* PHONE LOG 07/19/2004 01:12:54 PM (Local Time) JCook Action Type: Outgoing call

Writer called customer back who stated: (Mrs. Velez)

1. Says she spoke to John Scott the Kia rep this morning.
2. Says he told her that they do not know what caused the fire in the vehicle, but they are going to go ahead and fix it.
3. She is not happy with this and even told him that she does not want this vehicle if they cannot tell her what caused the fire in this vehicle.
4. Wanted to know what we can advise, because she has no problem letting them fix the vehicle, but she needs to be given a reason as to why this happened.
5. Says she is willing to see what Kia has to say, but if not she may have to contact an attorney.

--Writer advised customer:

1. Documented fire/accident report
2. Advised that we are going to forward her file for review and follow up.
3. Verified all customer info.

\*\*\* CASE DISPATCHED 07/19/2004 01:14:53 PM (Local Time) JCook  
from WIP default to Queue National CA.

\*\*\* PHONE LOG 07/19/2004 01:17:35 PM (Local Time) JCook Action Type: Outgoing call

Writer called and left VM for Wayne Spencer (CSR @ National) advising of case.

\*\*\* CASE ACCEPTED 07/19/2004 01:22:42 PM (Local Time) WSpencer  
from Queue National CA to WIP HP.

\*\*\* NOTES 07/20/2004 10:08:45 AM (Local Time) WSpencer Action Type: Manager review

writer called and spoke with the service dept at the dealer

1. service manager is out today
2. at this point- we aren't touching the car
3. John Scott was here and took pictures- and until the service manager or John Scott says to- we aren't touching the car

\*\*\* NOTES 07/22/2004 08:52:11 AM (Local Time) WSpencer Action Type: Manager review

Per Legal - Case dispatching case to the region for follow-up with the DPSM for completion of a separate CA-IR case with the DPSM photos and any additional findings that may have been found during the course of the inspection

Please dispatch CA-IR case to National

\*\*\* CASE DISPATCHED 07/22/2004 09:00:46 AM (Local Time) WSpencer  
from WIP In Progress to Queue Eastern Region.

\*\*\* CASE FORWARDED 07/22/2004 10:40:39 AM (Local Time) TBeam  
from Queue Eastern Region to Queue East - Service 08.

\*\*\* CASE ACCEPTED 07/26/2004 10:20:59 AM (Local Time) LDavis  
from Queue East - Service 08 to WIP Accepted.

\*\*\* EMAIL OUT 07/27/2004 08:48:40 AM (Local Time) LDavis Action Type: External email  
Hi John,

Can you please forward me anything you have on this case.

Thanks

Latesha

You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer Affairs Dept. at 849.595.5802 AND delete this email.

## Case History

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<<File Attachment: \\ccpubs\Clarify\BJCA\_Attachments\SendHistory\Case\_K337103\_LDavis\_07-27-2004\14157.doc>>

\*\*\* NOTES 08/03/2004 11:11:08 AM (Local Time) LDavis Action Type: Manager review  
WTR HAS RECD PIR FROM DPSM

WTR WILL FORWARD TO NCA VIA INTEROFFICE MAIL AND DISPATCH CASE

\*\*\* CASE DISPATCHED 08/03/2004 12:07:40 PM (Local Time) LDavis  
from WIP District 6 to Queue National CA.

\*\*\* PHONE LOG 08/04/2004 05:18:39 PM (Local Time) R-Hall Action Type: Incoming call  
called

1 cust got the veh on friday and there is still a number of probs w/ veh  
2 the a/c didnt work, drivers seat didnt work, and lighter wasnt working, and now the veh doesnt even start as of today  
3 cust doesnt even want to pay for the veh, his wife doesnt even want to keep the veh  
4 cust tried to jump veh, it worked but then wont come back on, cust let veh idle for 30 mins, cust doesnt believe its the starter  
5 cust is req seat w/ this, he thinks it is ridiculous, and would like cb from Jason

Writer

1 apologized for inconvenience  
2 transf cust to Jason vm for cb

\*\*\* PHONE LOG 08/05/2004 07:50:30 AM (Local Time) JCook Action Type: Incoming call  
Writer received a voicemail for a callback.

\*\*\* PHONE LOG 08/05/2004 07:52:04 AM (Local Time) JCook Action Type: Incoming call  
Customer Stated:

1.Says he wanted to know what was going on with his case.  
2.Says he believes it is being handled by a John Scott.  
3.Says he has the case number.

---Writer advised customer:

1.That his case is being handled by Lakesha Davis at the regional office.  
2.Advised of the number to contact the region.

\*\*\* NOTES 08/05/2004 08:34:01 AM (Local Time) LDavis Action Type: Manager review  
wtr spoke to customer regarding concerns noted above  
1. wtr told customer that wtr would follow up with DPSM and get back to him

wtr has called the dir and requested the RO's to be faxed over

\*\*\* NOTES 08/05/2004 08:34:55 AM (Local Time) LDavis Action Type: Manager review  
WTR IS ACCEPTING CASE BACK CUSTOMER IS HAVING ELECTRICAL CONCERNS

\*\*\* NOTES 08/05/2004 01:48:14 PM (Local Time) WSpencer Action Type: Manager review  
writer called and left RCAA L.D. detailed vm concerning case

\*\*\* CASE ACCEPTED 08/06/2004 09:24:15 AM (Local Time) WSpencer  
from Queue National CA to WIP ACCIDENTS.

\*\*\* NOTES 08/09/2004 04:08:04 PM (Local Time) WSpencer Action Type: Manager review  
nca received ca-hr from the region

\*\*\* NOTES 08/12/2004 01:40:01 PM (Local Time) WSpencer Action Type: Manager review  
nca reviewed case with the legal dept.

1. since the region has made the business decision to repair the vehicle already  
2. the case should be referred to the region for further handling and resolution

\*\*\* CASE DISPATCHED 08/12/2004 01:40:12 PM (Local Time) WSpencer  
from WIP ACCIDENTS to Queue Eastern Region.

\*\*\* CASE FORWARDED 08/18/2004 04:33:11 AM (Local Time) DNeails  
from Queue Eastern Region to Queue East - Service 06.

\*\*\* CASE ACCEPTED 08/18/2004 05:57:54 AM (Local Time) LDavis  
from Queue East - Service 06 to WIP Accepted.

\*\*\* NOTES 08/18/2004 06:20:02 AM (Local Time) LDavis Action Type: Manager review  
8/9/04  
wtr spoke to SVM about repairs

#### Case History

1. SVM stated that they have driven car about 90miles
2. they feel that they have repaired the vehicle and that the same problem should not occur

8/10/04

wtr discussed case with RCAM and DPSM

1. it has been decided that KMA will offer customer GW of \$1,000

wtr contacted customer and presented offer

1. wtr told him that the dir has repaired the veh
2. customer stated that he would like to think about it but he would pick up his veh

\*\*\*\*\*  
wtr sent offer letter out to customer

\*\*\* NOTES 08/28/2004 12:28:41 PM (Local Time) LDavis Action Type: Manager review

wtr has not heard back from customer wtr is closing case pending further contact from customer.

cc file for offer letter

\*\*\* CASE CLOSE 08/28/2004 12:58:45 PM (Local Time) LDavis Resolution Code = Auto Closed.

\*\*\* CASE REOPENED 10/14/2004 04:12:32 PM (Local Time) MCameron

with Condition of Open and Status of Working.

\*\*\* NOTES 10/14/2004 04:18:08 PM (Local Time) MCameron Action Type: Manager review

TREAD review.

\*\*\* CASE CLOSE 10/14/2004 04:13:34 PM (Local Time) MCameron Resolution Code = Auto Closed.

\*\*\* CASE REOPENED 03/28/2005 02:14:53 PM (Local Time) YLabarca

with Condition of Open and Status of Working.

\*\*\* PHONE LOG 03/28/2005 02:18:07 PM (Local Time) YLabarca Action Type: Incoming call

CUSTOMER STATES

- 1 GOT A GW OFFER OF 1000
- 2 SENT THE LETTER WITH THE OFFER AND SIGNED IT AND SENT IT BACK ABOUT A MONTH AGO
- 3 HAVENT HEARD ANYTHING AND ITS BEEN ABOUT 3 WKS
- 4 WANT TO FOLLOW UP WITH THIS

WRITER STATES

- 1 APOLOGIZED
- 2 ADV WILL FORWARD TO THE PROPER DEPT AND REQ THAT THEY GET BACK WITH YOU
- 3 VERIFIED ADDRESS AND CL BK NUMBER

\*\*\* NOTES 03/28/2005 02:23:33 PM (Local Time) YLabarca Action Type: Manager review

DISPATCHING TO NATIONAL FOR REVIEW AND CUSTOMER CONTACT

WRITER STATES

- 1 CUSTOMER FOLLOWING UP WITH THE GOODWILL GESTURE OFFERED
- 2 ADV THAT SIGNED AND MAILED THE LETTER BACK AND HAVENT HEARD ANYTHING
- 3 ADV CUSTOMER THAT I WILL FORWARD THE CASE TO THE PROPER DEPT
- 4 ADV TO ALLOW A COUPLE OF DAYS FOR A RESPONSE

\*\*\* CASE DISPATCHED 03/28/2005 02:23:51 PM (Local Time) YLabarca

from WIP NEW CASES to Queue National CA.

\*\*\* CASE DISPATCHED 03/28/2005 06:06:02 AM (Local Time) YLabarca

from WIP NATIONAL DISPATCH to Queue Eastern Region.

\*\*\* NOTES 03/29/2005 06:51:12 AM (Local Time) KDavenport Action Type: Manager review

wtr has signed offer letter and release

ldavis no longer working in ERCA

letter was misfiled

wtr called and spoke w/ cust wife

1. apologize for the confusion
2. have the letter your husband sent in
3. will process immediately
4. please allow for 3-4 weeks until check is received
5. thank you

cust wife states

1. ok that is fine
2. thanks for the call

### Case History

\*\*\* CASE ACCEPTED 03/29/2005 07:27:06 AM (Local Time) LSantino  
from Queue Eastern Region to WIP default.

\*\*\* CASE DISPATCHED 03/29/2005 07:27:13 AM (Local Time) LSantino  
from WIP default to Queue East - Service 03.

\*\*\* CASE ACCEPTED 03/29/2005 07:50:34 AM (Local Time) KDavenport  
from Queue East - Service 03 to WIP Call cust 0.

\*\*\* CASE CLOSE 03/29/2005 07:51:06 AM (Local Time) KDavenport Resolution Code = Auto Closed.

\*\*\* CASE REOPENED 04/13/2005 01:31:18 PM (Local Time) KDavenport  
with Condition of Open and Status of Working.

\*\*\* NOTES 04/13/2005 01:31:54 PM (Local Time) KDavenport Action Type: Manager review  
check received cust request & be sent to the following address  
80 Bucknase Ave.  
Woodbridge, NJ 07095

\*\*\* CASE CLOSE 04/13/2005 01:33:15 PM (Local Time) KDavenport Resolution Code = Auto Closed.

### Attachments to Case:

#### File Name

Email Attachment 07/19/2004 11:44:38 AM

Email Attachment 07/27/2004 10:45:04 AM

#### Location

W:\pubs\Clarify\OBJCA\_Attachments\SendHistory\Case\_K337103\_JCook\_07-19-  
2004125405.doc

W:\pubs\Clarify\OBJCA\_Attachments\SendHistory\Case\_K337103\_LDavis\_07-27-  
2004114157.doc

\*\*\*\*\*End Case Report K337103 \*\*\*\*\*

# Accident Report

Case K337103

## Report Details

\*\*\* End \*\*\*

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>

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

<DATE> and <TIME>

7/13/04; 10:30 am

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

<ROAD WEATHER CONDITIONS>

N/A

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>

Says she was idling in a drive thru at McDonald's and she pulled over to the side to check her order, and then her son noticed some smoke in the vehicle. Says she tried to open the hood and she saw some flames through the release lever hole, and she got her kids out and went into the McDonald's and the manager came out with a fire extinguisher and used it inside the car. Says she called the fire dept. who came out within a few minutes and they put the fire out under the hood.

13. Were the Police Contacted?

Yes

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

<Officer Name, Department, Badge>

No, she does not know this.

15. What is the Police Report Number?

<POLICE REPORT NUMBER>

Says she does not have police or fire report yet.

16. Was the Insurance Company Contacted?

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



Allstate Ins. Does not have number or info on her right now.

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>

Vehicle is currently at the Kia dealer.

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>

Says her vehicle is currently at the Kia dealer and they cannot tell her at this point what caused the fire, but they are going to go ahead and fix it. Says she wants to know what caused the fire so it does not happen again. If Kia cannot tell her what the problem is, then she does not want the vehicle anymore, and she wants Kia to take it back.

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

10:24:34

wsd079

VIN No : KNDUP131X36

Warranty Service Department

WARRANTY HISTORY INQUIRY

Model . . 62242

Series . SEDONA

In Service Date:

DIAZE

KIAPROD

11/09/02

<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>
10/28/04	W NJ035	34560	1 03	Heated Oxygen Sensor	SENSOR ASSY-OXYGEN	20327
8/05/04	W NJ007	07306	3 02	Wire Repair Kit	SWITCH,HARNESS	17262
7/30/04	W NJ007	06231	1 01	Wire Harness Assy (I	HARNESS ASSY-DASHBOA	17162
10/08/03	W NJ007	90931	1 01	Fuel Pump Assy and/o	PUMP ASSY-FUEL	9020
10/08/03	W NJ007	90931	2 02	Neutral Switch, R&R	SWITCH-A/T INHIBITOR	9020
11/19/02	W NJ007	71976	1 01	Ignition Coil Assy,	COIL ASSY-IGNITION	246
10/30/02	I NJ007	70827	1 01			11
10/18/02	R 8108W	U7319	1 01		NUT-HUB	1

Bottom

F3=Exit

F11=Summary/Detail

# PRELIMINARY INVESTIGATION REPORT

AUG 04 2004

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 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 KMA Legal Department contacted:

Name of person contacted:

DATE OF REPORT:	7/19/2004	PREPARED BY:	John L. Scott	Title:	DPSM
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1

## OWNER, DRIVER, CLAIMANT

OWNER: [REDACTED] [REDACTED] Parth Amboy, NJ 08001  
 NAME ADDRESS PHONE  
 Home: 732 887 0048,  
 Work: 732 378 8865,  
 Cell: 732 476 8808

DRIVER: [REDACTED] Same Same  
 NAME ADDRESS PHONE

DRIVER'S AGE: DRIVER LIC. # STATE: NJ

### SUMMARY OF INCIDENT:

As Per [REDACTED] On The Morning Of 7/13/04 She Was In The Parking Lot Of McDonald's On Route 9 In Hopewell, NJ With The Vehicle Running And At Idle. Her Son Noticed Smoke Coming From The Fuel Box Area - Then Flames. Shut Vehicle Off And Summoned Fire Dept. Who Came And Extinguished Fire. Damage Appears To Be Confined To The Fuel Box Area. Owner States She No Longer Wants Vehicle - Does Not Feel Safe For Herself Or Her Family

DATE AND TIME OF INCIDENT: 7/13/04 12:00 AM

LOCATION OF INCIDENT: McDonald's Parking Lot, Route 9, Hopewell, NJ  
 CITY STATE

LOCATION OF VEHICLE: Loman Kia N007, Woodbridge, NJ  
 CITY STATE

2

## VEHICLE IDENTIFICATION

YEAR: 2003 MDL: Sedona LIC #: N0025V STATE: NJ PROD DATE: 8/30/02  
 TRANSMISSION: AUTOMATIC ODOMETER: 17,252 VIN: KNDUP131X35 [REDACTED]

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	Injuring Person	NATURE OF ALLEGED INJURY



4B	<b>HEADLIGHTS</b>					
<b>HEADLIGHTS</b>			<div>← Broken →</div> <div>← Intact →</div> <div>← Operational →</div> <div>← Filament →</div>	<b>TAIL LIGHTS</b>		
<b>LEFT FRONT</b>	<b>RIGHT FRONT</b>	<b>LEFT REAR</b>		<b>RIGHT REAR</b>		
<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:		No Shortcomings Detected				

4C	<b>BUMPERS</b>		
	<b>Front</b>	<b>Rear</b>	
Detached / Missing:	No	No	
Cover Markings	No	No	
Top Height			
Bottom Height			
Describe Above Findings:	No Shortcomings Detected		

4D	<b>DOORS</b>					
	<b>Left Front</b>	<b>Right Front</b>	<b>Left Rear</b>	<b>Right Rear</b>	<b>Trunk</b>	
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 checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" 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:	No Shortcomings Detected					

4E	<b>SEAT BELTS</b>				
	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"/>
Pre-tensioner Deployed:	<input type="checkbox"/>	<input type="checkbox"/>	N/A	N/A	N/A
Describe Above Findings	No Shortcomings Detected				

4F	<b>SEATS</b>				
	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	No Shortcomings Detected				

<b>4G</b>	<b>AIR BAG (SRS) SYSTEM</b>					
<b>Air Bag Deployment</b>	<b>Driver</b>	<b>Passenger</b>	<b>Left SAB</b>	<b>Right SAB</b>	<b>Knee</b>	
<b>Self Test Performed:</b>			<b>Air Bag Light Status:</b>		<b>Codes Present:</b>	
Describe Above Findings Or List Any Additional Information As Needed. Include Description Of Any And All Air Bag Codes Found						

<b>4H</b>	<b>UNDER HOOD/MECHANICAL/FUEL SYSTEM</b>					
<b>Fuel Tank Damaged:</b>		<b>Describe:</b>				
<b>Filler Pipe Damaged:</b>		<b>Describe:</b>				
<b>Tank Strap Damaged:</b>		<b>Describe:</b>				
<b>Fuel Line Damaged:</b>		<b>Describe:</b>				
<b>Coolant Hose Damaged:</b>		<b>Describe:</b>				
<b>Radiator Damaged:</b>		<b>Describe:</b>				
<b>Fuel Filler Cap:</b>			<b>Accelerator Pedal, Throttle Cable And Linkage:</b>			<b>Describe Below As Needed</b>
<b>Fluid Leakage Present:</b>		<b>Type:</b>		<b>Approximate Amount:</b>		
Describe Above Findings Or List Any Additional Information As Needed.	No Shortcomings Detected. Battery Disconnected By Fire Dept. Connected Momentarily To Record Mileage On Odometer, Then Disconnected Cables. Did Not Attempt To Start Vehicle					

4I	<b>STEERING</b>								
Steering Type:				Fluid Level:		Normal		Steering Operation:	
Column Damaged:			Describe:						
Wheel Damaged:			Describe:						
Rack/Box Damaged:			Describe:						
Lines Damaged:			Describe:						
Axles/Suspension Damaged:			Describe:						
Describe Above Findings Or List Any Additional Information As Needed.		No Noticeable Shortcomings Detected. Did Not Start Or Operate Vehicle							

4J	<b>BRAKES</b>											
System Type:				Fluid Level:		Normal	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:			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 Noticeable Shortcomings. Did Not Start Or Operate Vehicle										



4K	TIRES AND WHEELS			
	Left Front	Right Front	Left Rear	Right Rear
Tire Manufacturer:	KUMHO	KUMHO	KUMHO	KUMHO
Size:				
Model:	Radial 798	Radial 798	Radial 798	Radial 798
DOT Numbers:				
Load Range:				
Recommended PSI:	30#	30#	30#	30#
Actual PSI:	42#	40#	38#	22#-screw in tread
Tread Type:				
Code Numbers:				
Tread depth:	5/32	5/32	10/32	10/32
Locations:				
Burn Area:				
Tread Striations:				
Wheel Mfr:				
Wheel Type				
Rim Impacts:				
Grass / Weeds:				
Describe Above Findings Or List Any Additional Information As Needed.	No Shortcomings Detected			

5.

**PRELIMINARY FIELD INVESTIGATION**

Vehicle Viewed at: Loman Kia NJ007 Phone # 732-638-3200 On: July 18, 2004  
(Date)

Viewed by: John L. Scott KMA-Eastern Region DPBM  
NAME Employed by Title

Others Present: Mike Colini Loman Kia NJ007 Service Manager  
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? Fuel Box

Describe condition of alleged defective part / system:

Fuel Box Area Burned - Plastic Cover Melted

Condition of adjoining or related part / system:

No Other Noticeable Shortcomings

6

**SERVICE HISTORY**Where Is Vehicle Normally Serviced? N/A

Name Of Service Facility:

Pre-Delivery Service By: Loman Kia

Dealer Code:

NJ007

Delivery Date:

November 8, 2002List Maintenance History Below:No Record Of Maintenance At Dealership. Fuel Pump And A/T Inhibitor Switch Replaced At NJ007 Roll#20931 10/9/03 At 9020 Miles

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

COMMENTS:Allstate Contacted By Owner. Will Inspect By No Later Than End Of This WeekDATE: July 19, 2004PREPARED BY: John L. Scott DPSM EA06

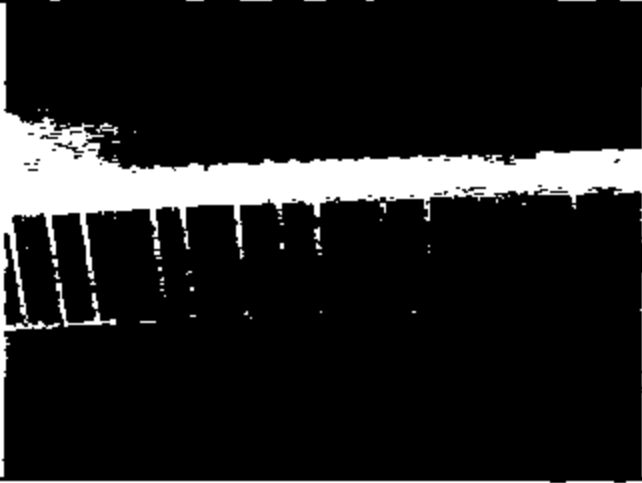
7.

**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

	<b>MANDATORY</b>	Front Of Vehicle
		Rear Of Vehicle
		Left Side Of Vehicle
		Right Side Of Vehicle
		

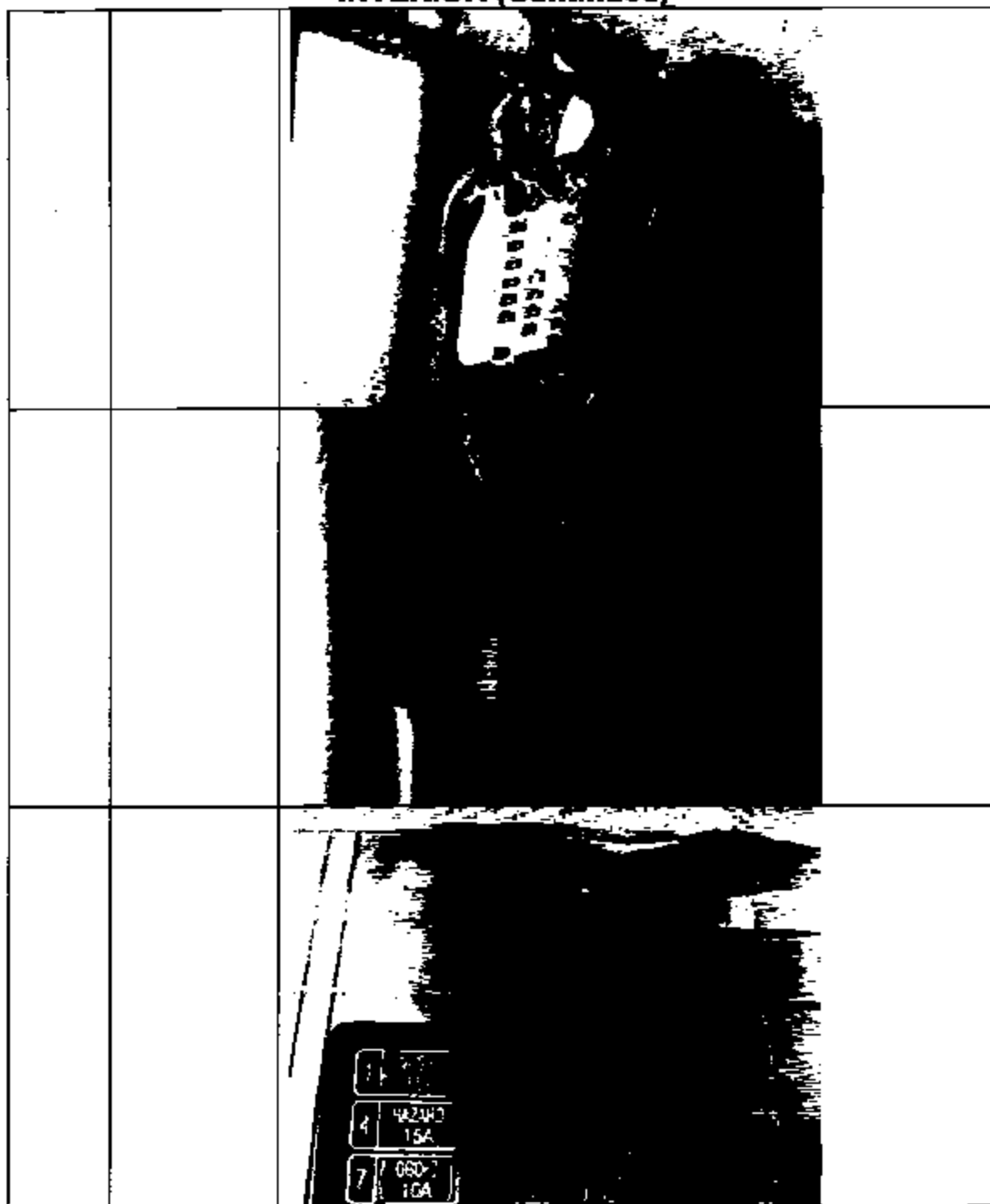
		

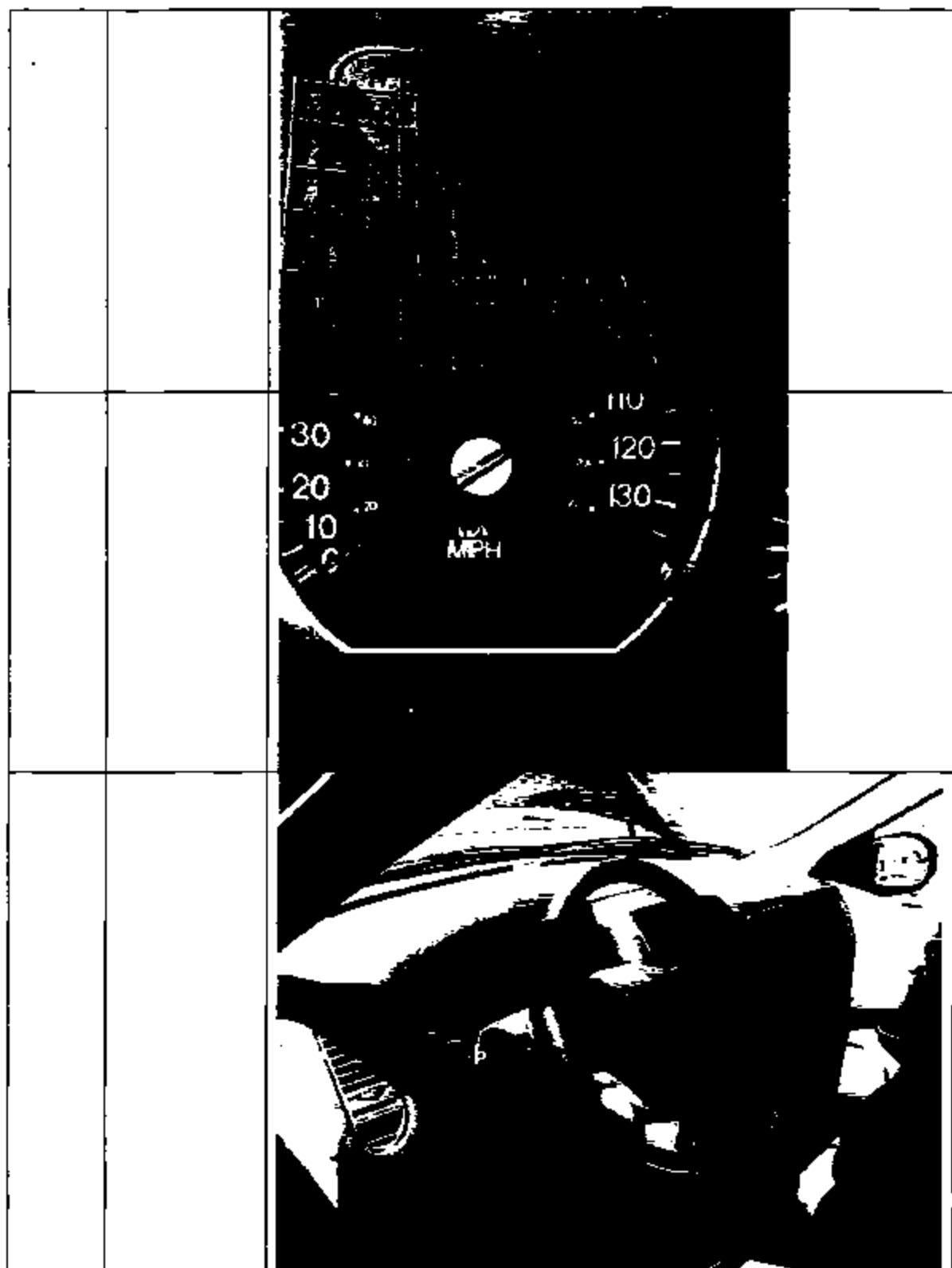
### INTERIOR

	<b>MANDATORY</b>	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

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



### MISCELLANEOUS


7A	<b>PHOTO ATTACHMENTS</b>	
	[REDACTED]	
	[REDACTED]	[REDACTED]
	<b>Photo 1</b>	<b>Photo 2</b>
	[REDACTED]	
	[REDACTED]	[REDACTED]
	<b>Photo 3</b>	<b>Photo 4</b>
	[REDACTED]	
	[REDACTED]	[REDACTED]
	<b>Photo 5</b>	<b>Photo 6</b>
	[REDACTED]	

7B	<b>PHOTO ATTACHMENTS</b>	
	[REDACTED]	[REDACTED]
	<b>Photo 7</b>	<b>Photo 8</b>
	[REDACTED]	[REDACTED]
	<b>Photo 9</b>	<b>Photo 10</b>
	[REDACTED]	[REDACTED]
	<b>Photo 11</b>	<b>Photo 12</b>

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]	[REDACTED]
	Photo 25	Photo 26
	[REDACTED]	[REDACTED]
	Photo 27	Photo 28
	[REDACTED]	[REDACTED]
	Photo 29	Photo 30



KIA MOTORS AMERICA

# Consumer Assistance Center Case Report

Printed By: EDiaz

Case Number - K344282

08/02/2005 04:34:59 PM

## Case Details

Title: Fire in dash — Sardinha

VIN: KNDUP131136 [REDACTED]

Mileage: 14000

Priority: Non-Priority

Severity: Medium

Status: Pending Legal

Case Type Level1: Complaint

Case Type Level2: Fire

Case Type Level3: Not Applicable

Owner: Rob Dameron

Owner Email: rdameron@kdausa.com

## Contact Details

Name: [REDACTED]

Phone: [REDACTED]

Alt Phone:

Fax:

Address1: [REDACTED]

Address2:

City: Mashpee

State: MA

Zip: [REDACTED]

## Dealer Details

Code: MA008

Name: Quirk Kia

## Case History

\*\*\* PHONE LOG 07/28/2004 12:53:12 PM (Local Time) TShamburger Action Type:

Customer [REDACTED] (Brother) called—

1. veh sitting in drive and caught on fire
2. it was an electrical fire in veh
3. the driverside interior under dash
4. we are putting in a claim for rental coverage and property damage to veh and contents.
5. veh did not have any aftermarket item, radio, auto starter . .

wrt states

1. apologize for circumstance
2. kia would need you to send pictures in veh and out
3. along w/ a copy of the fire dept or police dept
4. gave cust the address to KMA
5. we will research your claim

Accident report was taken from owner [REDACTED] (no longer brother)

\*\*\* CASE DISPATCHED 07/28/2004 12:53:39 PM (Local Time) TShamburger  
from WIP default to Queue National CA.\*\*\* CASE ACCEPTED 07/29/2004 01:16:00 PM (Local Time) WSpencer  
from Queue National CA to WIP In Progress.\*\*\* NOTES 08/11/2004 08:58:38 AM (Local Time) WSpencer Action Type: Manager review  
nca received fire report and pictures from the customer

case currently under review

\*\*\* NOTES 08/20/2004 01:43:05 PM (Local Time) WSpencer Action Type: Manager review  
nca reviewed case with the legal dept  
per legal dept- customer is to be referred to the their insurance co.\*\*\* PHONE LOG 08/20/2004 01:43:34 PM (Local Time) WSpencer Action Type: Outgoing call  
writer called customer - number not in service\*\*\* NOTES 08/20/2004 01:43:48 PM (Local Time) WSpencer Action Type: Manager review  
writer sent customer letter referring him to his insurance co.\*\*\* CASE CLOSE 08/20/2004 01:44:03 PM (Local Time) WSpencer Resolution Code = Auto Closed.  
case closed pending further customer contact

\*\*\* CASE REOPENED 08/26/2004 08:35:58 AM (Local Time) WSpencer

### Case History

with Condition of Open and Status of Working.

\*\*\* PHONE LOG 08/26/2004 08:36:15 AM (Local Time) WSpencer Action Type: Incoming call  
writer received vfm from the customer asking for cfb

\*\*\* PHONE LOG 08/26/2004 08:38:40 AM (Local Time) WSpencer Action Type: Outgoing call  
writer called customer - received message stating the customer was not available

\*\*\* NOTES 08/07/2004 03:54:49 PM (Local Time) WSpencer Action Type: Manager review  
NCA received subrogation letter from One Beacon Insurance group seeking \$17,350.00  
1. claims the fire was caused by a man. defect  
2. is asking for contact  
3. included with the letter was a check made to the order of One Beacon Insurance in the amount of \$400.00  
4. there is no mention of the check in the letter  
5. writer believes the check was sent in error

\*\*\* PHONE LOG 08/07/2004 03:55:23 PM (Local Time) WSpencer Action Type: Outgoing call  
writer called and left vfm for Gail Neve at One Beacon insurance

\*\*\* NOTES 08/21/2004 12:55:28 PM (Local Time) WSpencer Action Type: Manager review  
nca received second subro letter from One Beacon Insurance Group  
1. letter asks if KMA wants to inspect the car

case under review

\*\*\* PHONE LOG 10/12/2004 08:54:42 AM (Local Time) WSpencer Action Type: Incoming call  
writer called the OneBeacon insurance co. and spoke with Gail Neve and advised  
1. KMA is not interested in inspecting the vehicle

\*\*\* CASE CLOSE 10/12/2004 08:55:41 AM (Local Time) WSpencer Resolution Code = Auto Closed.  
case closed pending further contact

\*\*\* CASE REOPENED 10/14/2004 08:58:21 PM (Local Time) MCameron  
with Condition of Open and Status of Working.

\*\*\* NOTES 10/14/2004 08:58:34 PM (Local Time) MCameron Action Type: Manager review  
TREAD review.

\*\*\* CASE CLOSE 10/14/2004 08:58:55 PM (Local Time) MCameron Resolution Code = Auto Closed.

\*\*\* CASE REOPENED 11/16/2004 10:10:01 AM (Local Time) WSpencer  
with Condition of Open and Status of Working.

\*\*\* NOTES 11/16/2004 10:17:49 AM (Local Time) WSpencer Action Type: Manager review  
WRITER RECEIVED LETTER FROM THE LAW OFFICE OF ROBERT LANGWAY STATING  
1. according to the insurance co's investigation report KMA is responsible for the loss

writer faxed and fed ex'd letter to the atty asking for the cause and origin report

\*\*\* CASE CLOSE 11/16/2004 10:17:58 AM (Local Time) WSpencer Resolution Code = Auto Closed.  
case closed pending contact

\*\*\* CASE REOPENED 12/03/2004 10:36:47 AM (Local Time) WSpencer  
with Condition of Open and Status of Working.

\*\*\* NOTES 12/03/2004 10:37:39 AM (Local Time) WSpencer Action Type: Manager review  
nca received cause and origin report from the Law office of Robert Langway

case under review

\*\*\* PHONE LOG 01/06/2005 10:58:12 AM (Local Time) WSpencer Action Type: Outgoing call  
writer called and spoke with Robert Langway  
1. advised him our legal team reviewed the information  
2. writer can make offer of \$8500.00-  
3. Mr. Langway denied the offer

\*\*\* CASE CLOSE 01/06/2005 10:58:51 AM (Local Time) WSpencer Resolution Code = Auto Closed.

\*\*\* CASE REOPENED 03/18/2005 11:37:01 AM (Local Time) WSpencer  
with Condition of Open and Status of Working.



### Case History

\*\*\* NOTES 03/18/2005 11:38:43 AM (Local Time) WSpencer Action Type: Manager review  
writer received ADL from law offices of Robert E. Langway stating  
1. feels the offer of \$8,500.00 is unacceptable  
2. seeking \$14,485.45 payable to OneBeacon Insurance plus an additional \$1,469.83 for the cost

writer transferred depts- letter and case forwarded to NCA for review

\*\*\* CASE DISPATCHED 03/18/2005 11:44:02 AM (Local Time) WSpencer  
from WIP In Progress to Queue National CA.

\*\*\* CASE ACCEPTED 03/21/2005 08:42:47 AM (Local Time) SuziCrowell  
from Queue National CA to WIP Legal.

\*\*\* NOTES 03/22/2005 04:16:27 PM (Local Time) SuziCrowell Action Type: Manager review  
Writer will present to legal for review on 3/23/05.

\*\*\* STATUS CHANGE 03/23/2005 11:05:33 AM (Local Time) SuziCrowell from status Working to status Pending Legal

\*\*\* NOTES 03/24/2005 04:48:14 PM (Local Time) SuziCrowell Action Type: Manager review  
Per legal:

1. Need to negotiate and subrogation and settle.
  2. Request evidence of \$1469.83 in pocket expenses incurred by customers.
  3. Per MWirz, dispatch to western region.
- writer to forward file to Western region for further handling.

\*\*\* CASE DISPATCHED 03/24/2005 04:48:23 PM (Local Time) SuziCrowell  
from WIP In Review w/Legal to Queue Western Region.

\*\*\* CASE YANKED 03/24/2005 04:55:38 PM (Local Time) SuziCrowell  
Yanked by SuziCrowell into WIP In Inbox.

\*\*\* NOTES 03/24/2005 04:58:38 PM (Local Time) SuziCrowell Action Type: Manager review  
error in previous message.

1. Per MWirz dispatch to the EASTERN REGION.

\*\*\* CASE DISPATCHED 03/24/2005 04:58:54 PM (Local Time) SuziCrowell  
from WIP Inbox to Queue Eastern Region.

\*\*\* CASE ACCEPTED 03/25/2005 05:04:58 AM (Local Time) LSanlino  
from Queue Eastern Region to WIP default.

\*\*\* CASE DISPATCHED 03/25/2005 05:05:09 AM (Local Time) LSanlino  
from WIP default to Queue East - Service 08.

\*\*\* CASE ACCEPTED 03/25/2005 01:31:57 PM (Local Time) DNealis  
from Queue East - Service 08 to WIP Accepted.

\*\*\* NOTES 04/12/2005 07:08:28 AM (Local Time) DNealis Action Type: Manager review  
Writer called the lawyer and left a message for a return call.  
-Wtg for a call back

\*\*\* PHONE LOG 04/28/2005 07:27:42 AM (Local Time) RDameron Action Type: Outgoing call  
Writer Stated:

1. Called the law office of Robert E. Langway Jr. yesterday (4/27/05) and spoke to the receptionist requesting a call back to discuss [REDACTED] case.
2. No call back on 4/27/05
3. Called the law office of Robert E. Langway Jr. on 4/28/05
4. No answer - message machine picked up
5. Left message requesting a call back to discuss [REDACTED] case @ 10:30 AM

\*\*\* PHONE LOG 04/28/2005 03:18:29 PM (Local Time) RDameron Action Type: Incoming call  
Writer stated:

1. Reviewed case with Mr. Langway
2. Initial offer today was \$7500
3. Asked Mr. Langway what would be acceptable
4. His counter offer of \$10,000 is too high, could not authorize that amount
5. Writer countered with a settlement offer of \$8000
6. Please contact your client and present the \$8,000 offer then let me know what your clients decision is.
7. Thanked Mr. Langway

Caller Stated:

- 1 Mr Langway returned call (has been in court for the last two days)

#### Case History

2 \$7500 dollars was not acceptable

3. My client will take no less than \$10,000

4. Mr. Langway feels his client will decline the \$8,000 offer - he will speak to him about the current offer then call writer back

\*\*\* NOTES 08/02/2005 10:40:02 AM (Local Time) LSanfino Action Type: Manager review

7/25/05 - Received file from ERCAM

1. Case settled by ERCAM for \$9,000.

2. Received settlement letter from attorney.

\*\*\* NOTES 08/02/2005 11:47:06 AM (Local Time) LSanfino Action Type: Manager review

CASE SETTLED BY ERCAM:

1. OPENED AS400 CASE # 67215 FOR GW PURPOSES ONLY.

\*\*\*\*\* GOODWILL% 8/2/05 \*\*\*\*\*

2. GW RELEASE TO ATTY FOR CUSTOMERS SIGNATURE.

3. WAITING FOR SIGNED RELEASE AND CHECK.

\*\*\*\*\*End Case Report K344282 \*\*\*\*\*

# Accident Report

Case K344282

## Report Details

\*\*\* End \*\*\*

1. Do You Own the Vehicle?

Yes

3. Who Was Driving the Vehicle?

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

Not driven veh was sitting in drive way

4. What is the Age of the Driver?

<Driver's Age>

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

<DATE> and <TIME>

Date July 27th Time: 7:27pm

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

<ROAD WEATHER CONDITIONS>

N/A

7. What Speed was the Vehicle Travelling?

<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>

The vehicle was parked in the driveway of my parents:

123 Buckwood Drive

Hyannis, MA 02801

13. Were the Police Contacted?

Yes

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

<Officer Name, Department, Badge>

A police was not made, but a fire report was made—

Hyannis Fire dept came out at the scene. The fire dept did come out and put out fire.

#A240832 Fire report number.

Phone: 508-776-1300

Name LT William J Rex

15. What is the Police Report Number?

<POLICE REPORT NUMBER>

n/a

16. Was the Insurance Company Contacted?

Yes, <Name, Address, and Phone of Insurance Company, Policy #, and Claim #>  
One Beacon Insurance Co.  
Contact Person: Gayle News 800-382-3885 x3015  
Claim# [REDACTED]  
Policy# HBCE081833

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>

Bucklers Towing  
118 Ridgewood Ave.  
Hyannis, MA

Its being arrange to be taken to a salvage yard, sometime tomorrow. Taunton, MA.

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>

Want kia to cover the difference of the rental charges and damage cost to interior and items in vehicle.  
Have a list of items in vehicle I want kia to cover.  
This is what I want from 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

8/03/05  
10:23:57  
wsd079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

DIAZE  
KIAPROD  
8/29/03

VIN No : KNDUP131136

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>
8/28/03	I MA006	12553	1 01			15

Bottom

F3=Exit

F11=Summary/Detail

AUG 11 2004

Gary A. Sardinha  
Eileen Sardinha  
19 Sheffield Place  
Mashpee, MA 02649  
508 477-9846

Aug 11, 2004

Attn: Customer Relations  
KIA Motors America  
P.O. Box 52410  
Irvine, CA 92619-2410

To KIA Customer Relations,

This letter is a follow-up to a vehicle electrical fire in a 2003 KIA Sedona van that occurred on July, 27<sup>th</sup>, 2004 at 6:00 in the evening.

A call was placed to KIA Customer Service on July 28<sup>th</sup>, 2004 to report this incident. A request was made for us to supply the KIA Customer Relations department with a copy of the Passenger Vehicle Fire accident report. You will find a copy of that report enclosed along with this letter.

An additional request was made to supply the KIA Customer Relations department with the Vehicle Identification Number for the vehicle involved in this incident.

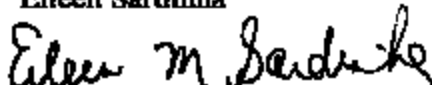
The Vehicle Identification Number is: KNDUP131136 [REDACTED]

Sincerely,

Gary A. Sardinha



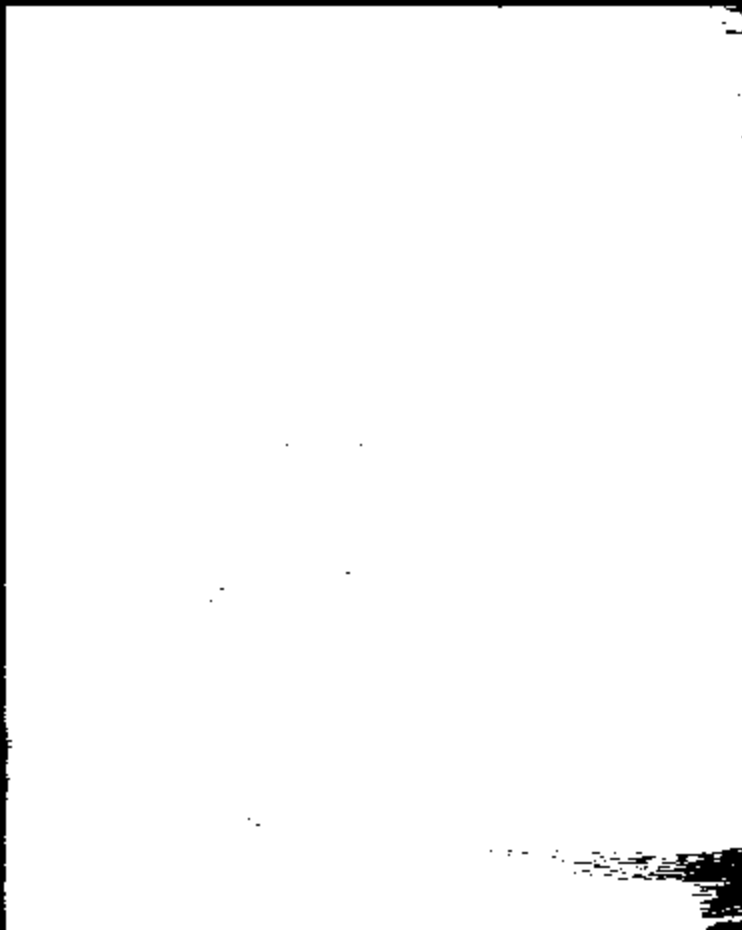
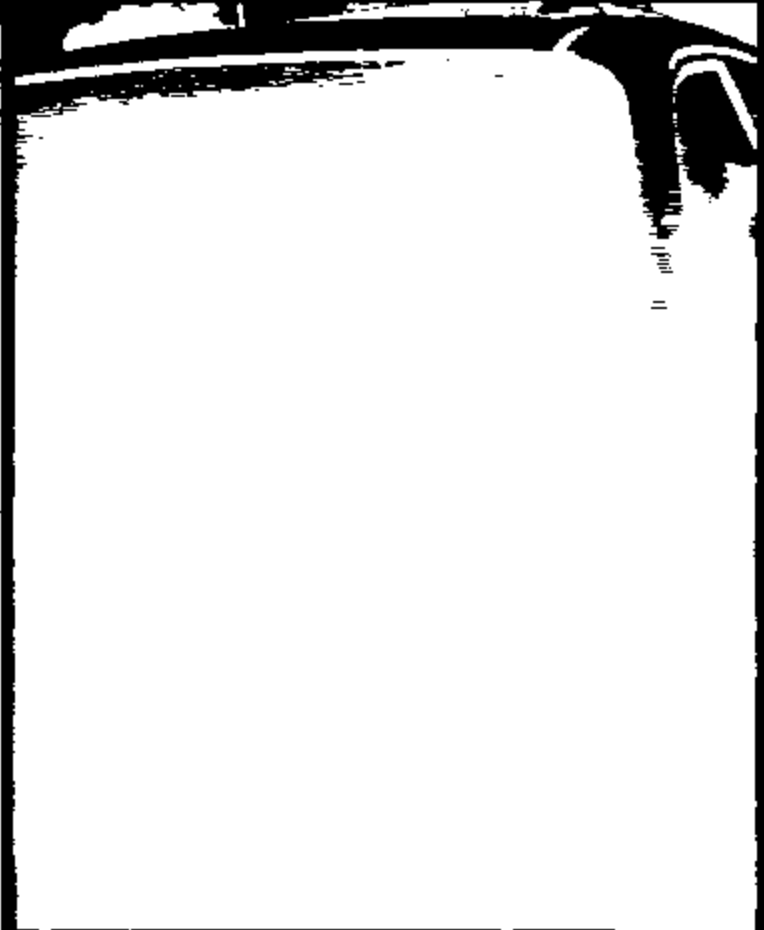
Eileen Sardinha



Pictures from KIA Sedona car fire 7/27/04.  
VIN# KND4P131136484625.



Pictures from KIA Sedona car fire 7/27/04.  
VIN # KNDUP131136484625.





Pictures from Kia Sedona car fire  
7/27/04. VIN# KNDUP131136484635.



**B Location** ☐ Check this box to indicate that the address for this incident is provided on the Wildland Fire Module in Section 8 "Alternative Location Specification". Use only for wildland fires.

Street Address: 123 BUCKWOOD DRIVE DR  
 Intersection:   
 In front of:   
 Rear of:   
 Adjacent to:   
 Directions: RTE 28 - FALMOUTH ROAD  
 City: Hyannis State: MA Zip Code: 02601

Cross street or directions, as applicable

**C Incident Type** 131 Passenger vehicle fire  
 Incident Type

**D Aid Given/Received**  
 1 ☐ Mutual aid received  
 2 ☐ Automatic aid rec'd  
 3 ☐ Mutual aid given  
 4 ☐ Automatic aid given  
 5 ☐ Other aid given  
 N ☒ None

**E Dates & Times** Month Day Year Hour Min  
 Alarm: 07 27 2004 19:27  
 Arrival: 07 27 2004 19:32  
 Controlled:   
 Last Unit Cleared: 07 27 2004 20:12

**E Shifts & Alarms** Local Option  
 D Still   
 E Special Studies Local Option

**F Actions Taken**  
 11 Extinguish  
 12 Salvage & overhaul  
 45 Remove hazard

**G1 Resources**  
 Apparatus: 1  
 Personnel: 3  
 EMS: 0  
 Other: 0

**G2 Estimated Dollar Losses & Values**  
 LOSSES: Required for at fires if known. Optional for non fires.  
 Property: 5000  
 Contents:   
 PRE-INCIDENT VALUE: optional  
 Property:   
 Contents:

**Completed Modules**  
 Fire-2  
 Structure-3  
 Civilian Fire Cas-4  
 Fire Serv. Casualty-  
 EMS-6  
 HazMat-7  
 Wildland Fire-8  
 Apparatus-9  
 Personnel-10

**H1 Casualties** ☒ None  
 Fire Service: 0  
 Civilian: 0

**H2 Detector** Required for confined fires.  
 1 ☐ Detector alerted occupants  
 2 ☐ Detector did not alert them  
 U ☐ Unknown

**H3 Hazardous Materials Release**  
 N ☒ None  
 1 ☐ Natural gas: pipe leak, no expectation of HazMat spillage  
 2 ☐ Propane gas: <21 lb. tank (as in home BBQ grill)  
 3 ☐ Gasoline: vehicle fuel tank or portable container  
 4 ☐ Kerosene: fuel burning equipment or portable storage  
 5 ☐ Diesel fuel/fuel oil: vehicle fuel tank or portable storage  
 6 ☐ Household solvents: household use only, cleanup only  
 7 ☐ Motor oil: from engine or portable container  
 8 ☐ Paint: from paint cans totaling <55 gallons  
 0 ☐ Other: Special HazMat actions required or spill >55 gal. Please complete the HazMat form

**Mixed Use Property**  
 NN ☒ Not mixed  
 10 ☐ Assembly Use  
 20 ☐ Education use  
 30 ☐ Medical use  
 40 ☐ Residential use  
 50 ☐ Row of stores  
 51 ☐ Enclosed mall  
 52 ☐ Business & residential  
 53 ☐ Office use  
 54 ☐ Industrial use  
 55 ☐ Military use  
 56 ☐ Farm use  
 57 ☐ Other mixed use

**J Property Use** **Structures**  
 131 ☐ Church, place of worship  
 161 ☐ Restaurant or cafeteria  
 182 ☐ Bar/ Tavern or nightclub  
 213 ☐ Elementary school or kindergarten  
 215 ☐ High school or junior high  
 241 ☐ College, adult ed.  
 311 ☐ Care facility for the aged  
 331 ☐ Hospital  
 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  
 438 ☐ Rooming/boarding house  
 448 ☐ Commercial hotel or motel  
 469 ☐ Residential, board and care  
 484 ☐ Dormitory/barracks  
 519 ☐ Food and beverage sales  
 536 ☐ Vacant lot  
 538 ☐ Graded/cared for plot of land  
 546 ☐ Lake, river, stream  
 551 ☐ Railroad right of way  
 560 ☐ Other street  
 561 ☐ Highway/divided highway  
 562 ☐ Residential street/driveway  
 579 ☐ Household goods, sales, repairs  
 579 ☐ Motor vehicle/boat sales/repairs  
 571 ☐ Gas or service station  
 589 ☐ Business office  
 615 ☐ Electric generating plant  
 629 ☐ Laboratory/science lab  
 700 ☐ Manufacturing plant  
 819 ☐ Livestock/poultry storage (barn)  
 882 ☐ Non-residential parking garage  
 891 ☐ Warehouse  
 881 ☐ Construction site  
 884 ☐ Industrial plant yard

Look up and enter a Property Use code only if you have NOT checked a Property Use box.

Property Use: 962  
 Residential street, road

**K1 Person/Entity Involved**  
Local Option

Business name (if applicable) Phone Number

☐ Check this box if same address as incident location. Then skip the three duplicate address lines.

Mr., Ms., Mrs. First Name MI Last Name Suffix

Number/Zip Post Prefix Street or Highway Street Type Suffix

Post Office Box Apt./Multi/Floor City Mashpee

State MA Zip Code

☐ More people involved? Check this box and attach Supplemental Forms (MFIRS-13) as necessary.

**K2 Owner**  
Local Option

☒ Owner of person involved? Then check this box and skip the rest of this section.

Business name (if applicable) Phone Number

☐ Check this box if same address as incident location. Then skip the three duplicate address lines.

Mr., Ms., Mrs. First Name MI Last Name Suffix

Number/Zip Post Prefix Street or Highway Street Type Suffix

Post Office Box Apt./Multi/Floor City Mashpee

State MA Zip Code

**L Remarks:**  
Local Option

ITEMS WITH A ★ MUST ALWAYS BE COMPLETED!

☒ More remarks? Check this box and attach Supplemental Forms (MFIRS-13) as necessary.

**M Authorization**

8704 William J Rex, Jr. Lieutenant Suppression 07 27 2004  
Officer in charge ID Signature Position or rank Assignment Month Day Year

Check box if same as Officer in charge. → ☒ 8704 William J Rex, Jr. Lieutenant Suppression 07 27 2004  
Member making report ID Signature Position or rank Assignment Month Day Year

L1	01922	MA	7/27/2004	001	A240832	0	<input type="checkbox"/> Delete <input type="checkbox"/> Change	NFIRS - 13 Supplemental
	★	State ★	Incident Date ★	Region	Incident Number ★	Sequence ★		

## K2 Remarks

Fire alarm (Firefighter Corbett) received 911 call for a reported car fire. Fire alarm dispatched Engine 822 on a still alarm. I responded with Firefighters Doherty and Dalmau.

On arrival side "A" of the address and found van with smoke seeping out the door trim. All windows and doors were closed. We open front door and found fire burning in dash board area. We used a 1 3/4 inch line to extinguish the fire. Fire was contained to passenger compartment. No extension to engine compartment.

We disconnected the battery and removed valuables from the van for the owner. The owner states she drove the van up from Mashpee and parked in the driveway at 18:00. One of her children outside playing noticed the car making noises and it was smoking. They called 911. Bucklers Towing arrived on location and removed the van.

We cleared and returned to quarters.

*William J. Rex, Jr.*

William J. Rex, Jr.

Complete this side for all fires

<b>A</b>	01922 ★	MA State ★	7/27/2004 Incident Date ★	001 Station	A240832 Incident Number ★	0 Exposure ★	<input type="checkbox"/> Delete <input type="checkbox"/> Change	<b>NFIRS - 2</b> Fire
----------	------------	---------------	------------------------------	----------------	------------------------------	-----------------	--------------------------------------------------------------------	--------------------------

### B Property Details

**B1** ☐ Residential ☒ Not Residential  
Estimated number of residential living units in building of origin (whether or not all units burned) (Include)

**B2** ☐ Buildings not involved  
Number of buildings involved

**B3** ☐ None ☒ Less than one acre  
Acres burned (outside fire)

### C On-Site Materials or Products

Enter up to three codes. Check one box for each code entered.

On-site material (1)

Complete if there was any significant amount of damaged, destroyed, damaged or agricultural products or materials on the property, whether or not they became involved.

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

On-site material (2)

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

On-site material (3)

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

### D Ignition

**D1** 81 Operator/passenger area of  
Area of the origin ★

**D2** u1 Undetermined  
Heat source ★

**D3** 81 Electrical wire, cable insulation  
Area first ignited ★ ☐ Check box if fire spread was confined to object of origin

**D4** 41 Plastic  
Type of material first ignited Required only if item first ignited code is 00 or <70

### E1 Cause of Ignition ★

- ☐ Check box if this is an exposure report → **skip to Section G**
- 1 ☐ Intentional  
2 ☐ Unintentional  
3 ☒ Failure of equipment or heat source  
4 ☐ Act of nature  
5 ☐ Cause under investigation  
U ☐ Cause undetermined after investigation

### E2 Factors Contributing To Ignition

☒ None

Factor contributing to ignition (1)

Factor contributing to ignition (2)

### E Human Factors Contributing To Ignition

- Check all applicable boxes ☒ None
- 1 ☐ Asleep  
2 ☐ Possibly impaired by alcohol or drugs  
3 ☐ Unattended person  
4 ☐ Possibly mentally disabled  
5 ☐ Physically disabled  
6 ☐ Multiple persons involved  
7 ☐ Age was a factor

Estimated age of person involved

- 1 ☐ Male 2 ☐ Female

### F1 Equipment Involved in Ignition

☒ None → If equipment was not involved, skip to Section G

Equipment involved

Serial

Model

Weight

Use

### 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 factor (1)

Fire suppression factor (2)

Fire suppression factor (3)

### H1 Mobile Property Involved

☐ None

☐ Not involved in ignition, but burned

☐ Involved in ignition, but did not burn

☐ Involved in ignition and burned

### H2 Mobile Property Type & Make

11 Passenger car.  
Mobile property type

K1 Kia  
Mobile property make

### Local Use

☐ Pre-Fire Plan Available

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

- ☐ Arson report attached  
☐ Police report attached  
☐ Coroner report attached  
☐ Other reports attached

Home Van 2003  
aka property (model) Year

3 LAI MA KNDUP131136  
New Plate Number State VIN Number



KIA MOTORS AMERICA

# Consumer Assistance Center Case Report

Printed By: EDiaz

Case Number - K360629

08/02/2005 04:22:13 PM

**Case Details**

Title: fire/accident-Levin

VIN: KN0UP131138

Mileage: 22000

Priority: Priority

Severity: Medium

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: Goshen

State: NY

Zip:

**Dealer Details**

Code:

Name:

**Case History**

\*\*\* PHONE LOG 08/03/2004 06:30:53 AM (Local Time) CHamilton Action Type: Incoming call

Caller Mr Levin states:

1. I took the kids to school
2. When I got home, parked the car
3. Car started itself with no keys in it and just burned up in my driveway
4. I am lucky it did not burn my house down
5. What should I do
6. This is our only car

Wtr states:

1. Updated, no recalls
2. Requested and obtained an accident report
3. Requested front, side and rear photos of the veh and copies of police and fire reports
4. Provided Wtr call back info, case number, e-mail address
5. Wtr will forward the report for review to the appropriate personnel here at Kia to review
6. And request they contact you
7. Have you added any alarm or remote starter? any after market installations or modifications of any kind?

Caller states:

1. Provided accident report
2. We are taking pictures, will try to e-mail them to you today
3. No, we have not added anything to the car, even the CD player is the one that came with it
4. I will call the insurance company, they are not open yet
5. Thank you for your help
6. I can be reached [redacted] I work out of the house
7. Wife [redacted] work # [redacted]

\*\*\* NOTES 08/03/2004 06:39:03 AM (Local Time) CHamilton Action Type: Manager review  
Case dispatched to NCA for review of accident report/fire and contact customer

\*\*\* CASE PRIORITY CHANGED 08/03/2004 06:39:54 AM (Local Time) CHamilton  
from priority Non-Priority to priority Priority

\*\*\* CASE DISPATCHED 08/03/2004 06:40:34 AM (Local Time) CHamilton  
from WIP default to Queue National CA.

\*\*\* CASE ACCEPTED 08/03/2004 08:52:29 AM (Local Time) ARomo  
from Queue National CA to WIP INBOX.

\*\*\* NOTES 08/03/2004 08:52:35 AM (Local Time) ARomo Action Type: Manager review  
1. Writer accepted to avoid escalation.

## Case History

2. Writer to assign to WSpencer.

\*\*\* PHONE LOG 09/03/2004 09:43:47 AM (Local Time) YLabarca Action Type: Incoming call

CUSTOMER STATES

1 I SPOKE TO CARRIE

2 SHE GAVE ME AN E MAIL ADDRESS BUT I DONT KNOW IF ITS .COM OR .NET

WRITER STATES

1 ITS .COM

CUSTOMER THANKED WRITER

\*\*\* PHONE LOG 09/03/2004 09:54:18 AM (Local Time) CHamilton Action Type: Incoming call  
VM from Steve Levin requests [REDACTED]

\*\*\* PHONE LOG 09/03/2004 09:59:45 AM (Local Time) CHamilton Action Type: Outgoing call  
Wtr LVM from Mr Levin with wtr's e-mail address

\*\*\* NOTES 09/03/2004 10:41:23 AM (Local Time) CHamilton Action Type: E-mail rec.  
Wtr received 2 e mails from Kelle Levin at Levin Kelle [K.Levin@blaser.com] with photos attached.  
Wtr LVM for RCA WSpencer, forwarded both E mails to WSpencer.klaus.com

\*\*\* PHONE LOG 09/03/2004 11:08:17 AM (Local Time) CHamilton Action Type: Outgoing call  
Wtr called Steve Levin at 845-294-2089 and stated:

1. Received both (2) emails and 12 photos attached

2. Included all in case

Mr Levin states:

1. Any idea when I might hear from someone?

2. Are they fully aware of everything I told you this morning?

Wtr states:

1. Cannot give time frame for contact

2. Wtr has included all the information you provided

Caller thanked Wtr

\*\*\* PHONE LOG 09/07/2004 02:55:23 PM (Local Time) CDiaz Action Type: Outgoing call  
Customer called very upset:

1. Trying to see when someone is going to call me back.

Writer Stated:

1. Your file is in the right hands.

2. Will advise that dept. that you are really want to receive a callback.

\*\*\* NOTES 09/16/2004 10:47:00 AM (Local Time) WSpencer Action Type: Manager review  
writer reviewed case with the legal dept  
per legal - refer the customer to the insurance co.

\*\*\* PHONE LOG 09/16/2004 10:53:19 AM (Local Time) WSpencer Action Type: Outgoing call  
writer called and spoke with the customer

1. asked customer what he is seeking for KMA

2. c/s - Am looking for some compensation and another vehicle to drive

3. w/s- advised customer to contact his insurance co

4. KMA will not be able to assist with compensation or another vehicle

\*\*\* CASE CLOSE 09/16/2004 10:53:45 AM (Local Time) WSpencer Resolution Code = Auto Closed.

\*\*\* CASE REOPENED 10/20/2004 09:47:42 AM (Local Time) WSpencer  
with Condition of Open and Status of Working.

\*\*\* NOTES 10/20/2004 10:06:49 AM (Local Time) WSpencer Action Type: Manager review  
NCA received letter from the State of New York State Consumer Protection Board stating

1. they wrote to KMA recently regarding the customers complaint

2. is asking for a response- although not stating the exact nature of the complaint

\*\*\* PHONE LOG 10/29/2004 10:16:37 AM (Local Time) WSpencer Action Type: Incoming call  
writer called and left detailed v/m for Jo St. Louis- Consumer Advisor at the State Consumer Protection Board

1. advised her that the first response was never received

2. gave nca fax# and direct office line asking for a contact

3. or asked that she fax over the original complaint attn:wayne spencer

writer to follow-up v/m with letter

### Case History

\*\*\* NOTES 11/05/2004 07:37:08 AM (Local Time) WSpencer Action Type: Manager review  
nca received complaint from the ag office

reviewed with the legal dept

writer sent ag office letter denying customers claims on 11/1/04

\*\*\* CASE CLOSE 11/05/2004 07:37:19 AM (Local Time) WSpencer Resolution Code = Auto Closed.

\*\*\*\*\*End Case Report K360829 \*\*\*\*\*



# Accident Report

Case K360829

## Report Details

\*\*\* End \*\*\*

### 1. Do You Own the Vehicle?

Yes

### 3. Who Was Driving the Vehicle?

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

Immediately prior to the fire, veh was parked when fire started.

### 4. What is the Age of the Driver?

<Driver's Age>

### 6. What Was the Date and Time of the Accident?

<DATE> and <TIME>

9/3/2004 7:40 AM

### 8. Describe the Road Weather Conditions at the Time of the Accident.

<ROAD WEATHER CONDITIONS>

n/a

### 7. What Speed was the Vehicle Traveling?

<VEHICLE SPEED>

parked

### 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>

1. I took the kids to school around 7:30 AM
2. On the way home, I noticed a burning smell
3. When I parked in my driveway, smoke started coming from under the steering wheel
4. I got out, turned the van off, and took out the keys
5. I opened the hood and looked, did not see anything unusual
6. I went in the house and told my wife
7. I went back out to look at it again
8. It had started itself without the keys in it and the windshield wipers were going
9. I went inside and called n/a
10. He said since it wasn't an emergency, I should call the dir and see what they recommended
11. Then the panic alarm started going off, would not stop
12. My wife opened a door and saw that it was filled with smoke, it was burning, there was fire inside the car
13. Looked like it was coming out from under the steering wheel on drivers side
14. I had a fire extinguisher, but it was too much
15. I called 911
16. Fire department came out and put it out
17. Fireman said it was definitely an electrical fire
18. Police came out as well, they both made reports
19. Car burned down, it looks like it is completely melted inside
20. It is just a shell, even looks like it ruined the driveway, we will never get that off the driveway

21. Fireman said that I was lucky it did not catch my house on fire
22. Flames were like 20 feet in the air
23. It was terrible
24. What is left of it is in my driveway
25. Airbags came out after it was all over

13. Were the Police Contacted?

Yes

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

<Officer Name, Department, Badge>

Village of Goshen NY Fire Department

Village of Goshen NY Police Department

15. What is the Police Report Number?

<POLICE REPORT NUMBER>

Police report will not be ready until this afternoon.

I think the fire department said I have to send in for the fire department report.

16. Was the Insurance Company Contacted?

No

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>

In the driveway where it burned up

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>

I don't know what to say, I am still just really wound up.

We have 4 yrs left on a loan and the car is destroyed.

This is our only veh, would like short term some help with a car to drive.

We usually get a loaner from the dlr if they have to make a repair.

I don't even know what to do in this situation.

I will call the insurance company when they open and see what they advise.

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  
10:21:40  
wsd079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

DIAZE  
KIAPROD  
In Service Date: 8/30/03

VIN No : KNDUP131136

Model . . 62242  
Series . SEDONA

<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>
8/01/03	I NY007	03061	1 01			11

Bottom

F3=Exit

F11=Summary/Detail

George E. Pataki  
Governor



Teresa A. Santiago  
Chairperson and Executive Director

State of New York  
EXECUTIVE DEPARTMENT  
**STATE CONSUMER PROTECTION BOARD**  
5 Empire State Plaza, Suite 2101 Albany, New York 12223-1856  
Tel: (800) NY8-1220 or (518) 474-6563 Fax: (518) 486-3836  
<http://www.nysconsumer.gov>



September 20, 2004

Kia Motors America  
PO Box 52410  
9801 Mulranda Boulevard

Irvine, CA 92619

File No.: 20040816-142940-Web  
Re: Kellie Levin

Dear Sir/Madam:

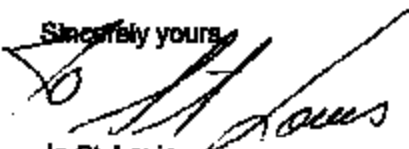
The New York State Consumer Protection Board (CPB) has received a complaint from the above referenced consumer.

The CPB is involved in a broad array of consumer issues. It conducts consumer investigations, research and analysis, develops consumer education programs and responds to individual consumer complaints by working to settle disputes through voluntary agreements.

The CPB works hard to help consumers resolve their complaints as quickly and as efficiently as possible. In an effort to meet that goal, please review the enclosed information and provide us with your comments as well as copies of any correspondence which leads to an acceptable resolution of the dispute.

Thank you for your attention to this matter. When contacting us, please reference the file number noted above.

Sincerely yours,

  
Jo St. Louis  
Consumer Advisor

cc:  
Ms. Kellie Levin  
8 Butler Drive  
Goshen, NY 10924

# Complaint Worksheet

Staff Assigned Jo St. Louis

Date Opened 09/16/2004

Reference # 20040916-142940-Web

Elapsed Days Open for 1 day(s)

Status Open	Reference Number: 20040916-142940-Web	External File Number:
Incident Date: 09/03/2004	Receipt Date: 09/16/2004	Date Closed
Description:		Origin:
Subject		Subject Option
How Received:		How Heard of CPB
Case Indicator		Primary Method Handled
Actions To Be Taken:		

Complainant  
Associated To:  
Lavin, Kellie

Complained  
Against:

## Complainant Information

Last Name:	First Name:	Date of Birth:	Title:
			Mrs.
Address:	City:	State:	Zip:
	Goshen	NY	
County:	Email Address:	Day Time Phone:	Day Ext:
Orange			127
Evening Phone Number:	Fax Number:		

## Company Information

Company Name:	Company Phone:		
Kia Motors Corp. Of America	800-225-5542		
Company Address:	Company City:	Company State:	Company Zip:
P.O. Box 52410	Irvine	CA	92619-2410
Company County:			
USA			

Date(s) you complained to Company:	09/03/2004
To Whom:	Consumer Affairs/Carla Hamilton/Wayne Spencer
Date Purchased:	08/30/03
Order, Contract, Acct. or Policy:	VIN#KNDUP131136
Name of Salesperson:	
Consumers Description:	

We have a 2003 Kia Sedona EX that is one year old. It had 20,000 miles on the car and had no problems at all. On 09/03/04, after dropping our daughters off at school 5 minutes away, we pulled in the driveway, turned car off and smoke poured out of vents. After that, car started on its own with NO KEYS IN IT, panic started sounding constantly and then the car started on fire behind the steering wheel and was in full flames within one minute. The chief of the Goshen Fire Dept. stated it was an electrical fire that started in the dashboard. We are waiting for copy of report. We contacted the Kia manufacturer in CA

immediately and sent pictures (can be furnished). It took Kia almost 2 weeks to even contact us after repeated calls to them. They called on 09/14/04 and said we'd have an answer by 2 p.m. 09/15 and they never called. Today, after we called and threatened to sue them (msg. left on voicemail), they called us right back to tell us they are denying our claim and this is not their responsibility. This was obviously a defective car with a faulty electrical system. This is not an insurance issue by any means and we feel Kia should replace this car. They didn't even ask us any questions or wait for the fire report before denying our claim. The grief this has caused our family has been horrible. PLEASE HELP!

Have you already paid for the Product or Service?

- ☐ Yes  
☐ No  
☒ Partial Purchase

Purchase Price:

\$25,000

Amount in Dispute:

\$25,000

Method of Payment:

- ☐ Cash  
☐ Check  
☐ Credit Card  
☐ Money Order

What settlement would you consider fair?

- ☒ Provide Replacement  
☐ Refund  
☐ Other

Requested Settlement:

Have you contacted any other agency for help in resolving this complaint?

- ☒ Yes  
☐ No

Other Agency Details:

Sent e-mail to Seven on Your Side/ABC

Credit History Resolution Service Provided?

- ☐ Yes  
☒ No

Credit History Amount Resolved?

\$0.00

Follow-up Entries

Due Date Assigned To Subject

Assigned To

Jo St. Louis

Intermediate Active Status

Detailed Notification Message

Publication Sent

Resolution

Thank You Letter Received?

- ☐ Yes ☐ No

Thank You Letter Date

Mediation Attempted?

☒ No

☐ Successful

☐ Unsuccessful

Referred By

Referred To:

**Avoided Cost**

Date	Cost Option	Description	Total(\$)
Total:			\$0.00

**Disputed Amount**

Date	Cost Option	Description	Total(\$)
Total:			\$0.00

**Consumer Savings**

Date	Cost Option	Description	Total(\$)
Total:			\$0.00

Invoice / Order #:

VIN#KNDUP131136

Product:

\$25,000 - 2003 Kia Sedon EX

Brand:

Kia Motors Corp.

Model:

2003 Kia Sedona EX

Keywords 1:

Keywords 2:

Keywords 3:

Logged By:

Complainant DOB:

Respond Assigned To:







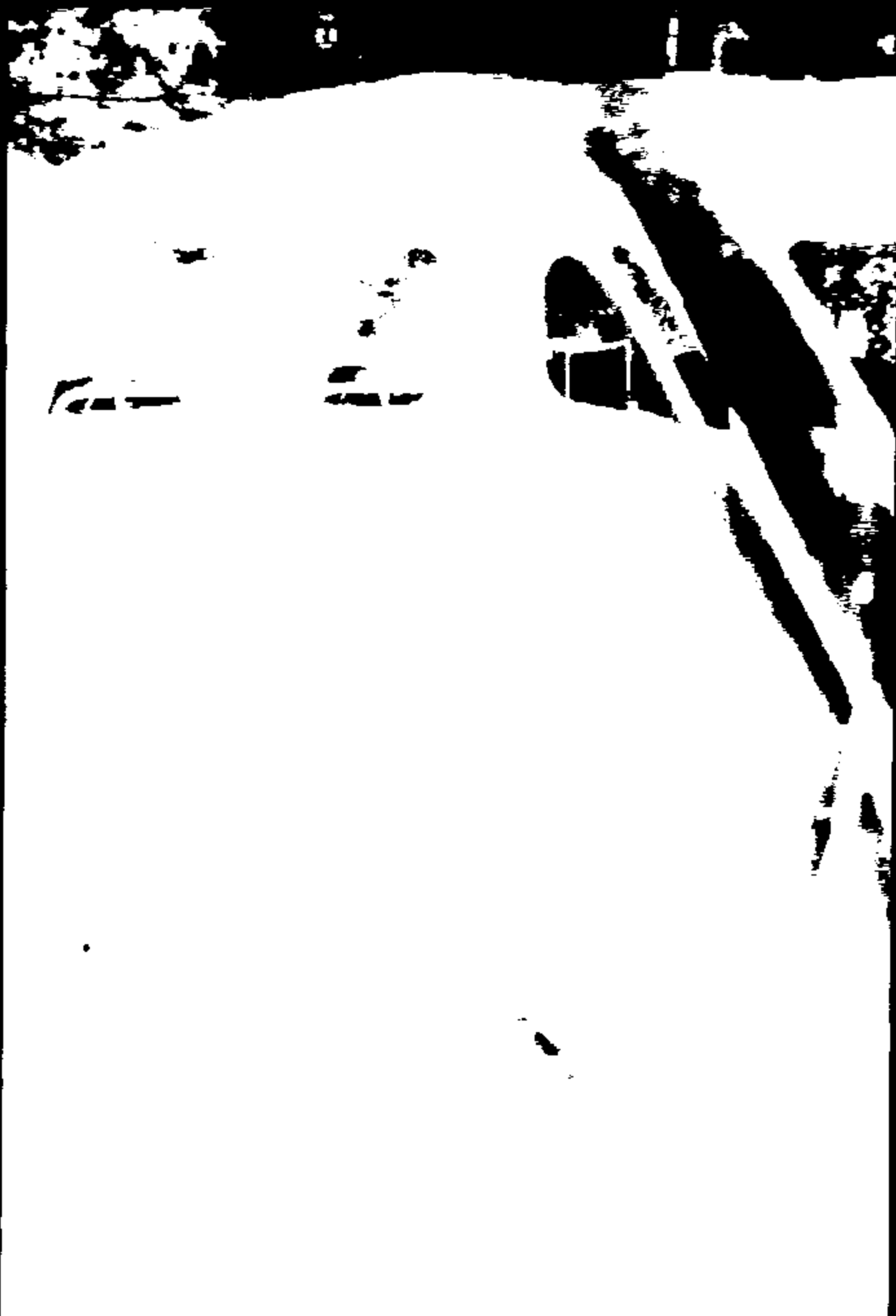




























KIA MOTORS AMERICA

# Consumer Assistance Center Case Report

Printed By: EDiaz

Case Number - K361725

08/02/2004 04:05:51 PM

**Case Details**

Title: SEAN ARTHUR / SEDONA FIRE

VIN: KNDUP131236

Mileage: 21000

Priority: Non-Priority

Severity: Medium

Status: Working

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: MAPLES

State: FL

Zip:

**Dealer Details**

Code: FL063

Name: Heller Kia of Longwood

**Case History**

\*\*\* PHONE LOG 08/07/2004 11:42:30 AM (Local Time) ERuiz Action Type:

\*\*\*CALLER STATED\*\*\*

1. MY WIFE WAS DRIVING THE CAR THIS MORNING, AND THE CAR CAUGHT FIRE.
2. SHE WAS ABLE TO GET OUT OF THE CAR.
3. BUT IT'S COMPLETELY BURN.

\*\*\*WRITER STATED\*\*\*

1. APOLOGIZED FOR THE INCONVENIENCE.
2. DOCUMENTED AN ACCIDENT REPORT.
3. REQUESTED PICTURES OF THE VEHICLE ALONG W/ A COPY OF THE POLICE REPORT.
4. CUSTOMER IS REQUESTING A DIFFERENT VEHICLE TO DRIVE.
5. CUSTOMER HAS THE CASE #.
6. HIS CASE WILL BE FORWARD TO THE APPROPRIATE PERSONAL FOR FOLLOW UP.
7. CALLER THANKED WRT FOR THE INFO.

\*\*\* CASE DISPATCHED 08/07/2004 11:42:38 AM (Local Time) ERuiz  
from WIP default to Queue National CA.

\*\*\* NOTES 08/08/2004 10:13:19 AM (Local Time) ARomo Action Type: Manager review  
Writer to review with legal.

\*\*\* CASE ACCEPTED 08/08/2004 10:13:25 AM (Local Time) ARomo  
from Queue National CA to WIP INBOX.

\*\*\* PHONE LOG 08/09/2004 07:50:12 AM (Local Time) ABagoody Action Type: Incoming call  
Cust stated:

1. called yesterday w/info to accident
2. wants to know what Kia is going to do
3. will send the police report & pix today
4. will have insurance company call for further info

Writer stated:

1. apologized for the inconvenience
2. advised cust KMA requests for cust to send copy of the police report & pix (front, side, & rear views)
3. once info is received Kia will review info & provide cust w/an update
4. insurance company can Kia 800# w/the case # if needed

\*\*\* NOTES 08/09/2004 10:08:05 AM (Local Time) ARomo Action Type: Manager review  
1. Legal currently reviewing case.

## Case History

\*\*\* STATUS CHANGE 09/09/2004 10:09:05 AM (Local Time) ARomo from status Working to status Pending Legal

\*\*\* PHONE LOG 09/13/2004 12:51:32 PM (Local Time) TMonales Action Type: Incoming call

Cust stated:

1. Sent in police report and pix and wanted to know if they have arrived
2. What is the next step, and what about a rental veh
3. Please call back cust at home or cell : 238-253-4708

Writer advised cust:

1. The case has been forwarded to and received by National office
2. Writer will document the call and the cust's questions about the next step and rental veh
3. The case owner will be automatically sent an email that notes have been documented into the case and need to be reviewed
4. Case owner will see cust's questions and respond (cust agreed)

\*\*\* NOTES 09/15/2004 11:02:32 AM (Local Time) ARomo Action Type: Manager review

1. Writer received pictures/police report from customer.
2. Writer to review with legal.

\*\*\* NOTES 09/16/2004 03:02:53 PM (Local Time) ARomo Action Type: Manager review

Per legal:

1. Pictures/police report are inconclusive.
2. Please refer customer to their insurance company.

\*\*\* STATUS CHANGE 09/16/2004 03:02:53 PM (Local Time) ARomo from status Pending Legal to status Working

\*\*\* PHONE LOG 09/16/2004 03:03:23 PM (Local Time) ARomo Action Type: Incoming call

1. Writer received vtm from customer
2. Customer states please give me a call back.

\*\*\* PHONE LOG 09/16/2004 03:17:33 PM (Local Time) ARomo Action Type: Outgoing call

Writer contacted customer.

Writer states:

1. My name is [REDACTED]
2. Calling from the National office of KMA
3. We were sorry to here about your fire.
4. We did receive your pictures/police report
5. We reviewed the case and at this time we would like to refer you to your insurance company.
6. The pictures/police report are inconclusive.

Customer states:

1. So what happens now?

Writer states:

1. I see that you started a claim with your insurance company.
2. If after your insurance company inspects the vehicle they determine that there was some sort of product issue
3. They will contact us directly, on your behalf since your are their insured
4. At that point, the case will be reviewed further.

Customer states:

1. Can I get your direct line and address just in case my insurance wants to contact you?

Writer states:

1. Sure
2. Provided direct line and address.

Customer thanked then disconnected.

\*\*\* STATUS CHANGE 09/16/2004 03:17:34 PM (Local Time) ARomo from status Working to status Pending Cust. Action

\*\*\* NOTES 09/16/2004 03:17:58 PM (Local Time) ARomo Action Type: Manager review

1. Writer to close case
2. Pending further customer/insurance contact.

\*\*\* CASE CLOSE 09/16/2004 03:18:12 PM (Local Time) ARomo Resolution Code = Information Given.

\*\*\* CASE REOPENED 12/14/2004 01:18:51 PM (Local Time) ARomo  
with Condition of Open and Status of Working.

\*\*\* NOTES 12/14/2004 01:20:10 PM (Local Time) ARomo Action Type: Manager review

1. Writer received subrogation from Nationwide Mutual.
2. Letter gives KMA the opportunity to inspect the vehicle.

### Case History

3. Please contact the undersigned.

\*\*\* PHONE LOG 12/14/2004 01:24:57 PM (Local Time) ARomo Action Type: Outgoing call

1. Writer contacted insurance company and requested cause and origin report.
2. Writer left message for Lynn.
3. Writer left contact info.

\*\*\* STATUS CHANGE 12/14/2004 01:24:57 PM (Local Time) ARomo from status Working to status Pending Paperwork

\*\*\* NOTES 01/07/2005 09:49:44 AM (Local Time) ARomo Action Type: Manager review

1. Case pending cause and origin report or further contact from insurance company.

\*\*\* CASE CLOSE 01/07/2005 09:51:57 AM (Local Time) ARomo Resolution Code = Please Specify.

\*\*\* CASE REOPENED 03/08/2005 09:11:30 AM (Local Time) ARomo  
with Condition of Open and Status of Working.

\*\*\* NOTES 03/08/2005 09:13:02 AM (Local Time) ARomo Action Type: Manager review

1. Writer received cause and origin report from insurance company.
2. Insurance also sent subrogation demand letter in the amount of \$16,854.00
3. Writer to review with legal.

\*\*\* STATUS CHANGE 03/08/2005 09:13:02 AM (Local Time) ARomo from status Working to status Pending Legal

\*\*\* NOTES 03/08/2005 09:14:48 AM (Local Time) ARomo Action Type: Manager review  
Per legal:

1. Please send case to the region to attempt to settle.
2. Cause of fire is inconclusive.
3. Please have insurance company sign a release.
4. If you have any questions please contact NCA.
5. Copy of subrogation is scanned into case.

\*\*\* STATUS CHANGE 03/08/2005 09:14:48 AM (Local Time) ARomo from status Pending Legal to status Working

\*\*\* CASE DISPATCHED 03/08/2005 09:36:18 AM (Local Time) ARomo  
from WIP INBOX to Queue Southern Region.

\*\*\* CASE ACCEPTED 03/08/2005 10:43:54 AM (Local Time) KWilliams  
from Queue Southern Region to WIP default.

\*\*\* PHONE LOG 03/29/2005 10:44:09 AM (Local Time) ARomo Action Type: Incoming call

1. Writer received message from Nationwide Insurance.
2. Adjuster requests update to the status of this claim.

\*\*\* NOTES 03/29/2005 02:27:53 PM (Local Time) KWilliams Action Type: Manager review

writer called Lynn Koenck at Nationwide Insurance

1. Left voicemail to call writer back
2. will settle @ 50cents on a dollar per NCA (Angel Romo)
3. waiting on call back

\*\*\* PHONE LOG 03/31/2005 02:14:45 PM (Local Time) KWilliams Action Type: Outgoing call

- Called and left voicemail for Lynn Koenck to call writer back
1. awaiting return call in attempt to settle

\*\*\* PHONE LOG 04/06/2005 12:38:09 PM (Local Time) KWilliams Action Type: Incoming call

Writer called Lynn Koenck at Nationwide

1. left message for Lynn to call writer back

\*\*\* NOTES 04/06/2005 11:33:14 AM (Local Time) KWilliams Action Type: Manager review

Spoke with Lynn Koenck at Nationwide Insurance

1. Offered settlement of \$9,000
2. Lynn stated she will check with her manager and call writer back
3. writer waiting on call back from Lynn Koenck

### Attachments to Case:

File Name  
K361725.pdf

Location  
\\copubst\ClarifyObj\CA\_Attachments\K361725.pdf





# Accident Report

Case K361725

## Report Details

\*\*\* End \*\*\*

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?

<Provide Age>

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

<DATE> and <TIME>

9-07-04 AT ABOUT 7:30 AM

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

<ROAD WEATHER CONDITIONS>

IT WAS A STRAIGHT ROAD. THE ROAD IS IN GOOD CONDITION

7. What Speed was the Vehicle Traveling?

<VEHICLE SPEED>

SHE WAS TRAVELING AT ABOUT 35 MPH

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 THINK SHE WAS DRIVING ON 15TH ST. SHE PULLED INTO A POPEYE'S PARKING LOT. ON 302 N 15TH ST. IN IMMOKALEE FL.. MY WIFE WAS DRIVING IT WHEN SHE NOTICE SOME FLAMES COMING THROUGH THE DASH AND UNDER THE HOOD OF THE CAR. SO SHE PULLED INTO THE PARKING LOT AND JUMPED OUT OF THE CAR. SOMEONE DRIVING BY STOPPED AND CALLED 911. THE SHERIFF DEPUTY ARRIVED FIRST AND THEN THE FIRE DEPT ARRIVED SHORTLY AFTER.

13. Were the Police Contacted?

Yes

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

<Officer Name, Department, Badge>

IT WAS THE COLLIER COUNTY POLICE DEPT. (239) 774-4434. I THINK THE OFFICER'S NAME WAS DEPUTY BYERS, BUT I DON'T HAVE THE BADGE #.

15. What is the Police Report Number?

<POLICE REPORT NUMBER>

I DON'T HAVE THE POLICE REPORT # W/ ME AT THIS TIME

16. Was the Insurance Company Contacted?

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

NATION WIDE INSURANCE CO. PHONE # IS (239) 588-9989. THE CLAIM # IS 7709NG418890907 2004-01. THEY SAID THAT THEY WILL HANDLE THE CASE TO AN ADJUSTER IN A COUPLE OF DAYS.

17. Have You Settled With the Insurance Company?

No

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

Towed

18. Where is the Vehicle Now?

<VEHICLE LOCATION>

THE VEHICLE IS AT THE TOW TRUCK DRIVER'S STORAGE LOT. THE NAME OF THE TOWING CO B AND B TOWING, THEY ARE ON 1000 ALCHUA ST AND THEIR PHONE # IS (239) 658-1800

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>

I NEED A CAR. IT IS TILL UNDER WARRANTY AINT IT. MY WIFE SAID THAT EVERYTHING INSIDE THE CAR, THE LEATHER SEATS AND DASHBOARD IS COMPLETELY BURN.

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)

Yes

8/03/05  
10:17:24  
wsd079

Warranty Service Department  
WARRANTY HISTORY INQUIRY

DIAZE  
KIAPROD  
7/10/03

VIN No : KNDUP131236 [REDACTED]

Model . . 62242  
Series . SEDONA

In Service Date:

<u>Repair Date</u>	<u>W Dlr</u>	<u>T No.</u>	<u>Repair Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
10/20/03	W	FL063	24695	1 01	Flexible Hose(Discha	HOSE-FLEXIBLE,LWR	5734
10/20/03	W	FL063	24695	2 01		BLOWER UNIT ASSY	5734
8/01/03	W	FL063	22889	1 01		MAT-FRT FLOOR	2022
8/01/03	W	FL063	22889	2 01		SEAT-FRT, LH	2022
6/12/03	I	FL063	21560	1 01			9

Bottom

F3=Exit

F11=Summary/Detail

Claim #

SEP 1 5 2004

## OFFENSE INCIDENT REPORT

Agency ORI Number: FL 0110000


 SHERIFF'S OFFICE  
 COLLIER COUNTY  
 NAPLES, FLORIDA

v2

Report Number: 0400028179

Est. Date

of Incident:

FM: 09/07/2004

TO: 09/07/2004

Est. Time:

0710

0724

Day:

TUE

Date of Report:

09/07/2004

Dispatch Date:

09/07/2004

In-Service:

0810

Related Incident:

Case Suspended?

Yes: ☐No: ☐

Dispatched:

0724

Arrival:

0727

Location of Incident:

ROBERTS AND N 15TH STREET

District: Grid:

B

8203

Location Code/Type:

25 HIGHWAY/ROADWAY

Area:

1 UNINCORPORATED

Domestic Rights Given? NO

Children Present? NO

DCF Contacted? NO

Weapon Code/Type:

00 N/A

Forced Entry? 0-N/A

Special Circumstances:

10 N/A

Number:

Of Premises: 1

Offenders: 0

Arrested: 0

Investigator - Name/ID:

Notified: NO

Referred To:

Responded: NO

Assigned To:

#	Clearance:	Commit: Fel/ Attempt: Misd.	Incident Code:	Ucr:
1	NO-95011	FIRE - ALL OTHERS NOT ARSON	04391	9800
	S- N/A	N C		

04-00028179

Summary:

Reporters: 1

Victims: 1

Suspects/Arrested: 0

Drugs: 0

Witnesses: 0

Missing: 0

Property Items: 0

Vehicles: 1

Reporting Officer:

ID: District/Section:

1965 District B

Unit:

B111

Date Printed:

09/07/2004

WET10

10/10

D/S KEVIN POLING

Collier County Sheriff's Office, Naples, FL Page 1 of 5

## Incident Report

Report Number: 0400028179



PERSONS - REPORTER

## REPORTER:

Name (Last First Middle)		Height Weight Hair Eyes Ethnic Origin		
[REDACTED]		[REDACTED]		
Race Sex	Date of Birth	Age SSN:	Drivers License No.:	St: Expires:
W F	[REDACTED]	[REDACTED]	[REDACTED]	FL 08
Place of Birth: UNK US		Residence Status: LOCAL		
Address:		Employer/School:		
[REDACTED]		[REDACTED]		
Apt#:		[REDACTED]		
NAPLES, FL		TEACHER		
Phone:		Phone:		
[REDACTED]		[REDACTED]		

Reporting Officer:  
D/S KEVIN BOLLINGID: 1965 District/Section:  
District 8  
Collier County Sheriff's Office, Naples, FLDate Printed:  
09/07/2004  
Page 2 of 5

**Incident Report****Report Number: 0400028179****PERSONS - VICTIM**

<b>VICTIM:</b>		<b>Charges/Offenses: 1</b>	
<b>Name (Last, First Middle)</b>		<b>Height Weight Hair Eyes Ethnic Origin</b>	
[REDACTED]		[REDACTED]	
<b>Race Sex Date of Birth Age SSN:</b>	<b>Driver's License No.:</b>	<b>St: Expires:</b>	
W F [REDACTED]	[REDACTED]	FL 08	
<b>Place of Birth: UNK US</b>		<b>Residence Status: LOCAL</b>	
<b>Address:</b>		<b>Employer/School:</b>	
[REDACTED]		[REDACTED]	
<b>Apt:</b>		<b>TEACHER</b>	
[REDACTED]		[REDACTED]	
<b>NAPLES, FL</b>		<b>Phone:</b>	
[REDACTED]		[REDACTED]	
<b>Phone:</b>		<b>Phone:</b>	
[REDACTED]		[REDACTED]	
<b>Victim Type: 3 ADULT</b>		<b>Victim Relationship To Suspect: 00 N/A</b>	
<b>Injury: 0 NONE</b>		<b>Treatment Received: NOT TREATED</b>	
<b>Injury Types: 00 N/A 00 N/A</b>			
<b>Photos OF Injuries Taken:</b>		<b>Photo Type:</b>	
[REDACTED]		[REDACTED]	
<b>Victim demeanor: UPSET</b>		<b>Victim Notification Form Completed: NO</b>	
<b>Other Data:</b>			
[REDACTED]			

## Incident Report



## VEHICLES

Report Number: 0400028179

Status <b>DAMAGED</b>	Vehicle type <b>AUTO</b>			Used in Felony? <b>NO</b>	
Owner Name	Race	Sex	Dob	Age	
[REDACTED]					
Address	City	St	Home phone		
[REDACTED]	<b>NAPLES</b>	<b>FL</b>	[REDACTED]		
Other Contact Information					
Business phone					
[REDACTED]					
Vin	Year	Make	Model		
<b>KNDUP131236</b>	<b>2003</b>	<b>KIA</b>	<b>VAN</b>		
Style	Primary	Second	Interior	TT Request	
<b>SPORT UTILITY VEH</b>	Colors <b>WHI</b>		<b>GRY</b>	for Entry? <b>N</b>	
Vehicle Characteristics	Tag	Decal	State	Year	
	[REDACTED]	<b>01340679</b>	<b>FL</b>	<b>2003</b>	
	Odometer	Value			
		<b>20,000.00</b>			
Remarks					
Time	Method	Code			
Driver/Last Person in Possession			Altered VIN?		Odometer Reading
			VIN Check w/REG?		
Recovery Location			Recovery Value		
			<b>0.00</b>		
Recovery Condition			Date		
			/ /		
Remarks					
Wrecker			Phone		
Date	Stored				
/ /					
Original Reporting Agency	Case Number	Contact			
Hold Reason	Authority	Release? Release To			
Owner Notified By	Release Date	Time	Wrecked? Driveable?		
	/ /				
Damage Code	TT Request				
	for Removal?				
Inventory					

Reporting Officer:  
D/S KEVIN POLINGID: District/Section:  
1965 District 8Date Printed:  
09/07/2004

Collier County Sheriff's Office, Naples, FL

Page 4 of 5



**Incident Report****NARRATIVE****REPORT NUMBER: 0400028179**

ON 09-07-04 AT APPROX 0724 HRS I WAS DISPATCHED TO ROBERTS AND N 15TH STREET IN REFERENCE TO A VEHICLE FIRE.

UPON ARRIVAL I MADE CONTACT WITH THE DRIVER VICTIM MARY KAY ARTHUR. MARY ADVISED SHE WAS DRIVING INTO WORK WHEN SHE SMELLED SOMETHING BURNING. MARY ADVISED SHE PULLED INTO THE PARKING LOT OF POPEYS AND COULD SEE SMOKE COMING FROM UNDER THE DASH. MARY ADVISED SHE GOT OUT OF THE CAR AND CALLED 911.

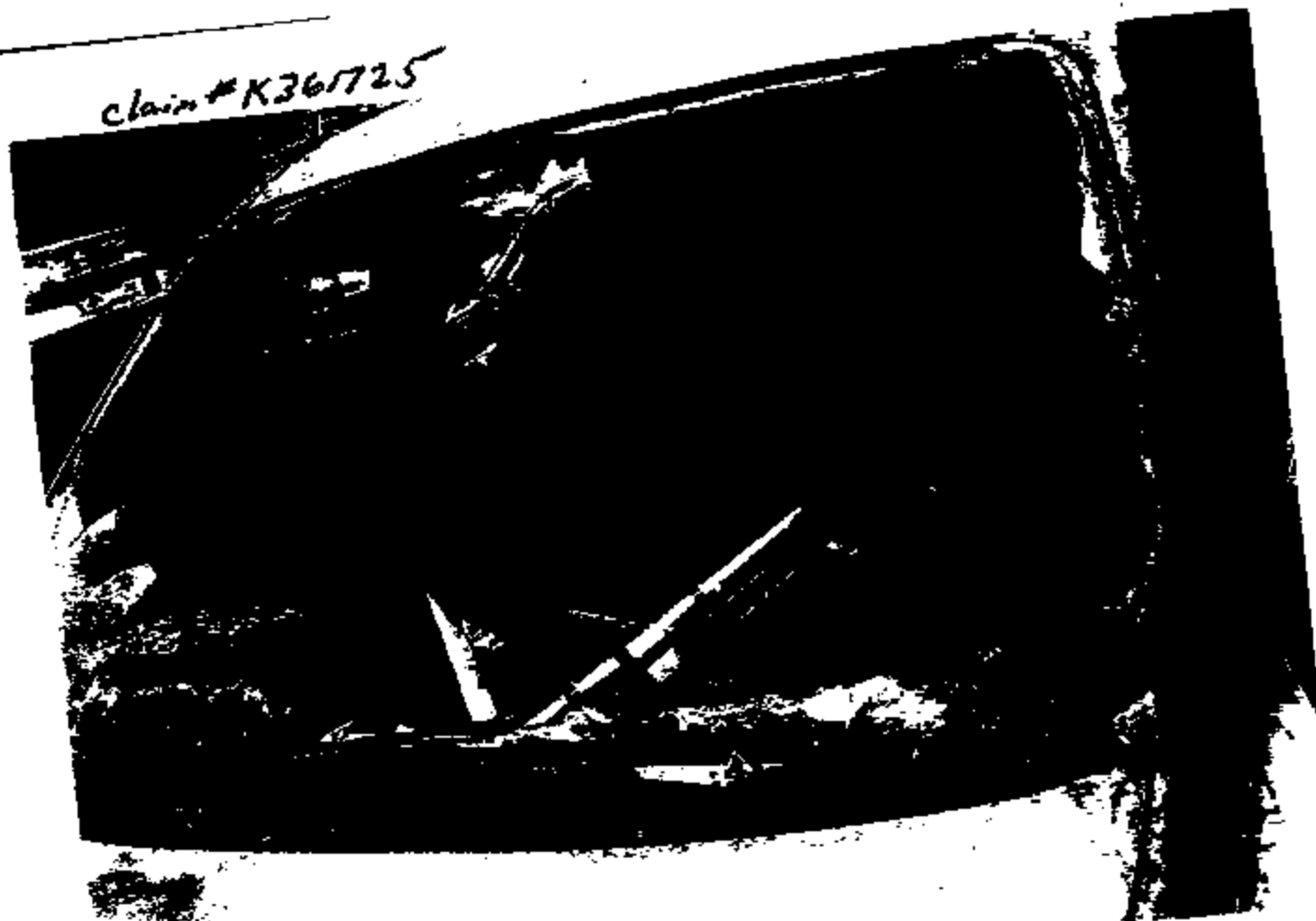
MARY ADVISED SHE BOUGHT THE VEHICLE NEW IN JULY OF 2003 AND HAS HAD NO PROBLEMS WITH IT. MARY ADVISED THE CHECK ENGINE LIGHT CAME ON LAST WEEK FOR A FEW DAYS THEN WENT OFF BEFORE SHE COULD HAVE IT CHECKED. MARY ADVISED SHE WAS GOING TO HAVE IT CHECKED THIS WEEKEND BUT BECAUSE OF THE HURRICANE SHE DID NOT HAVE TIME. MARY ADVISED NO ONE HAS WORKED ON THE VEHICLE RECENTLY.

IMMOKALEE FIRE EXTINGUISHED THE BLAZE AND FIRE INVESTIGATOR ROGERS ARRIVED TO CHECK THE VEHICLE.

THE VEHICLE WAS TOWED AT OWNERS REQUEST BY B&B TOWING. CAUSE OF THE FIRE WAS UNDETERMINED AT THIS TIME.

Reporters:	1	Victims:	1	Suspects/Arrested:	0	Drugs:	0	NARRATIVE
Witnesses:	0	Missing:	0	Property Items:	0	Vehicles:	1	

claim # K361725



Claim # K361725



Claim # K361725



claim# K361725



Claim # K361725



Claim # K361725



C/aim # K361725





Claim # K 361725

