PE05-035
HYUNDAI
8/26/2005
REQUEST NO. 4
PART 3 OF 6

KIA MOTORS AMERICA

Consumer Assistance Center Case Report

Printed By: EDiaz | Case Number - K363910 | 08/02/2005 04:23:12 PM

Case Details

Title: Fire- Leyerle

VIN: KNDUP13163[redacted] | **Mileage:** 24000

Priority: Non-Priority | **Severity:** Low | **Status:** Closed

Case Type Level1: Complaint | **Case Type Level2:** Fire | **Case Type Level3:** Not Applicable

Owner: Angel Romo | **Owner Email:** aromo@klause.com

Contact Details

Name: [redacted]

Phone: [redacted] | **Alt Phone:** | **Fax:**

Address1: [redacted]

Address2:

City: Oklahoma City | **State:** OK | **Zip:** [redacted]

Dealer Details

Code: OK008

Name: Cable Kia

Case History

*** PHONE LOG 09/13/2004 11:36:36 AM (Local Time) RHall Action Type:
[redacted] called
1 cust veh caught on fire on Sept 2, 2004 .
2 fire dept stated arch in electrical system that caused veh to get catch on fire
3 veh is claimed as total loss
4 cust had alternator replaced at dlshp OK008, supposed to be an upgraded alternator
5 drove veh straight home from dlshp and 10 mins later veh caught on fire
6 cust needs to get a rental or loaner asst while this is being taken care of
7 cust is req a call back from a kia fcm
Writer
1 apologized
2 a kia fcm will cb w/ in 72 bus hrs

*** CASE DISPATCHED 09/13/2004 11:36:36 AM (Local Time) RHall
from WIP default to Queue Callcenter.

*** CASE ACCEPTED 09/13/2004 02:13:06 PM (Local Time) JCook
from Queue Callcenter to WIP default.

*** PHONE LOG 09/17/2004 07:35:05 AM (Local Time) CDiaz Action Type: Incoming call
Writer called the customer back.

Customer Stated:
1. Cable Kia has the car now.
2. The car is in storage now at the dealer.
3. We think Kia or the dealer is at fault for this.
4. The dealer is telling us they did not do this.
5. I want Kia to take liability and replace the car.
6. We want the retail value of the car and reimbursement for prescription glasses, CD's, 3 fire extinguishers, 100 dollars so far for a rental car.
7. The dealer came out to our house and took pictures.

Writer Stated:
1. Sorry for the concern.
2. I will doc your call here.
3. Will forward to the correct dept. for handling.

Customer Stated:
1. Thank you for the help.
2. I will look forward to hear from someone at Kia.

Case History

Writer Stated:
1. Advised of the case #, name and extension.

*** NOTES 09/17/2004 07:38:48 AM (Local Time) CDiaz Action Type: Manager review
Customer states that Cable Kia had pictures of the car and has possession of the car now. The police did not come out so there is not a report to send.

*** CASE DISPATCHED 09/17/2004 07:37:00 AM (Local Time) CDiaz
from WIP Assigned to Queue National CA.

*** CASE ACCEPTED 09/21/2004 07:51:53 AM (Local Time) ARomo
from Queue National CA to WIP INBOX.

*** NOTES 09/23/2004 10:01:45 AM (Local Time) ARomo Action Type: Manager review
Writer reviewed case with legal
Per legal:

We have been informed about the operative facts of case#K363910. We believe that there is a reasonable prospect that this case may end up in litigation and request CA perform an inspection to protect the company in the event of litigation. This will confirm that the PL-IR will be subject to the attorney client privilege.

1. Please have DPSM conduct PL-IR
2. Pull front,back, and tech notes from RO from 8/02/04
3. Get copies pictures that dealer took at customers house
4. Please complete ASAP.
Thanks

*** NOTES 09/23/2004 10:02:06 AM (Local Time) ARomo Action Type: Manager review
1. Writer to dispatch case to the region for PL-IR

*** STATUS CHANGE 09/23/2004 10:02:06 AM (Local Time) ARomo from status Working to status Pending DPSM Action

*** CASE DISPATCHED 09/23/2004 10:02:26 AM (Local Time) ARomo
from WIP INBOX to Queue Southern Region.

*** CASE ACCEPTED 09/28/2004 07:53:20 AM (Local Time) CWhitton
from Queue Southern Region to WIP default.

*** CASE YANKED 09/28/2004 11:49:29 AM (Local Time) KWilliams
Yanked by KWilliams into WIPbin default.

*** PHONE LOG 09/30/2004 02:11:54 PM (Local Time) DZigabarra Action Type: Incoming call
Caller stated:
1. Want to follow up with case.

Writer stated:
1. RCA Carmen Whitton is handling case for you.
2. Provided 800# and extension for follow up.

Caller stated:
1. Thank you.

*** PHONE LOG 10/06/2004 07:59:07 AM (Local Time) DZigabarra Action Type: Incoming call
Caller stated:
1. Have tried to call Carmen four times, but can't reach her.
2. Line hangs up after four rings.

Writer stated:
1. Can try to transfer you to her line, if not available is VM ok; caller said, yes.
2. Tried to warm transfer, but RCA Carmen was not available, so transferred caller to her VM.

*** PHONE LOG 10/12/2004 10:02:32 AM (Local Time) StapletonP Action Type: Incoming call
writer spoke with DPSM:
he will make himself available to inspect the vehicle the week of 10/25/04-10/29/04.

writer emailing case notes to DPSM

*** EMAIL OUT 10/12/2004 10:03:50 AM (Local Time) StapletonP 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 949.595.5802 AND delete this email.

Case History
<<File Attachment: \\copubs\ClarifyOB.I\CA_Attachments\SendHistory\Case_K363910_StapletonP_10-12-2004125825.doc>>

*** PHONE LOG 10/18/2004 07:19:34 AM (Local Time) StapletonP Action Type: Incoming call
writer rec call from the customer customer states:
The insurance company picked up the vehicle and will be subrogating against Kia.
The State Farm reps name is Ken Whitt 405-947-2812.
Need to call State Farm Rep prior to inspection taking place.

*** PHONE LOG 10/25/2004 12:38:10 PM (Local Time) StapletonP Action Type: Incoming call
writer spoke with the DPSM he will attempt to inspect the vehicle on Wednesday.
writer will send case notes and DPSM will contact the insurance Rep to find out location of the vehicle.

*** EMAIL OUT 10/25/2004 12:39:36 PM (Local Time) StapletonP 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 949.595.5802 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: \\copubs\ClarifyOB.I\CA_Attachments\SendHistory\Case_K363910_StapletonP_10-25-2004153440.doc>>

*** PHONE LOG 11/02/2004 08:16:28 AM (Local Time) StapletonP Action Type: Incoming call
writer rec PIR from DPSM:
PIR sent to NCA for handling

*** CASE DISPATCHED 11/02/2004 08:16:36 AM (Local Time) StapletonP
from WIP Phillip Bayless to Queue National CA.

*** CASE ACCEPTED 11/04/2004 07:12:26 AM (Local Time) ARomo
from Queue National CA to WIP INBOX.

*** STATUS CHANGE 11/08/2004 10:04:28 AM (Local Time) ARomo from status Pending DPSM Action to status Pending Legal

*** NOTES 11/08/2004 10:04:28 AM (Local Time) ARomo Action Type: Manager review
1. NCA received PL-IR from region(K390565)
2. Writer to review with legal.

*** NOTES 12/21/2004 09:49:52 AM (Local Time) ARomo Action Type: Manager review
1. Legal still reviewing.
2. Case still pending.

*** NOTES 01/03/2005 09:32:48 AM (Local Time) ARomo Action Type: Manager review
1. Writer to close case pending further direction from legal or contact from customer/insurance company.

*** CASE CLOSE 01/03/2005 09:33:08 AM (Local Time) ARomo Resolution Code = Please Specify.

Attachments to Case:

File Name	Location
Email Attachment 10/12/2004 12:02:36 PM	\\copubs\ClarifyOB.I\CA_Attachments\SendHistory\Case_K363910_StapletonP_10-12-2004125825.doc
Email Attachment 10/25/2004 02:38:15 PM	\\copubs\ClarifyOB.I\CA_Attachments\SendHistory\Case_K363910_StapletonP_10-25-2004153440.doc

**********End Case Report K363910 **********

Accident Report

Case K363910

Report Details

*** End ***

1. Do You Own the Vehicle?
Yes

3. Who Was Driving the Vehicle?
<Provide Driver's Name, Address, and Phone>
No on was driving it was parked

4. What is the Age of the Driver?
<Driver's Age>
[redacted]

5. What Was the Date and Time of the Accident?
<DATE> and <TIME>
Sep. 2 2004

6. Describe the Road Weather Conditions at the Time of the Accident.
<ROAD WEATHER CONDITIONS>
Clear

7. What Speed was the Vehicle Traveling?

<VEHICLE SPEED>
0 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>
We just came from the Kia dealer (Cable Kia). They had just replaced a new alternator. We drive the car home an parked the car. 10 mins later the car caught on fire. Fire dept told us this is due to arcing of the electrical system.

13. Were the Police Contacted?
Yes

14. What is the Name of the Officer, Department, and Badge Number?
<Officer Name, Department, Badge>
Oklahoma City Fire Dept came out

15. What is the Police Report Number?
<POLICE REPORT NUMBER>
They have not given us a report #.

16. Was the Insurance Company Contacted?
Yes, <Name, Address, and Phone of Insurance Company, Policy #, and Claim #>
State Farm : 888-326-0165

17. Have You Settled With the Insurance Company?
Yes

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

19. Where is the Vehicle Now?
<VEHICLE LOCATION>
Cable Kia 5600 N.W. 39th Street Oklahoma City (405) 787-0433

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>
We want the retail value of the car + reimbursement for the cost of lost items and reimbursement of our rental costs.

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
10:21:59
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

DIAZE
KIAPROD

VIN No : KNDUP131636[redacted]

In Service Date: 2/24/03

Model . . 62242
Series . SEDONA

Repair Date	W T	Dlr No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
9/02/04	W	OK008	43445	A 01	CHARGING SYSTEM, UPG	ALTERNATOR	26534
8/09/04	W	OK008	42229	A 02	Battery Assy, R&R	BATTERY-SEDONA	20400
2/24/04	W	OK003	27612	1 01	Wiring Assy(Rear), R	WIRING ASSY-REAR NO.	16789
2/24/04	W	OK003	27612	2 01	Engine Wiring Assy,	WIRING ASSY-FRONT	16789
2/24/04	W	OK003	27612	3 01	Wire Harness Assy (T	WIRING ASSY-ENGINE	16789
2/24/04	W	OK003	27612	1 02	Wiring Assy(Rear), R	WIRING ASSY-REAR NO.	16789
2/24/04	W	OK003	27612	2 02	Engine Wiring Assy,	WIRING ASSY-FRONT	16789

Bottom

F3=Exit F11=Summary/Detail

K363910

RECEIVED
NOV 0 9 2004
BY: F390565

PRELIMINARY INVESTIGATIVE REPORT

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

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

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

1.

OWNER, DRIVER, CLAIMANT

DATE OF REPORT:10/27/2004 **PREPARED BY:**Phillip Bayless

OWNER: M[redacted]First Name not in Clarify) **ADDRESS: Unknown** **PHONE NUMBER:**[redacted]

DRIVER: Unknown **ADDRESS: Unknown** **PHONE NUMBER: Unknown**

DRIVER'S AGE: Unknown **DRIVER'S LIC. NUMBER:Unknown**

SUMMARY OF INCIDENT:Customer states:
1. vehicle caught on fire on Sept 2,2004
2. fire dept stated arch in electrical system that caused veh to catch on fire
3. veh is claimed as total loss
4. customer had upgraded alternator replaced at Cable Kia OK008
5. drove vehicle straight home from dealership and 10 min. later vehicle caught on fire

LOCATION OF VEHICLE: OTHER
35 Service Rd., Oklahoma City

ADDRESS: CITY: Sepulpa Auto Pool West, 7300 N. I-
STATE:OK

DATE AND TIME OF INCIDENT:9/2/2004

LOCATION OF INCIDENT:Unknown

2

VEHICLE IDENTIFICATION

YEAR:2003 MDL# LIC#Sedona, STATE: PRODUCTION DATE:

TRANSMISSION: ODOMETER: VIN:

3.

AVAILABLE INFORMATION ON BODILY INJURY

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

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

Name and Address	Age	Code	Seating position	Nature of alleged injury

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

4.

DAMAGE TO AUTOMOBILE

Describe Extent of Damage: Fire Damage Located primarily in the drivers side Dashboard area. Fire does not appear to have breached the fire wall. DPSM did not notice any fire damage in the engine compartment. Instrument Cluster melted, unable to make out mileage. Smoke and heat damage to head liner.

If Part(s) Removed, Tag and Indicate Present Location:

Repair Estimate:

5.

PRELIMINARY FIELD INVESTIGATION

VEHICLE VIEWED AT: Sepulpa Auto Pool West DATE: 10/27/2004

VIEWED BY:Phillip Bayless EMPLOYED BY: Kia Motors America
TITLE:District Parts & Service Manager

VIEWED BY: EMPLOYED BY: TITLE:

VIEWED BY: EMPLOYED BY: TITLE:

WHAT PART/SYSTEM IS ALLEGED DEFECTIVE? : Unknown

DESCRIBE CONDITION OF ALLEGED DEFECTIVE PART/SYSTEM:

CONDITION OF ADJOINING OR RELATED PART/SYSTEM:

6.

SERVICE HISTORY

WHERE IS VEHICLE NORMALLY SERVICED:

PRE-DELIVERY PERFORMED BY:

REGULAR MAINTANANCE HISTORY:

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

PHOTOGRAPHS

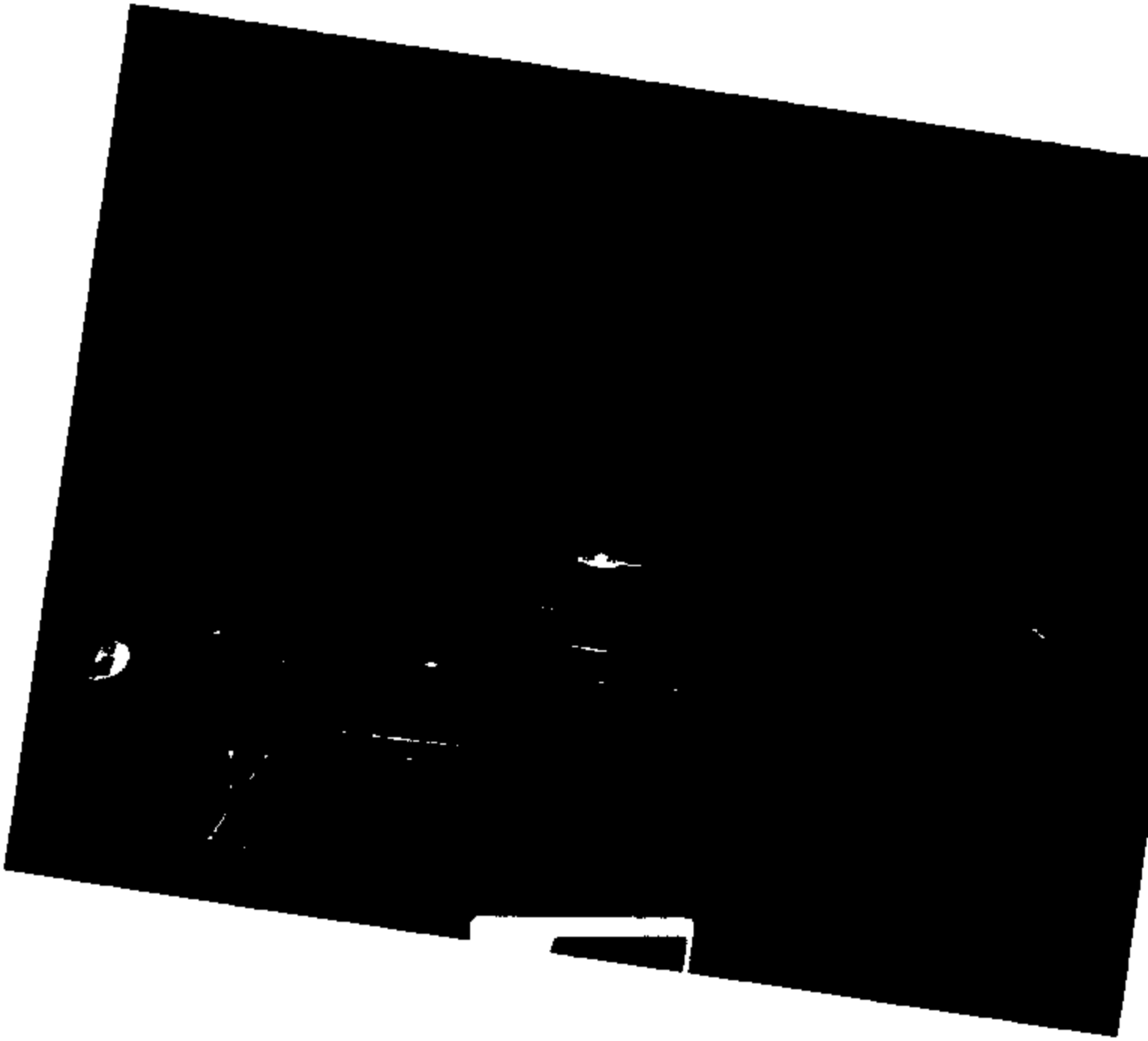
PHOTOGRAPHS OF VEHICLE SHOWING ALL DAMAGE.

1.	2.
3.	4.
5.	6.
7.	8.
9.	10.
11.	12.

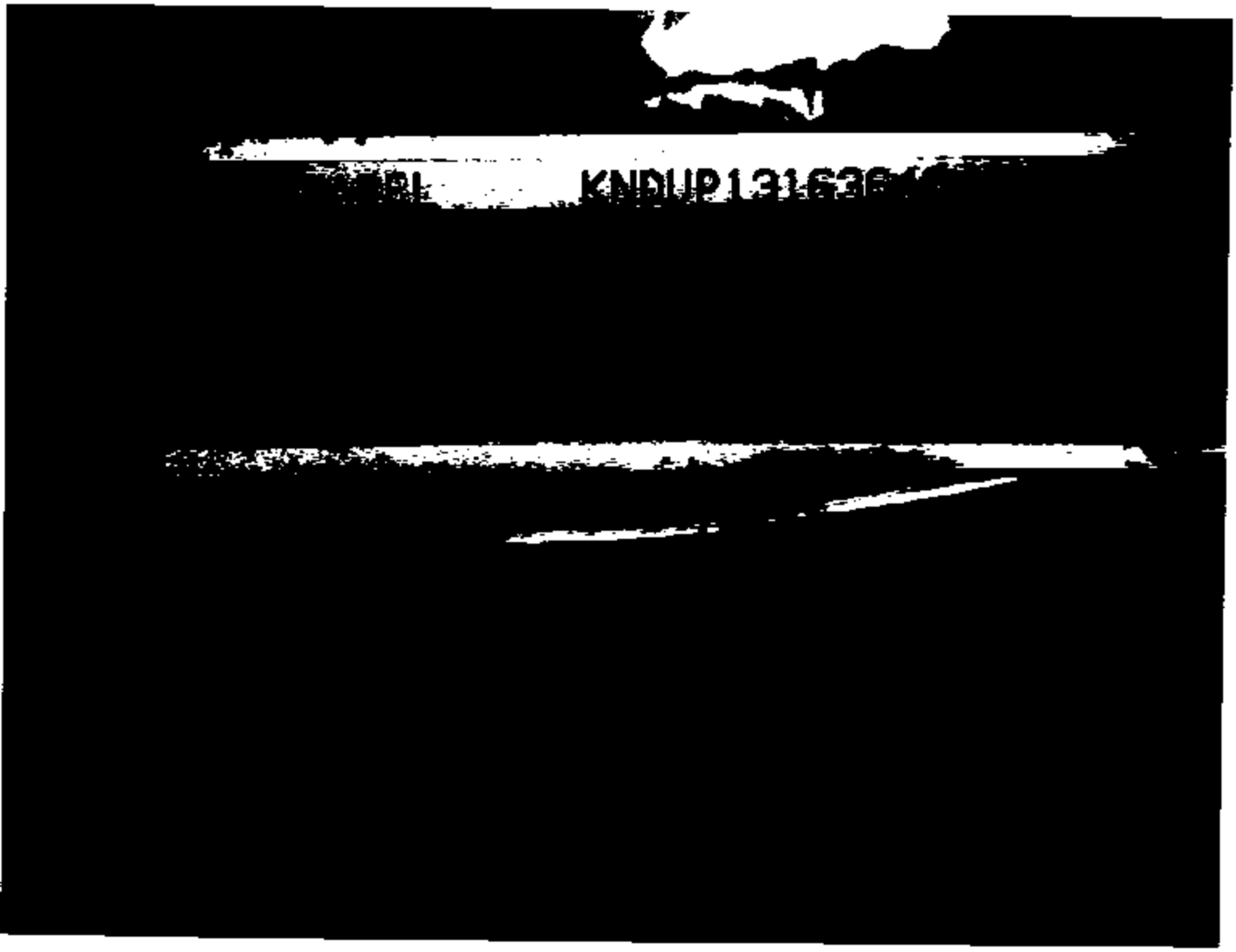
8.
DATE:

PREPARED BY:

TITLE:




KIA



Consumer Assistance Center Case Report

KIA MOTORS AMERICA

Printed By: EDiaz | Case Number - K372814 | 06/02/2005 04:28:06 PM

Case Details

Title: Owens :: Fire

VIN: KNDUP131536[redacted] | **Mileage:** 25000

Priority: Non-Priority | **Severity:** Low | **Status:** Closed

Case Type Level1: Complaint | **Case Type Level2:** Fire | **Case Type Level3:** Not Applicable

Owner: Angel Romo | **Owner Email:** aromo@kiausa.com

Contact Details

Name: [redacted]

Phone: [redacted] | **Alt Phone:** | **Fax:**

Address1: [redacted]

Address2:

City: Round Rock | **State:** TX | **Zip:** [redacted]

Dealer Details

Code: TX058

Name: South Point Kia

Case History

*** NOTES 10/11/2004 08:11:34 AM (Local Time) CDiaz Action Type: Manager review
Customer Stated:
1. The car was parked outside of my house.
2. We had not driven the car for a few days.
3. While we were out the car cough fire.
4. The dash was all burned.
5. The car is at the dealer now.
6. Trying to find out what is going on.
7. We were told that Kia needed to come out and look at the car.
8. We have been waiting for some time now for that to happen.
9. Our Ins. co. has already been out to look at the van.
10. What is going on, when can we expect Kia to go out and look at the car.

Writer Stated:
1. Sorry for the concern.
2. I will doc your call here.
3. Will do some research and then forward the case to the proper dept.
4. Someone will call you back and let you know what is going on.

Arlin Stated: TX058 Service Manager
1. Tom Hiltz is supposed to come out and look at the car.
2. Car has been here since 1st of Oct.
3. We spoke to June Sifford at the region.
4. Looks like the wiring harness shorted against the body of the car and burned the inside of the car.
5. I have let Kia know about this situation.

*** CASE DISPATCHED 10/11/2004 08:13:20 AM (Local Time) CDiaz
from WIP 01Monday to Queue National CA.

*** CASE ACCEPTED 10/11/2004 08:49:45 AM (Local Time) ARomo
from Queue National CA to WIP INBOX.

*** PHONE LOG 10/18/2004 05:23:34 AM (Local Time) ERuiz Action Type: Incoming call
CALLER STATED
1. I HAVE CALLED BEFORE AND SPOKE TO CHRISTIAN.
2. I HAVE NOT HEARD FROM ANYONE YET.
3 THE CAR IS STILL AT TX058.
4. THEY SAID THEY CAN'T DO THAT UNTIL AN ENGINEER LOOKS AT THE VEHICLE.
5. MY INSURANCE CO WAS OUT THERE ON THE FIRST OF OCTOBER.
6. THE INSURANCE CO SAID THAT THEY WILL NOT DO ANY CLAIM REGARDING THIS SITUATION, BECAUSE ACCORDING TO THEM, THIS

Case History
IS DEFINITELY A MANUFACTURE'S DEFECT.
7. PLEASE HAVE SOMEONE CALL ME AT HOME OR AT MY CEL PHONE [redacted]

WRITER STATED
1. WRT VERIFIED THE CUSTOMER'S ADDRESS AND PHONE #.
2. WRT GAVE THE CASE # TO THE CUSTOMER.
3. CASE DETAILS ARE BEING REVIEW BY THE APPROPRIATE PERSONAL.
4. CUSTOMER REQUESTED A CALL BACK.

*** PHONE LOG 10/18/2004 08:45:14 AM (Local Time) JStifford Action Type: Incoming call
Writer rec'd call from Service Manager, Harlon Fagan requesting information
Harlon states
1. vehicle is at the dealer
2. customer requesting to know what Kia is going to do
3. customer states insurance co denied claim

Writer advised
1. Inform customer that KMA National office is aware of case and looking into circumstances
2. Dist. Manager in National Meetings & will not be available until next week

*** NOTES 10/20/2004 12:47:09 PM (Local Time) ARomo Action Type: Manager review
1. NCA to review with legal.

*** STATUS CHANGE 10/20/2004 12:47:09 PM (Local Time) ARomo from status Working to status Pending Legal

*** PHONE LOG 10/27/2004 05:49:35 AM (Local Time) TShamburger Action Type: Incoming call
customer[redacted]called --
1. wanted to know the status to my veh
2. I would like to know what kia is doing for me
3. I have been without this veh from the 30th of Sept
wrt stated:
1. Im sorry for circumstance
2. the kia rep as noted in case was in a natl meeting last week
3 not sure if he chk on veh already
4. but your veh is being reviewed and currently with Angel Romo here in our natl office
cust states
1. can you have Angie call me, i would like to know what we are doing with my vehicle
2. just have him call my home and leave a msg.
3. i feel i've been waiting too long
wrt will give Angel a msg--

*** PHONE LOG 10/27/2004 08:56:10 AM (Local Time) ARomo Action Type: Outgoing call
Per legal:

1. Please ask for picture/fire report
2. Cause and origin form insurance company.

*** PHONE LOG 10/27/2004 08:56:29 AM (Local Time) ARomo Action Type: Outgoing call
Writer contacted customer and left message.
Writer states:
1. Calling to touch base with you regarding the fire.
2. KMA has not received pictures/fire report from you.
3. These are basic items that KMA would need to further review.
4. I also understand that your insurance company has inspected the vehicle.
5. We would also need a copy of that report to review.
6. I would be more than happy to speak to you about this if you have any questions.
7. Writer provided name, direct line, and telephone number.

*** STATUS CHANGE 10/27/2004 08:56:30 AM (Local Time) ARomo from status Pending Legal to status Pending Cust. Action

*** STATUS CHANGE 11/03/2004 08:14:43 AM (Local Time) ARomo from status Pending Cust. Action to status Pending Legal

*** NOTES 11/03/2004 08:14:43 AM (Local Time) ARomo Action Type: Manager review
1. Writer to review with legal again.

*** STATUS CHANGE 11/04/2004 02:24:32 PM (Local Time) ARomo from status Pending Legal to status Pending DPSM Action

*** NOTES 11/04/2004 02:24:32 PM (Local Time) ARomo Action Type: Manager review
Per legal:

We have been informed about the operative facts of case#K372814. We believe that there is a reasonable prospect that this case may end up in litigation and request CA perform an inspection to protect the company in the event of litigation. This will confirm that the PL-IR will be subject to the attorney client privilege.

Case History

Please have DPSM/FTR perform PL-IR
1. Please make sure we inspect/photograph all components surrounding fire.
2. Please attempt to get the inspection report from insurance company.

Writer to dispatch case to the region for further handling.

*** CASE DISPATCHED 11/04/2004 02:24:56 PM (Local Time) ARomo
from WIP IN REVIEW WITH LEGAL to Queue Southern Region.

*** CASE ACCEPTED 11/05/2004 04:34:07 AM (Local Time) JSifford
from Queue Southern Region to WIP default.

*** EMAIL OUT 11/10/2004 05:35:20 AM (Local Time) JSifford 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 949.596.5802 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: \\corpdbs\ClarifyOB.MCA_Attachments\SendHistory\Case_K372814_JSifford_11-10-2004093005.doc>>

*** EMAIL OUT 11/10/2004 06:45:15 AM (Local Time) JSifford Action Type: External email
K372814--KNDUP131536463891--TX058--Raymond Owens
SRCAA rec'd BBB call report which states the following
1. vehicle purchased new on 8/1/03 from Southpoint Kia
2. 25500 current miles
3. CONCERNS ARE
   vehicle caught on fire-current 1x
   dash board burnt--current 1x
   steering wheel burnt--current 1x
   carpet burnt--current 1x
4. customer requesting--Kia engineer inspect his vehicle and determine that the vehicle will be fixed under warranty. Vehicle has been at the dealer ship for a month. His insurance company has determined that the cause of the fire was due to an internal seat switch. He seeks manufacturer fixes the vehicle or replaces it.

*** PHONE LOG 11/10/2004 05:53:17 AM (Local Time) JSifford Action Type: Outgoing call
Writer LM on DPSM VM advising that the customer has contacted BBB and National request for PIR

*** NOTES 11/11/2004 08:26:04 AM (Local Time) OSprague Action Type: Manager review
1. NCA Received letter - Customer states same concern as above
2. As of today (11/1/04), we are still waiting for "their Kia Engineer" to access the damages to the vehicle
   and determine the cause of the fire.
3. Case yanked and letter attached
4. Original letter given to ARomo at NCA for his file
5. Case reassigned to JSifford

*** CASE YANKED 11/11/2004 08:26:11 AM (Local Time) OSprague
Yanked by OSprague into WIPbin default.

*** PHONE LOG 11/19/2004 10:35:47 AM (Local Time) JSifford Action Type: Incoming call
SRCAA rec'd VM from Service Manager Harlon Fagan @ TX058
Per Svc. Mgr--Estimate is complete $13,000+

*** PHONE LOG 11/19/2004 10:36:23 AM (Local Time) JSifford Action Type: Outgoing call
SRCAA contacted Service Manager & requested a faxed copy of estimate

*** NOTES 11/29/2004 07:08:02 AM (Local Time) JSifford Action Type: Manager review
Per National request
Pictures, sales doc's sent for review
waiting on PIR
e-mail sent to DPSM as FYI/reminder on PIR

*** NOTES 11/29/2004 08:04:15 AM (Local Time) JSifford Action Type: Manager review
RPSM rec'd call from Service Manager
SRCAA reviewed pictures with RPSM

RPSM attempted to contact Service Manager to review concerns that Dealer indicated to the Inspector (presume Insurance Inspector) that this might be a warranty issue due to seat switch
As a result the insurance co has denied the claim
RPSM LM on VM for Harlan Fagan advising that at this point warranty repair is denied-- According to the pictures this does not appear to be a switch issue
Inspection report and Pictures will be forwarded to National office for further review & final determination.

*** NOTES 12/07/2004 05:42:49 AM (Local Time) JSifford Action Type: Manager review
E-Mail received from RCAM

Case History

RCAM states–"I spoke with the husband and explained this does not look like a defect of ours. I also explained to the customer that we are still investigating the issue and we will get back with him."

*** PHONE LOG 12/07/2004 08:50:56 AM (Local Time) JSifford Action Type: Incoming call
SRCAA rec'd customer request for call back

*** PHONE LOG 12/07/2004 08:59:26 AM (Local Time) JSifford Action Type: Outgoing call
SRCAA attempted customer contact
LM on VM requesting call back

*** PHONE LOG 12/07/2004 09:09:15 AM (Local Time) JSifford Action Type: Incoming call
SRCAA rec'd call from Mike Tanner–State Farm Insurance
Mr. Tanner states
1. Our inspection indicates a faulty seat switch
2. KMA has a problem with seat switches
3. customer should not have to pay deductible for this as it is a manufacturers defect
4. why is it taking so long for Kia to start an investigation
5. Dealer states no one from Kia has looked at vehicle
6. You have assumed responsibility by providing rental for customer

SRCAA advised
1. Our information indicates that your inspector may have received information related to the seat switch from unauthorized source not from inspection
2. Can not verify at this time the exact time when KMA started our review
3. I do know that the customer was and has always been directed to their insurance CO.
4. Insurance co. should take care of their customer so that the customer is not inconvenienced
5. Insurance co. should subrogate against the Manufacturer after customer is settled
6. KMA has inspected the vehicle and is reviewing the information however we have not completed our review
7. KMA did not provide or authorize rental
8. Provided KMA address for subrogation request

*** NOTES 12/10/2004 02:15:49 PM (Local Time) ARomo Action Type: Manager review
NCA received PL-IR from the region. (K401436)
Writer reviewed with legal.
Per legal:

1. Please offer customer substitution of collateral.
2. With signed release.
3. Have vehicle stored for further examination.
4. Please advise region ASAP.

*** NOTES 12/13/2004 10:17:34 AM (Local Time) JSifford Action Type: Manager review
SRCAA received information from Service Manager regarding this case while on conference with DPSM/Service Manager regarding a different case. Service Manager, Harlan Fagan stated that the insurance company has picked up the vehicle. Vehicle is no longer at the Dealer

File being closed pending forthcoming subrogation request.

*** CASE CLOSE 12/13/2004 10:19:30 AM (Local Time) JSifford Resolution Code = Referred to Ins. Co..

*** CASE REOPENED 01/06/2005 01:45:06 PM (Local Time) JSifford
with Condition of Open and Status of Working.

*** CASE CLOSE 01/06/2005 01:46:40 PM (Local Time) JSifford Resolution Code = Referred to Ins. Co..

*** CASE REOPENED 01/06/2005 01:56:51 PM (Local Time) MCameron
with Condition of Open and Status of Working.

*** CASE CLOSE 01/06/2005 02:00:46 PM (Local Time) MCameron Resolution Code = Auto Closed.

*** CASE REOPENED 01/11/2005 09:49:47 AM (Local Time) ARomo
with Condition of Open and Status of Working.

*** NOTES 01/11/2005 09:53:22 AM (Local Time) ARomo Action Type: Manager review
NCA received Subrogation demand letter from insurance company.
Letter states:
1. Vehicle was insured by State Farm
2. Claim Settled for 17,383.83
3. This includes insureds deductible.
4. Our investigation establishes loss was due to a failure in the right front seat module.
5. Enclosed is the documentation.
6. You may contact me to arrange inspection of the vehicle.
7. Contact Tonya Bedell at (214) 298-8712.

*** PHONE LOG 01/11/2005 09:54:41 AM (Local Time) ARomo Action Type: Outgoing call

Case History
Per MWirz:

1. Called Tonya and left v/m requesting a call back
2. MWirz requested the location of the vehicle.
3. Case pending call back.

*** STATUS CHANGE 01/11/2005 09:54:41 AM (Local Time) ARomo from status Working to status Pending Legal

*** PHONE LOG 01/20/2005 09:38:36 AM (Local Time) ARomo Action Type: Outgoing call
1. Writer contacted State Farm.
2. Tonya is no longer in Subrogation.
3 .New case owner is [redacted]
4. Writer left message requesting a call back.

*** NOTES 01/20/2005 02:33:52 PM (Local Time) ARomo Action Type: Manager review
Per legal:

1. Please repurchase this vehicle.
2. Bring vehicle back to KMA headquarters for legal to inspect.
3. Settle for the full amount weigned release.
4. ASAP
Thanks.

*** STATUS CHANGE 01/20/2005 02:33:52 PM (Local Time) ARomo from status Pending Legal to status Working

*** PHONE LOG 01/20/2005 02:37:37 PM (Local Time) ARomo Action Type: Incoming call
Writer received inbound call from Pam Davis.
Pam states:
1. I am currently handling this case.
2. Do you have an update?

Writer
1. I have been authorized to settle and pay the $17383.93.
2. Are you in possession of the title?
3. I need to expedite this as soon as possible.
4. KMA would need a full release.

Pam:
1. Ok, fax me the release.
2. I am new to this so I will review it with my manager.
3. I will call you back once I have the release.

Writer:
1. I will draft it today and send it.

Pam thanked Iran disconnected.

*** NOTES 01/20/2005 02:39:17 PM (Local Time) ARomo Action Type: Manager review
1. Writer drafted release.
2. Release currently under review for approval.

*** NOTES 01/20/2005 03:03:08 PM (Local Time) ARomo Action Type: Manager review
1. Release approved.
2. Writer to fax to State Farm.

*** NOTES 01/24/2005 03:23:12 PM (Local Time) ARomo Action Type: Manager review
1. Writer received signed release from State Farm.
2. Writer opened AS400 Case 66298 and requested check in the amount of $17383.93.
3. Case currently is being circulated for signatures.

*** NOTES 01/27/2005 02:27:51 PM (Local Time) ARomo Action Type: Manager review
1. Writer received title from IIA
2. Writer forwarded title to BBradley for further handling.

*** STATUS CHANGE 01/27/2005 02:27:52 PM (Local Time) ARomo from status Working to status Pending Paperwork

*** NOTES 01/31/2005 09:07:36 AM (Local Time) ARomo Action Type: Manager review
1. Writer received chck number 00216342 in the amount of $17,383.93 from PDeal.
2. Writer to send check to State Farm via FedEx. today.
3. No further action needed at this time.
4. Writer to close case.

Case History

*** STATUS CHANGE 01/31/2005 09:07:37 AM (Local Time) ARomo from status Pending Paperwork to status Working

*** CASE CLOSE 01/31/2005 09:08:08 AM (Local Time) ARomo Resolution Code = Repurchase.

Attachments to Case:

File Name	Location
Email Attachment 11/10/2004 08:34:10 AM	\\copuba\ClarifyOBJ\CA_Attachments\SendHistory\Case_K372814_JStiford_11-10-2004083005.doc
k372814.pdf	\\copuba\ClarifyObj\CA_Attachments\k372814.pdf

**********End Case Report K372814 **********

Accident Report

Case K372814

Report Details

1. Do You Own the Vehicle?
Yes

3. Who Was Driving the Vehicle?
<Provide Driver's Name, Address, and Phone>
N/A (car was parked)

4. What is the Age of the Driver?
<Driver's Age>
n/a

5. What Was the Date and Time of the Accident?
<DATE> and <TIME>
10/1/04

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>
The car was parked in our driveway and caught on fire. The fire burned the dash and the carpet. Think there was some kind of electrical problem.

13. Were the Police Contacted?
No

16. Was the Insurance Company Contacted?
Yes, <Name, Address, and Phone of Insurance Company, Policy #, and Claim #>

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>
South Point Kia :: (512) 444-6635
5306 South IH-35
Austin TX 78745

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>
We are waiting for Kia to look at the car. We just want to get this resolved. We need Kia to inspect the car. Our Ins. Co. has already looked at the car.

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 Warranty Service Department DIAZE
10:22:58 WARRANTY HISTORY INQUIRY KIAPROD
wsd079 In Service Date: 9/06/03
VIN No : KNDUP131536[redacted] Model . . 62242
Series . SEDONA

Repair Date	W T	Dlr No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
7/16/03	I	TX058	66386	1	01		10

Bottom

F3=Exit F11=Summary/Detail

RESPONSE TO LEGAL REQUEST FOR DOCUMENTATION

To: NCA for forwarding to Legal Department – ATTORNEY/CLIENT PRIVILEGED

From: June Sifford Date: 11/29/2004
Region: ☐ Central ☐ Eastern ☒ Southern ☐ Western

Customer Last Name: [redacted] Clarify #: K463891

Vehicle Information:
Year: 2003 Model: Sedona Approx. Mileage: 25500

VIN: KNDUP131536[redacted] Date of Region Request by NCA: 11/4/04

Servicing Dealer(s): TX058

As requested by NCA, attached please find the following documents, which constitutes the entire Regional CA file for this consumer (every effort should be made to provide LEGIBLE copies):

- ☒ Printout of Clarify case file
- ☒ Copy of Vehicle Sales Documents (sales contract, buyer's order, etc.)
- ☒ Vehicle Invoice
- ☐ Copies of all repair orders, preferably with technician's notes
- ☐ Properly completed Repair Order Recap—**No repairs Made**
- ☐ Copies of any and all correspondence from customer and/or attorney
- ☒ Copies of any BBB or arbitration filing documents
- ☒ Other Miscellaneous Documents in RCA file—**Repair estimate & Pictures**
- ☒ Printout of Recall Campaign Inquiry screen evidencing any completed or outstanding campaigns

Has RCA staff been previously involved in ANY communications with this customer, verbal or written?

☐ Yes ☒ No

Have any settlement offers, verbal or written, been made to this customer previously by RCA staff?

☐ Yes If so, when? Is Clarify documented with offer(s)?
☒ No ☐ Copies of settlement offers attached

PRELIMINARY INVESTIGATIVE REPORT

PRIVILEGED AND CONIDENTIAL information for the use of KIA MOTORS AMERICA, INC., ONLY.

If this report involves a bodily injury or property damage to property other than the kia itesalf, complete this page ONLY.

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

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

1 OWNER, DRIVER, CLAIMANT

DATE OF REPORT: 11/30/04 PREPARED BY: Richard Peralta FTR

OWNER: [redacted] [redacted] Round Rock, TX [redacted]

NAME ADDRESS PHONE

DRIVER:

NAME ADDRESS PHONE

DRIVERS AGE: _____ DRIVER LIC.# _____

SUMMARY OF INCIDENT: Vehicle caught fire on the left side of the dash. Vehicle was parked, at the time, with all windows up.

RF power seat switch wiring appeared to short to ground, causing excessive heat at the circuit breakers in the under dash fuse panel.

LOCATION OF VEHICLE: Southpoint KIA Austin TX

CITY STATE

DATE AND TIME OF INCIDENT: 10/1/04

CITY STATE

LOCATION OF INCIDENT: Round Rock, TX

2 VEHICLE IDENTIFICATION

YEAR 2003 MDL# Sedona LIC# WBS MIL STATE TX PRODUCTION DATE

TRANSMISSION: Auto ODOMETER: 25500 VIN: KNDUP13155[redacted]

3 AVAILABLE INFORMATION ON BODILY INJURY

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

(A) IN KIA VEHICLE (B) IN OTHER VEHICLE (C) PEDESTRIAN (D) OTHER

NAME	ADDRESS	AGE	CODE	SEATING POSITION	NATURE OF ALLEGED INJURY
			A		
			A		
			A		

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

4 DAMAGE TO AUTOMOBILE (KIA)

DESCRIBE EXTENT OF DAMAGE: Major smoke damage to inside of vehicle. Dash, LF door panel, instrument cluster, carpet, floor mats under dash fuse box, various wire harnesses, and interior panels damaged due to fire. Estimate attached.

REPAIR ESTIMATE :

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

5 HOOD

LATCH(ES) JAMMED (Y/N):	YES	DESCRIBE:	
FRONT ELEVATED (Y/N):	YES	HEIGHT/LOCATION:	
REAR ELEVATED (Y/N):	YES	HEIGHT/LOCATION:	
REAR CONTACT WINDSHIELD:		DESCRIBE:	
REAR PENETRATE WINDSHIELD:		DESCRIBE:	

6 LIGHTS

RIGHT FRONT	LEFT FRONT		LEFT REAR	RIGHT REAR
		HEAD LIGHTS TAIL LIGHTS		
		BROKEN		
		INTACT		
		OPERATIONAL		
		FILAMENT		
		NOTES		

7 BUMPERS

	FRONT	REAR
DETACHED / MISSING:		
HEIGHT, TOP:		
HEIGHT, BOTTOM:		
ABSORBER MARKING:		

8 DOORS

	LEFT FRONT	RIGHT FRONT	LEFT REAR	RIGHT REAR	TRUNK
JAMMED CLOSED:					
JAMMED OPEN:					
OPERATIONAL:					
PENETRATION:					
NOTES:					

9 RESTRAINT SYSTEM

	DRIVER	RIGHT FRONT	LEFT REAR	RIGHT REAR
TYPE, PASSIVE/ACTIVE:				
LATCHED/ UNLATCHED:				
HARDWARE DAMAGE:				
OPERATIONAL OR JAMMED:				
OTHER DAMAGE:				
CUT/TORN:				
DEPLOYMENTS:				
NOTES:				

10

SEATS

	DRIVER	RIGHT FRONT	LEFT REAR	RIGHT REAR
SEAT TYPE:				
SEAT ADJUSTER TYPE:				
JAMMED/ OPERATIONAL:				
HEAD REST UP OR DOWN:				
SEPERATION:				
NOTES:				

11

UNDERHOOD/MECHANICAL/FUEL SYSTEM

INTACT: _____ FLUIDS PRESENT: _____ APPROX. QTY: _____

TANK DAMAGE: _____

STRAP DAMAGE: _____

FILL PIPE CONDITION: _____ FILLER CAP: _____

HOSE DAMAGE: _____ NOTES: _____

STEERING

STEERING TYPE: MANUAL POWER

FLUID PRESENT: _____

STEERING: OPERATIONAL JAMMED

DESCRIBE: _____

FRONT AXLE DAMAGE, DESCRIBE: _____

NOTES: _____

BRAKES

SYSTEM: _____

HAND BRAKE CONDITION: _____

MASTER CYL FLUID PRESENT: _____ APPROX QTY: _____

BRAKE TYPE, FRONT: _____ BRAKE TYPE REAR: _____

EXPERIMENT, DETAIL: _____

12

TIRES/WHEELS

	LEFT FRONT	RIGHT FRONT	LEFT REAR	RIGHT REAR
MANUFACTURE:				
SIZE:				
MODEL:				
DOT NUMBER:				
LOAD RANGE:				
RECOM'D PSI:				
ACTUAL PSI:				
TREAD DEPTH:				
LACERATIONS:	Y N	Y N	Y N	Y N
BURN AREAS:	Y N	Y N	Y N	Y N
TREAD TYPE:				
TREAD STRIATIONS:	BW W W	BW WW	BW WW	BW WW
WHEEL MFR:				
CODE NUMBERS				
DOT NUMBERS				
RIM IMPACTS:	Y N	Y N	Y N	Y N
GRASS / WEEDS:				
SPECIAL INFO:				
NOTES / MISC:				

PHOTO DESCRIPTION

1. ____
2. ____
3. ____
4. ____
5. ____
6. ____
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24. ____
25. ____
26. ____
27. ____
28. ____
29. ____
30. ____

South Point Auto Plaza

Customer Name: [redacted]

RO# 397614 Tech# 3014

VIN: KNDUP131536 [redacted] Year: 04 Make: SEDONA Model:

Pro Date: 4/3 Eng. Size: SOHC/DOHC Trans Type: A/T P/S ✓ AC ✓

2WD/4WD 2DR/4DR ABS: Air Bag: ✓ Trim/Paint Code: 1K524-55110C7BT - Cocoa

Qty	Description	Part Number	OH	Price	Labor Time
(1)	DASH PAD	~~1K524-60350B50~~	145.35	~~514.15~~	
	LOWER DASH TRIM PANEL	0K54A-64250A85		25.90	
	ROCKER PANEL COVER	0K5AA-68110BT		15.90	
	SCUFF PLATE	0K53A-68510A85		14.85	
	INSTRUMENT CLUSTER	0K524-5543XA		337.85	
	MAIN ENGINE HARNESS	3K542-67010		541.05	
	INSTRUMENT HARNESS	0K542-67030B 0K542-67040		220.60 146.15	
	FLOOR HARNESS to REAR	1K542-67190		101.15	
	DOOR HARNESS	~~5K524~~ 5K542-67050A		211.50	
	LF DOOR PANEL	3K531H-68450B2		271.20	
	A PILLAR TRIM	0K524-68110A68		32.70	
	HEADLINER W/SUNROOF	1K524-68030A68		540.95	
	COMBO SWITCH	0K58W-66120		244.00	
	IGNITION SWITCH	0K53B-76990		103.30	
	VISORS - LF, RF	0K524 69270A68 69320A68		62.85/33.10	
	OVERHEAD CONSOLE	5K522-51410A68	284.50	~~54.35~~	
	SPEAKER LF DOOR	0K536-66960		54.85	
	LF DASH SPEAKER	0K53E-66965 50		~~44.35~~	
	RF SEAT SWITCH	0K55H-88261		131.50	
	CARPET				
	FLOOR MATS	1K000-66650A79		115.80	
	REAR VIEW MIRROR	0K95A-69220		57.80	
	RF SEAT TRIM	0K55H-88101BT / 3K538-88101BT		12.30/19.30	
	WINDSHIELD	2K524-63410C		490.80	
	AIR GRAB HANDLES	0K2U2-69973A5		17.50 (4)	
	~~ROOF HARNESS~~				
	INNER FUSEBOX	0K53A-67P413		12.55	

~~RF Seat Belt~~ ~~0K523-58270BT~~

KIA

South Point Auto Plaza

Customer Name: _____ RO# _____ Tech# _____

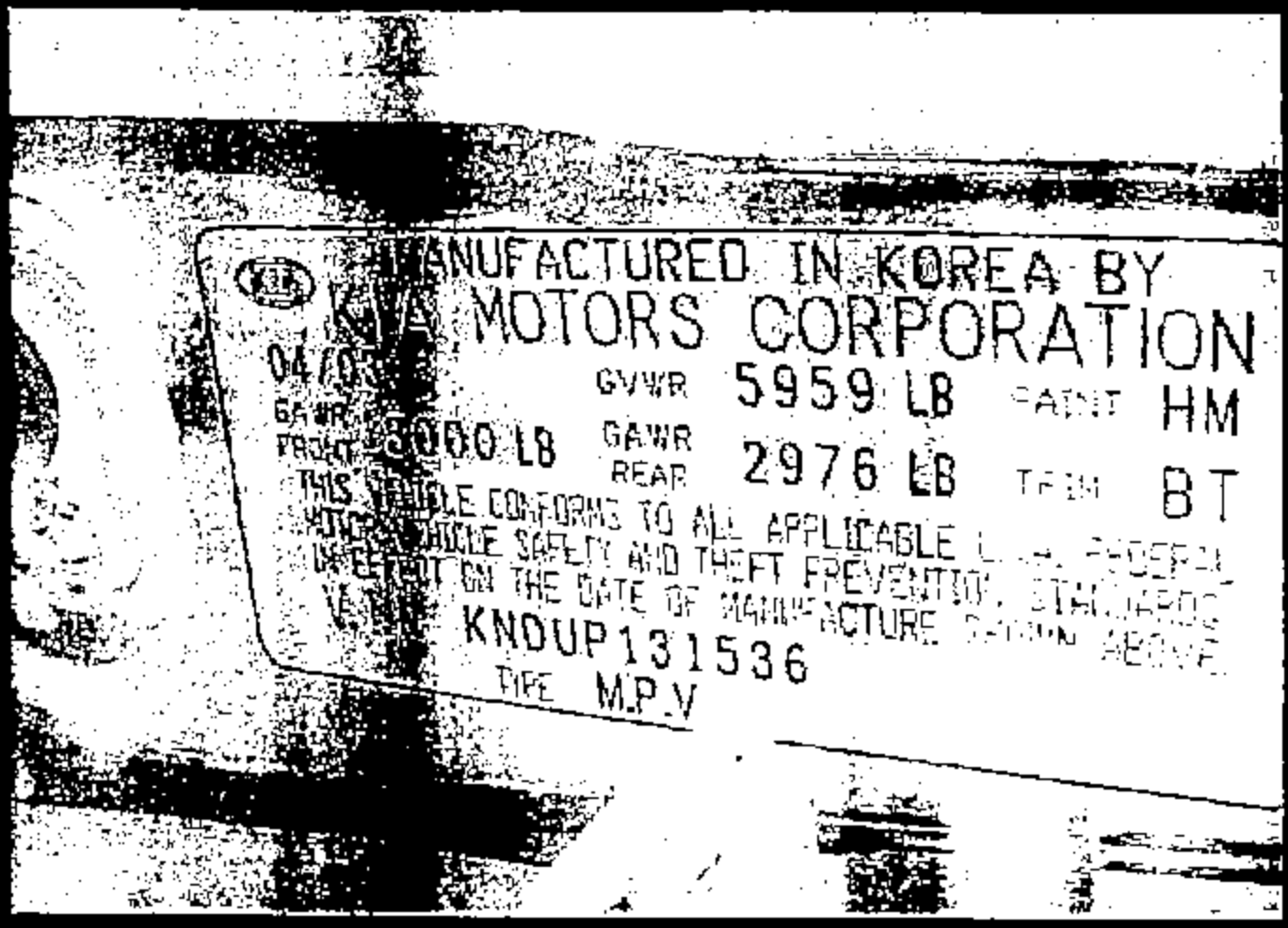
VIN: KNDVP131536[redacted] Year: _____ Make: _____ Model: _____

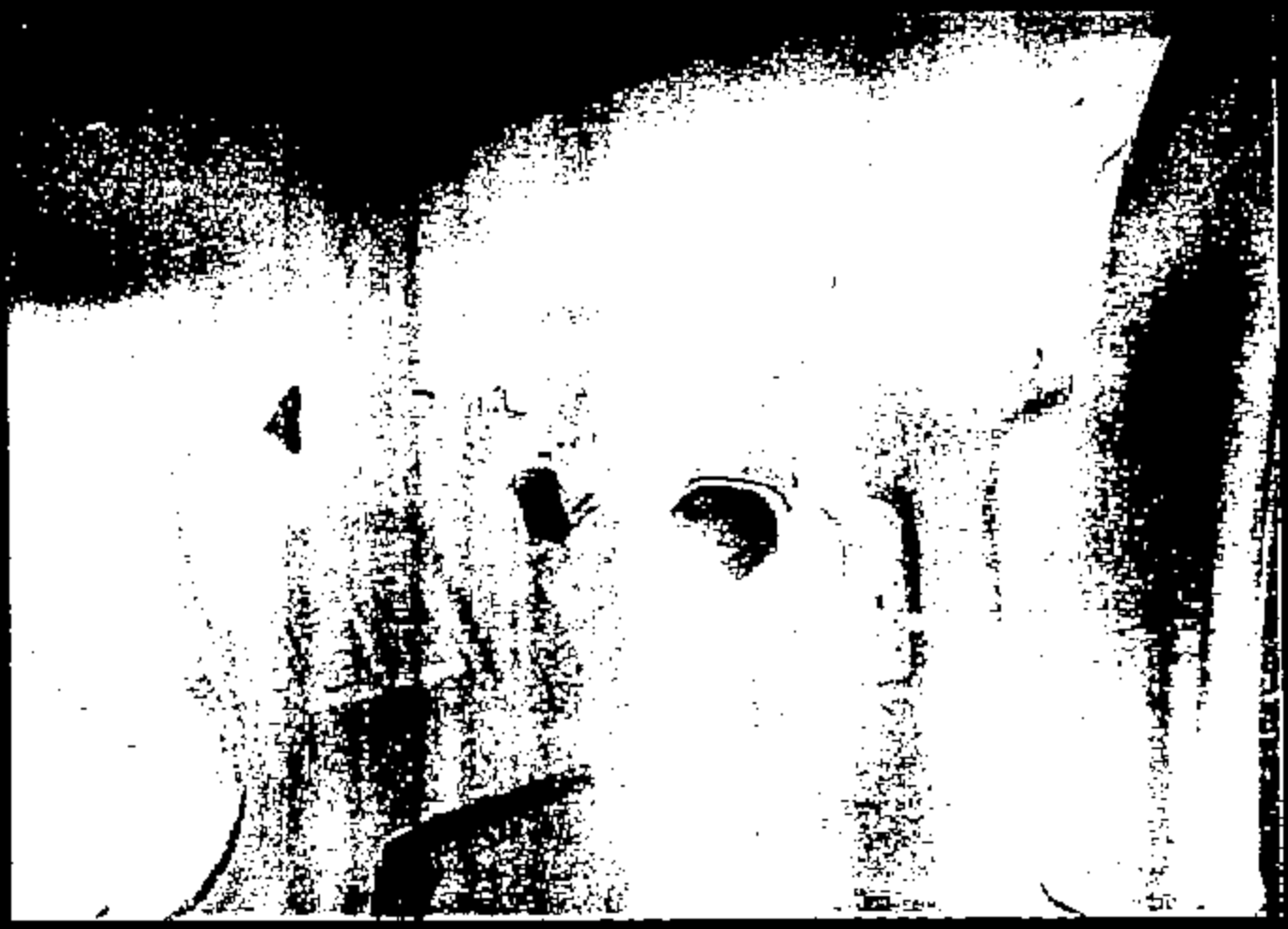
Pro Date: 4-3 Eng. Size: _____ SOHC/DOHC Trans Type: _____ P/S: ____ AC: ____

2WD/4WD 2DR/4DR ABS: _____ Air Bag: _____ Trim/Paint Code: _____

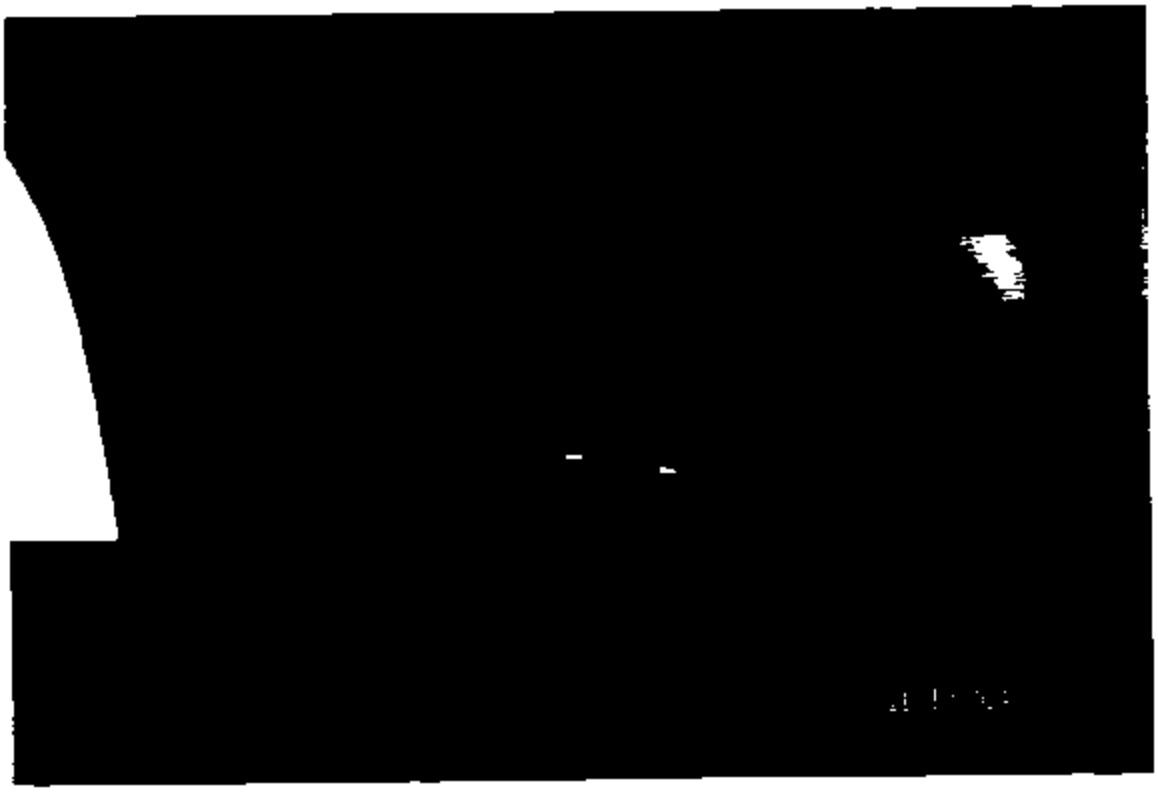
Qty.	Description	Part Number	OH	Price	Labor Time
1	Clock spring - See Code 5	~~[illegible]~~ 66120			
1	D/S AIRBAG	OK524-57K00A50		579.35	
1	FUSEBOX UNDERHOOD	OK52Y-66760		123.30	
	INSTRUMENT HOOD	OK53A-55420		96.00	
	DEFROST VENTS	OK53A-60782A50 / 60781A50		15.95/15.95	
	LF WINDOW SWITCH	OK54M 66350RW		66.30	
	STEERING COLUMN COVERS	OK53B-60212350/60211150		10.45/8.35	
	DIMMER SWITCH	OK52Z 55490		23.35	
	LIGHT SWITCH (INNER)	OK52Y-66160A		50.20	
	CARPET PADDING	OK52Y-68610B79		378.65	
	WEATHERSTRIP-DOOR	OK552-57770C		38.40	
	DASH COVER LF DOOR	OK54A-64250ABT		25.90	
	A/C DUCTS-	OK53A 60810		26.60	
	"	OK53A 60870		28.50	
	"	OK53A 60376		13.90	
	SIDE DASH COVER	OK53A 64960BBT		22.20	
	HOOD RELEASE ASSM-	OK53A 44030		17.60	
	LF AIR VENT	OK524-68841A		175.30	
	ISOLATION PAD FIREWALL	OK52Y-[illegible]		270.05	
	" FLOOR				
	Center Panel	OK52Y-64320RW		87.75	
	Center Console	OK52Y-64070BT		126.40	
	LF Door - Sound	~~OK54D-66350BT~~		79.05	
	Radio	OK52C-66860		233.40	
	Room harness #2	OK572-67100		166.15	
	#1	OK572-67000		166.15	
	Rear #2	OK5A1-87060		38.25	

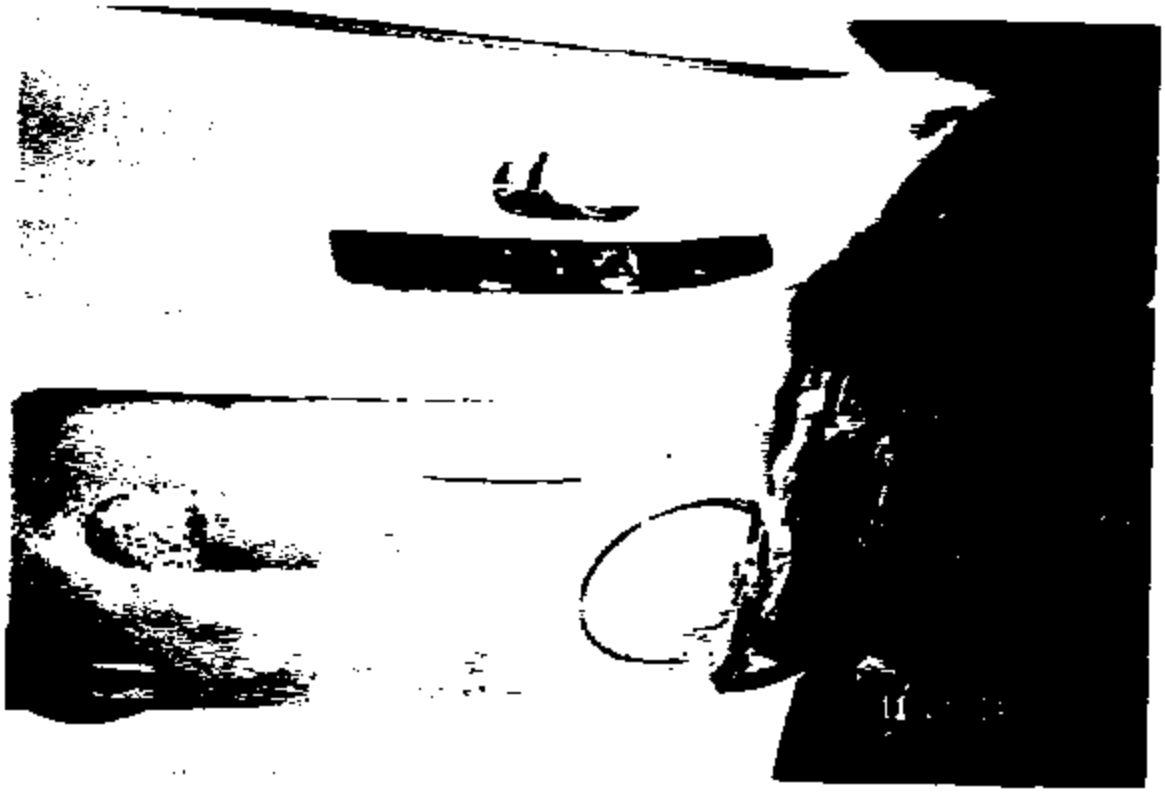
9102.80

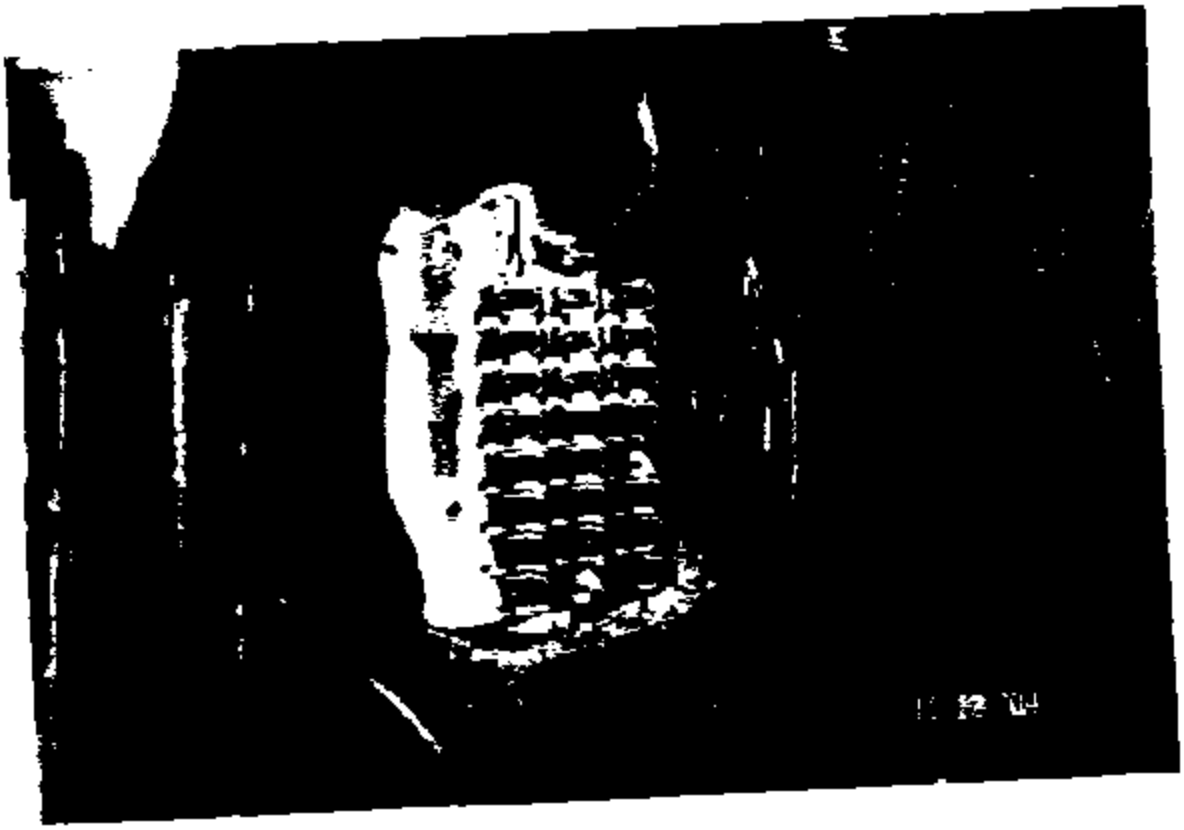

MANUFACTURED IN KOREA BY
KIA MOTORS CORPORATION
GVWR 5959 LB
PAINT HM
GAWR FRONT 3000 LB
GAWR REAR 2976 LB
TRIM BT
THIS VEHICLE CONFORMS TO ALL APPLICABLE
KNDUP131536
TYPE M.P.V

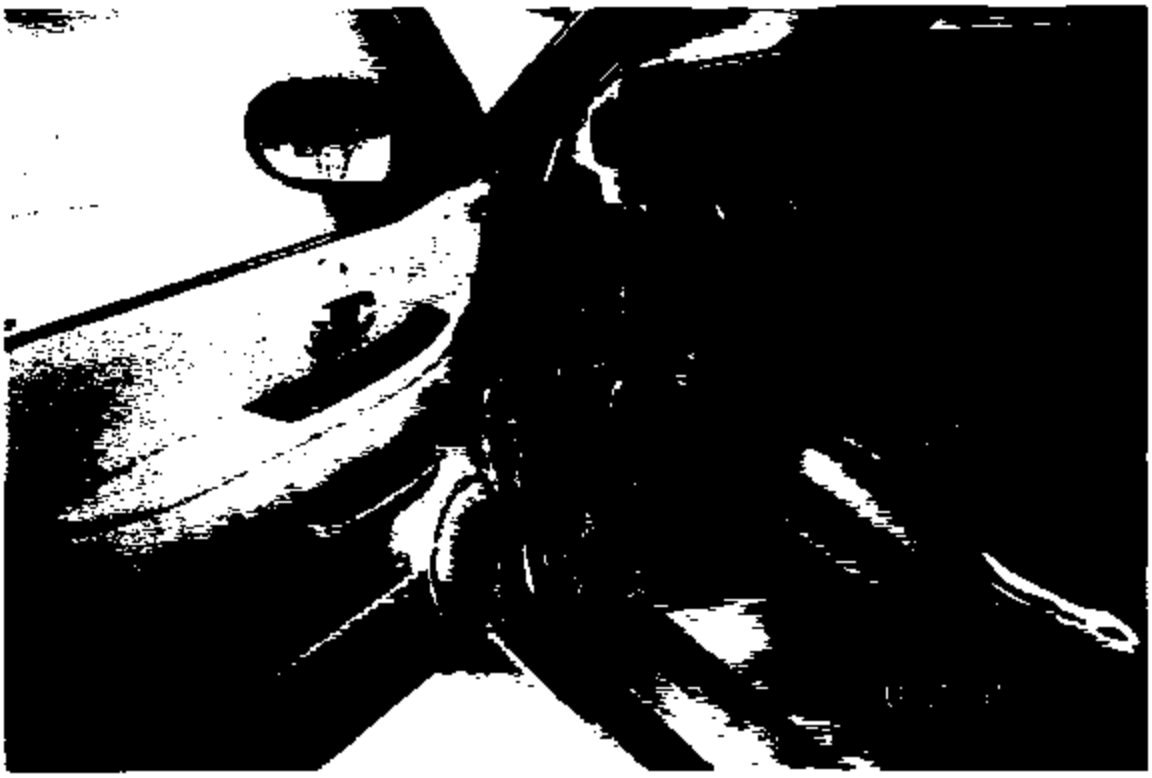


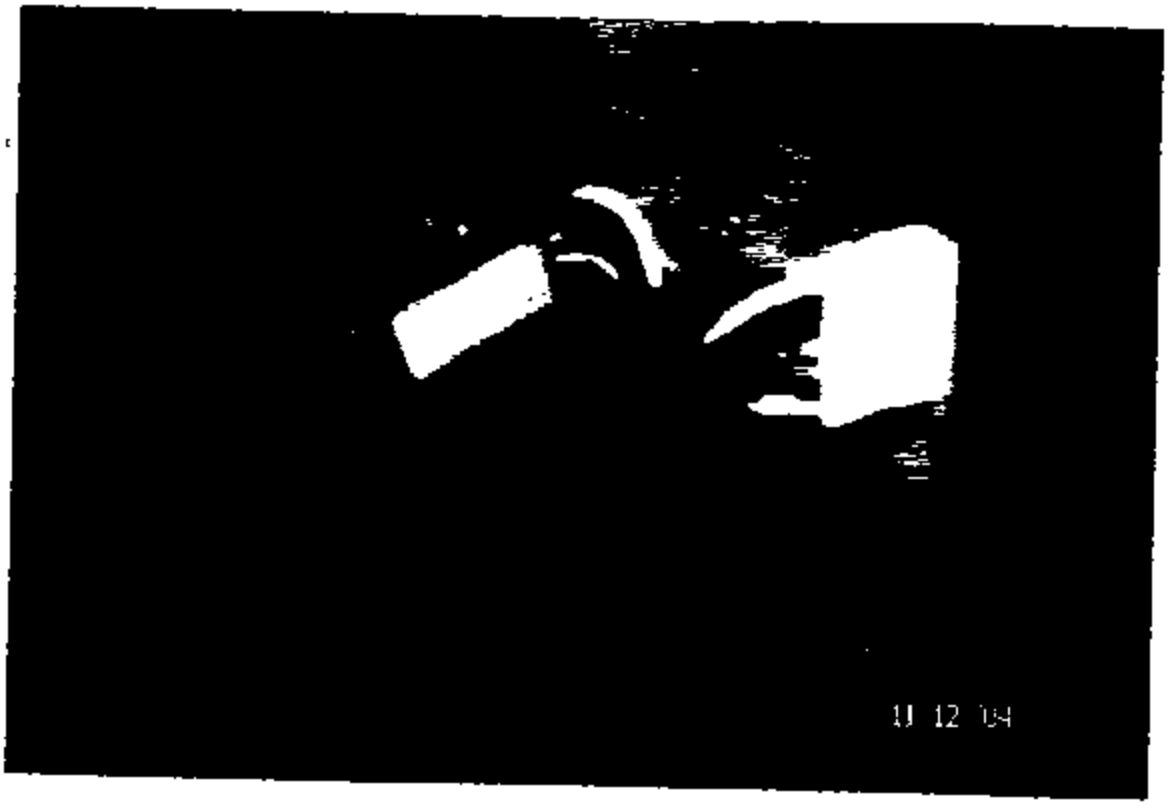
KIA










11 12 '04

INVESTIGATIVE CONSULTANTS, INC.

CAUSE & ORIGIN REPORT

OWENS, RHONDA
ICI FILE # 204-10-246
CLAIM #: [redacted]

PREPARED FOR:

STATE FARM INSURANCE COMPANY
REQUESTOR: RICK BAISCH

PREPARED BY:

DAVID J. BRISTOW, CFEI, CVFI
FIRE INVESTIGATOR

2205 W. Division St. • #G-3 • Arlington, Texas 76012
Metro 817-469-1848 • Local 817-459-0922 • Fax 817-460-4677

CONFIDENTIAL

INVESTIGATIVE CONSULTANTS, INC.
2205 W. DIVISION, SUITE #G-3
ARLINGTON, TEXAS 76012
METRO (817) 469-1848 LOCAL (817) 459-0922

NAME: [redacted]
CLAIM #: [redacted]
ICI #: 204-10-246
DATE OF LOSS: 9-30-04

TYPE OF INVESTIGATION:
CAUSE & ORIGIN
ACCOUNT #: 155
REPORT DATED: 11-08-04

VEHICLE LOCATION:
5306 I-35
AUSTIN, TEXAS

REQUESTOR: RICK BAISCH
PHONE #: (214) 296-8711

REQUEST: The investigation was authorized on October 22, 2004, by Mr. Rick Baisch, a claims representative with State Farm Insurance Company. The purpose of this investigation was to determine the cause and origin of a fire that occurred on September 30, 2004 in a 2003 Kia Sedona.

ENCLOSURES:

1. Recall information from the National Highway Traffic Safety Administration

2. Photographic Documentation

PERSONS CONTACTED:

1. [redacted] - The insured
   Home

2. Jay Holland - Service Consultant with the South Point Kia Dealership
   (512) 916-3660 EX 224

INSURED PROPERTY: The insured property consisted of a 2003 Kia Sedona. At the time of the examination, the vehicle was bearing a Texas license plate number of W96 MNL. The VIN plate on the driver's side door identified the vehicle as KNDUP131536[redacted]

VEHICLE EXAMINATION: The vehicle examination commenced on October 25, 2004 and was conducted at the South Point Kia Dealership located at 5306 I-35, Austin, Texas.

CONFIDENTIAL

An exterior examination of the vehicle revealed no evidence of severe fire damage to the painted surfaces of the vehicle. An examination of the lights, lenses and body molding of the vehicle revealed all were intact and there was no evidence of fire damage. While examining the window glass it was noted that there was some heavy soot accumulations on the left side of the front windshield and driver's side window, but there was no major heat fracturing noted. After examining the interior of the vehicle it was noted that all of the windows contained a small amount of soot from the interior side.

The tires and wheels were examined finding all four tires that were on the vehicle at the time of the inspection were still inflated and no fire damage was noted.

An examination of the undercarriage revealed no evidence of fire damage or indications that any component in this area had failed and initiated the fire.

An examination of the engine compartment revealed all the components appeared to be in place and in good condition. There were no areas of fire damage or indications that the fire had migrated through the fire wall into the engine compartment. An examination of the electrical circuitry was conducted finding that the battery and battery cables were still attached to the battery, however, there was no evidence of electrical failures in these components. The wiring harness throughout the engine compartment was still encased in the wiring loom and there was no evidence of any overheated wiring in the engine compartment wiring harness. The alternator and its power cable was inspected finding it to be in good condition and no evidence of failures were noted.

During the course of the inspection of the engine compartment, the power distribution center was examined finding approximately six fuses that were blown (refer to photograph #11).

After examining the engine compartment there was no evidence found to indicate that the fire had originated in this area or that any component in the engine had contributed to the cause of the fire. During the process of the engine inspection, the oil and transmission fluid levels were checked finding both to be at or near their normal level.

An examination of the passenger compartment revealed the area of most fire damage had occurred within the lower left side of the instrument panel. As a result of the fire, portions of the plastic and vinyl material on the left side of the instrument panel were melted and had collapsed to the floor level as depicted in photograph #13. Furthermore, the front side of the driver's side door panel was also melted as a result of heat extension from the interior of the instrument panel.

The remainder of the upholstery was examined finding some soot accumulations on the upholstery but there was no evidence of severe fire damage. The carpet flooring was also found to be slightly sooted and a small amount of damage was noted to the carpet beneath the left side of the instrument panel. It should be noted that during the initial interior examination of the vehicle, it was noted that an electrical component from the right front passenger seat had been removed by others prior to this investigation. As shown in photographs #16 through #18, it appeared that a seat activation switch had been removed from the molding of the seat. An examination of the remaining receptacle for the seat module revealed it to be in relatively good condition and no evidence of severe fire damage was noted. Further information regarding the switch will be discussed in the latter portions of the report.

Continuing the examination of the vehicle revealed the area of most fire damage had occurred in the lower left side of the instrument panel near the fuse block as depicted in photograph #19. As the fire progressed into the interior of the instrument panel it melted some of the plastic and vinyl materials of the instrument panel which had flowed to the floor area. An examination of the light switches and other switches on the exterior of the instrument panel revealed that they were melted but there was no evidence of electrical failures found in the wiring (refer to photograph #21). The fire had migrated from the left side of the instrument panel into the instrument gage compartment which had melted the left side of the instrumentation gages. After examining the burn patterns, they indicated that the fire had originated in the top side of the fuse block, as shown in photographs #25 through #28). While examining this particular area, the top portion of the fuse block was combusted and a portion of the insulation was consumed from the circuits attached to the top of the fuse block. As shown in photographs #27 and #28, the circuits were routed into the fuse block and did not appear to be attached to fuses. The wiring was found to be very brittle and indications were that some of the wiring had internally overheated and ignited the combustible materials around the fuse block. Some of the circuitry routed along the molding on the left side of the window was also found to be slightly damaged as a result of external heating but there was no evidence of electrical failures.

While examining the remaining wiring harness and other electrical components in the instrument panel indicated that the remainder of the wiring harness in the instrument panel was in good condition and no evidence of electrical failures were found. The stereo system, as shown in photograph #30 revealed that it was a manufactured stereo system and there did not appear to be any modification made to the system.

Prior to concluding the examination of the vehicle, I went into the dealership and spoke with Mr. Jay Holland, a service consultant for the Kia dealership. Prior to examining the vehicle, I had spoke with Mr. Holland and identified myself as the fire investigator

in behalf of State Farm Insurance Company. After noticing the seat switch which were missing, I inquired from Mr. Holland if he or any of his employees had removed the seat switch. Mr. Holland stated that they had removed the right front seat switch assembly and he thought that it was in one of the offices. At that time, Mr. Holland went into an office and came out with a seat switch module and stated that he thought that this was the one that came out of this particular vehicle. I asked Mr. Holland if there was anyway that he could positively identify that this was the switch that came out of the vehicle and he stated that he could go and speak with the service technician who had removed the seat switch assembly. We then walked back into the shop and spoke with a service technician who looked at the switch and stated that "yes" that was the one that he had removed from [redacted] vehicle. He stated that he had replaced several of these seat switch assemblies recently and all appeared to have had a similar failure. The service technician pointed to the burned insulation on the wiring and stated that the wiring to the seat switch was cut by the seat frame and was eventually grounding out on the seat frame. The service technician, along with Mr. Holland, stated that they had replaced numerous seat switches and had also found that if the condition persisted that there would be some fire damage or at least burned wiring at the fuse block.

After identifying the seat switches and the one taken from [redacted] vehicle, I then took the seat switch, photographed the electrical fault area on the seat switch, as shown in photographs #37 and #38. There was evidence where the blue with yellow strip conductor had electrically faulted against a grounded object. Also as shown in the photographs is the black wire and an adjacent yellow that were also mechanically damaged as a result of what appeared to be cutting into a sharp piece of metal most likely the seat frame. During the course of the conversation with the service technician, he stated that this particular circuit in the seat switch is not fused and as the electrical fault occurred there was no manufacturer fuse protection on this particular circuit.

After examining the seat switch it was noted that the fault occurred and was in sequence with the events that would occur as described by the service technician. However, in order to confirm the sequence of events of this fire, an interview was conducted with [redacted], the insured. During the interview, [redacted] stated that the vehicle had been parked for approximately 30 hours prior to the discovery of the fire event. She stated that her son, Ramsey, who was going out to the vehicle to go to school had dicovered that a fire had occurred in the vehicle. [redacted] stated that there were no visible flames or heat, and that the fire had occurred and self extinguished sometime between the time it had been parked and the discovery of the fire on September 30, 2004.

[redacted] stated that she had no recent maintenance conducted on the vehicle and there were no problems with the vehicle. She stated that the last time anyone had used the seat

switch was probably while they were on vacation during the summer months of this year. She also stated that the most recent service was an oil change at the Wal-Mart store. [redacted] stated that there was approximately 26,000 miles on the vehicle at the time the fire occurred. She also stated that there had been no after market products installed in the vehicle since she had purchased it.

CONCLUSION: In conclusion, it is my opinion that this fire was the result of a failure in the right front seat switch module, which eventually had caused the wiring near the fuse block to internally overheat and ignite the insulation of the wiring and adjacent combustible materials in the lower left side of the instrument panel. As noted in the report text and documented by photographs, as the wiring overheated a large portion of the combustible products were ignited. Furthermore, as noted in the report and photographs, there was evidence of where one of the circuits to the right front seat switch had been cut or chaffed and eventually had arced against a grounded component in the vehicle. Also, during the investigation, information was gained from speaking with the service technician that this appears to be a common problem with this make and model vehicle.

INVESTIGATION CONDUCTED BY:

David J. Bristow, CFEI, CVFI
Fire Investigator

DJB/wm

Office of Defects Investigation

2

Complaints Defect Investigations Recalls Service Bulletins

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Search Results

Report Date : **November 8, 2004 at *05:38 PM***

SEARCH TYPE : **VEHICLE**

YEAR : **2003**

Make : **KIA**

Model : **SEDONA**

Type : **ANY**

New Search

Print Version

Results : 1 | All records displayed

Make : KIA **Model :** SEDONA **Year :** 2003

Manufacturer : KIA MOTORS AMERICA, INC.

NHTSA CAMPAIGN ID Number : 03V158000 **Recall Date :** APR 23, 2003

Component: SERVICE BRAKES, AIR:ANTILOCK:CONTROL UNIT/MODULE

Potential Number Of Units Affected : 3375

Summary:

ON CERTAIN PASSENGER VEHICLES, THERE WAS A PROGRAMMING ERROR IN THE ANTI-LOCK BRAKING SYSTEM (ABS) ELECTRONIC CONTROL MODULE LOGIC. THE PROGRAMMING ERROR COULD CAUSE REDUCED BRAKING FORCE AT SPEEDS BELOW 25 MPH, WHICH COULD RESULT IN INCREASED STOPPING DISTANCES.

Consequence:

SUCH INCREASED STOPPING DISTANCES COULD RESULT IN A CRASH.

Remedy:

DEALERS WILL REPROGRAM THE CONTROL MODULE. OWNER NOTIFICATION BEGAN MAY 19, 2003. OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT KIA AT 1-800-333-4542.

Notes:

KIA RECALL NO. SC032. CUSTOMERS CAN ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION?S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).

Document Search

Check to Request Research. Submit below.

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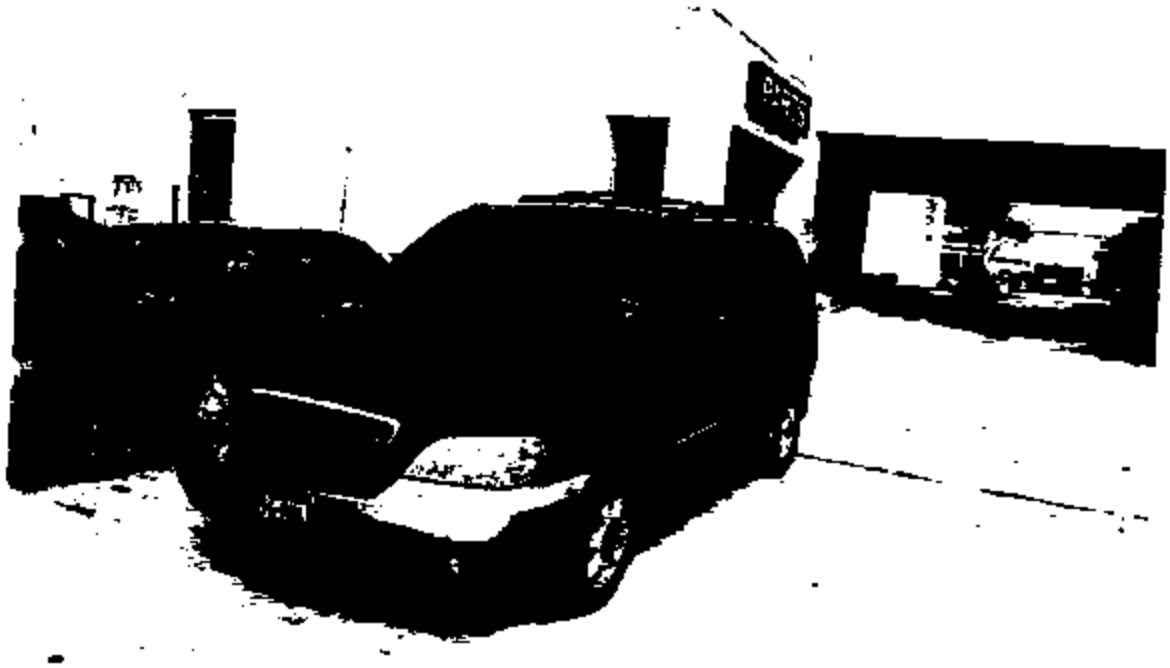
PHOTOGRAPH DOCUMENTATION

PHOTO #1: Shows an exterior view of the left front portion of the vehicle.

PHOTO #2: Shows a view of the VIN plate on the driver's side door.

#1



#2

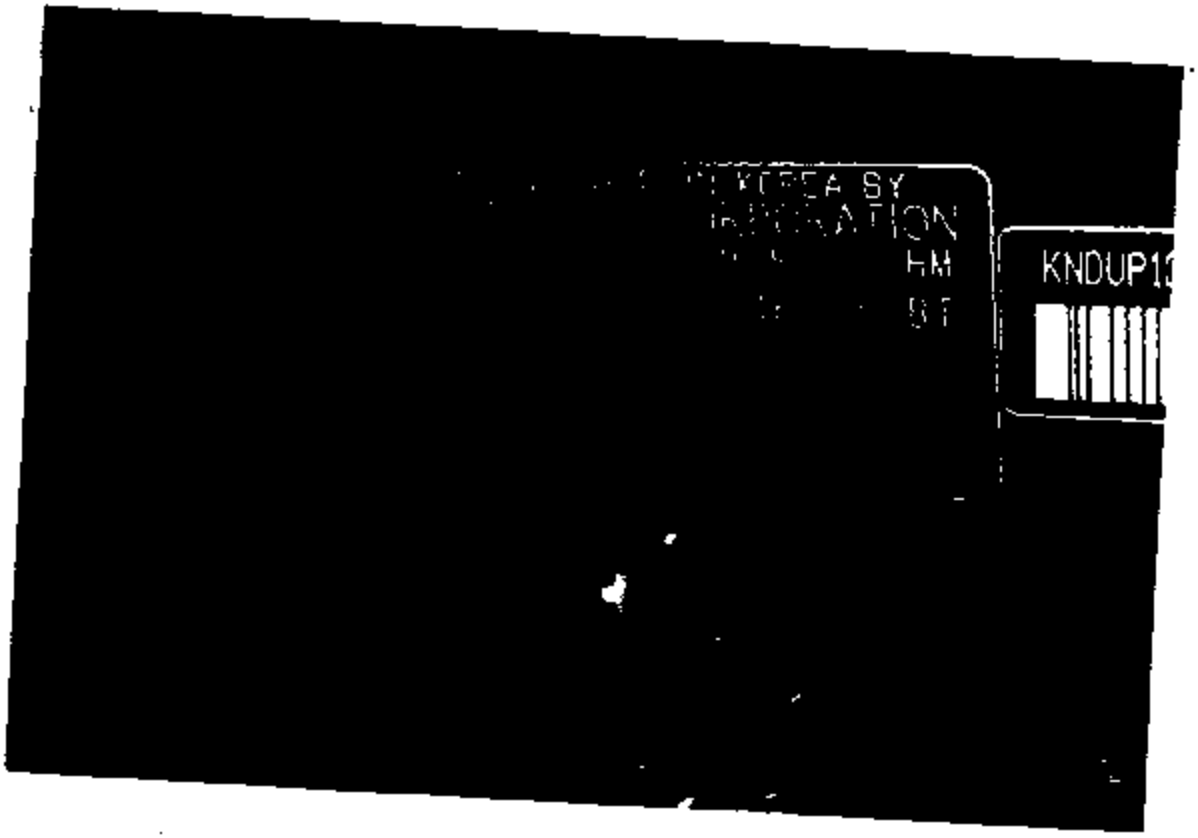


PHOTO #3: Shows an exterior view of the left rear portion of the vehicle.

PHOTO #4: Shows an exterior view of the right rear portion of the vehicle.

#3

#4

PHOTO #5: Shows a view of the right front portion of the vehicle.

PHOTO #6: Shows an overall view of the left side of the engine compartment.

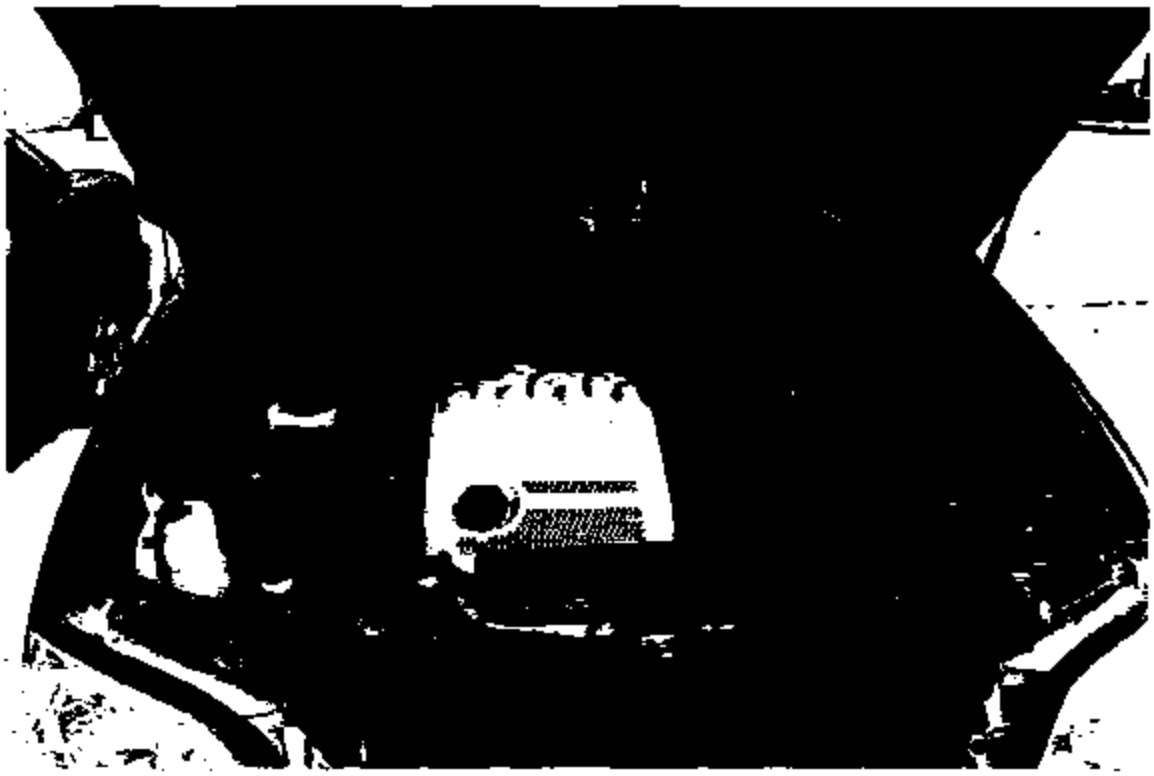
#5

#6

PHOTO #7: Shows a frontal view of the engine compartment.

PHOTO #8: Shows an overall view of the right side of the engine compartment.

#7

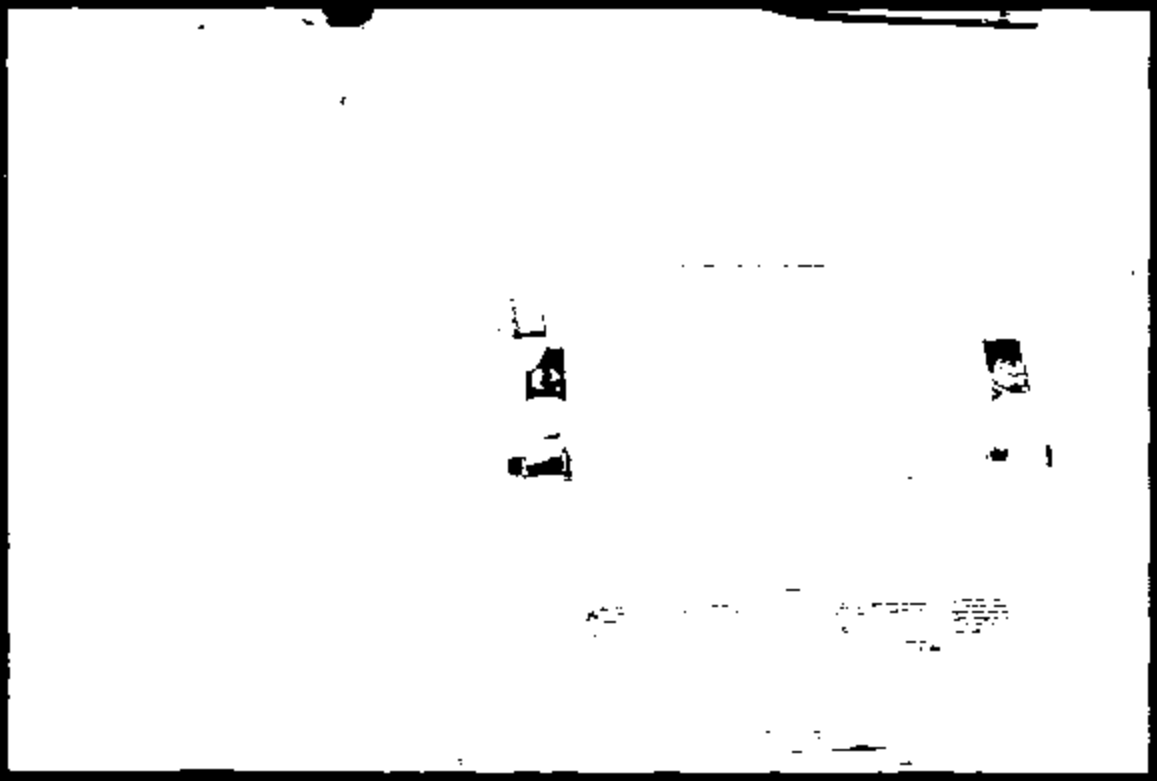


#8

PHOTO #9: Shows a closeup view of the battery and battery cables. Note there was no evidence of electrical faulting on the cables or near the battery clamps.

PHOTO #10: Shows a view of the power distribution center during the inspection of the fuses.

#9



#10

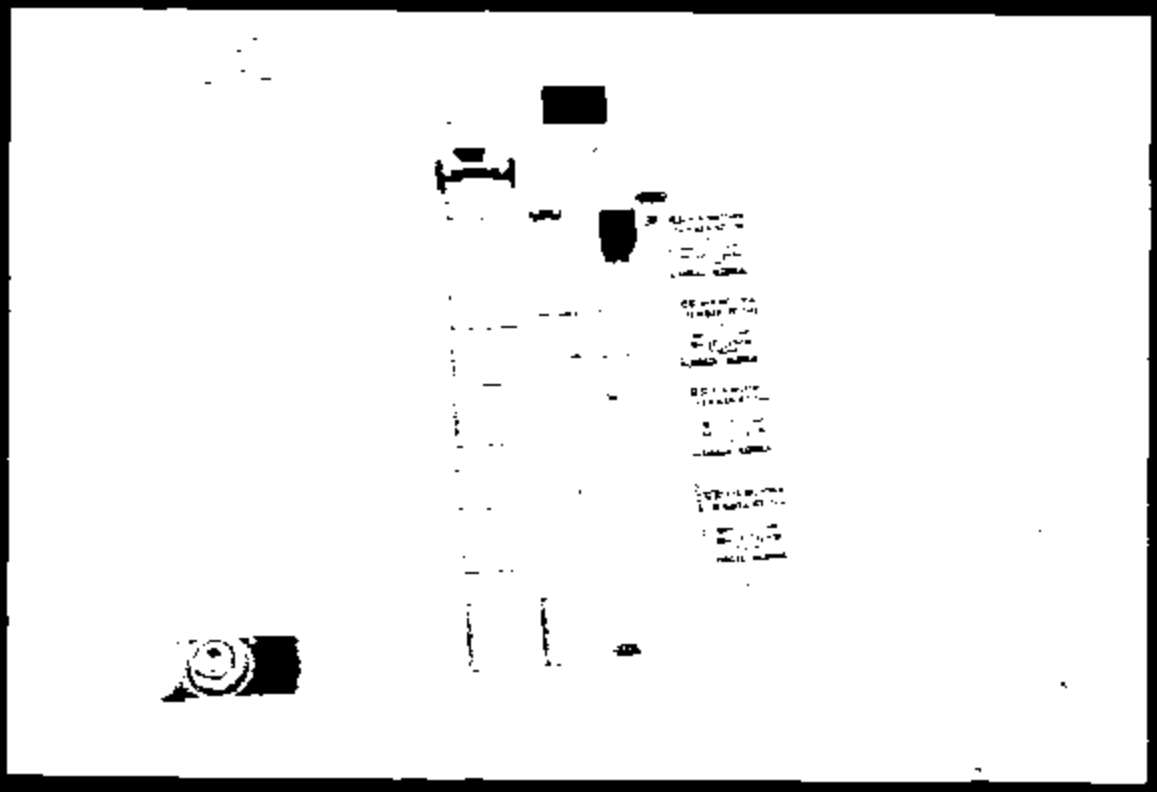
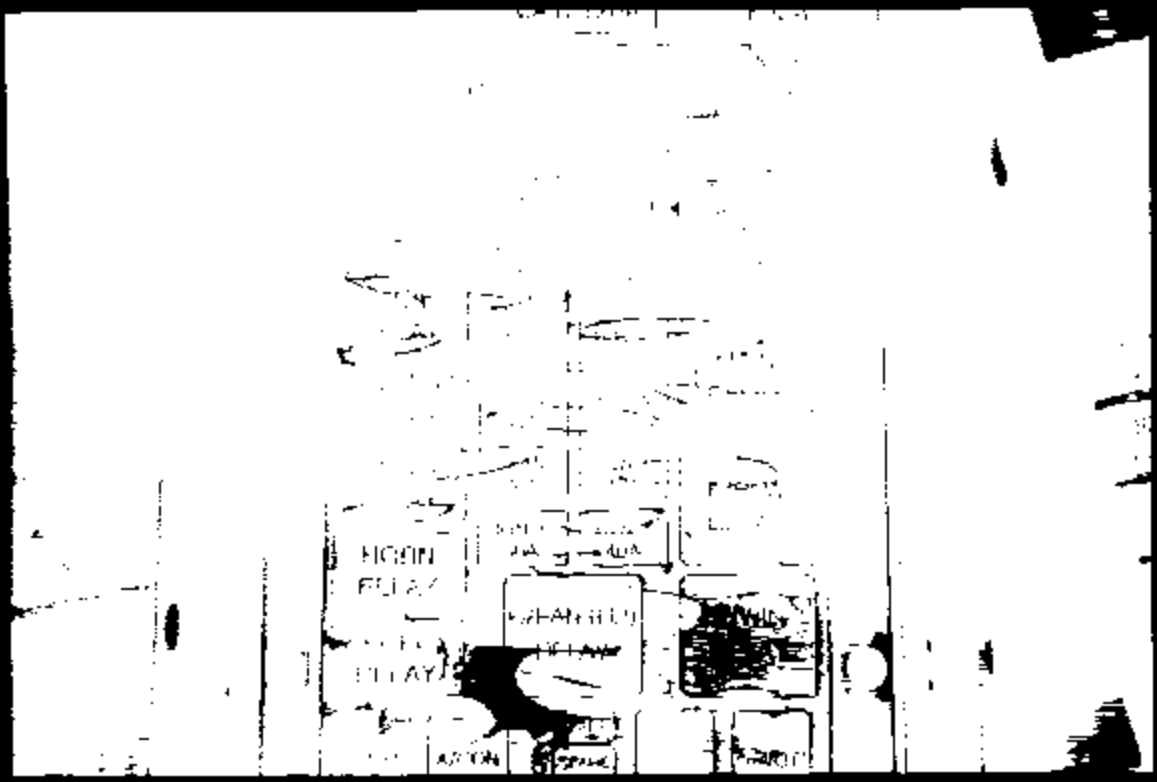


PHOTO #11: Shows a view of the fuse identification plate. Note there were approximately six fuses found blown.

PHOTO #12: Shows a view of the engine oil and transmission fluid dipsticks. Note both fluids appeared to be at or near their normal level.

#11



#12

PHOTO #13: Shows an overall view of the left front passenger compartment. Note this is area of most fire damage.

PHOTO #14: Shows a view of the front seating area which shows some soot accumulations but no severe fire damage.

#13

#14

PHOTO #15: Shows a view of the rear passenger compartment. Note the upholstery is sooted but no significant fire damage was noted.

PHOTO #16: Shows an overall view of the right front passenger compartment.

#15

#16

PHOTO #17: Shows a view of the right front passenger's seat where the seat switch had been removed by the technicians with the Kia dealership.

PHOTO #18: Shows a view of the female receptacle where the seat switch module had been connected to. Note there was no evidence of severe damage to the receptacle.

#17

#18

PHOTO #19: Shows a view of the lower left side of the instrument panel showing the melted plastic and vinyl materials from the instrument panel.

PHOTO #20: Shows a view of the left side of the instrument panel during the initial examination. Note a portion of the plastic material had melted and re-solidified at floor level.

#19

#20

PHOTO #21: Shows a view of some of the electrical circuitry in the left side of the instrument panel during the examination.

PHOTO #22: Shows a view of some of the melted plastic and other electrical components that had melted and collapsed to the floor area.

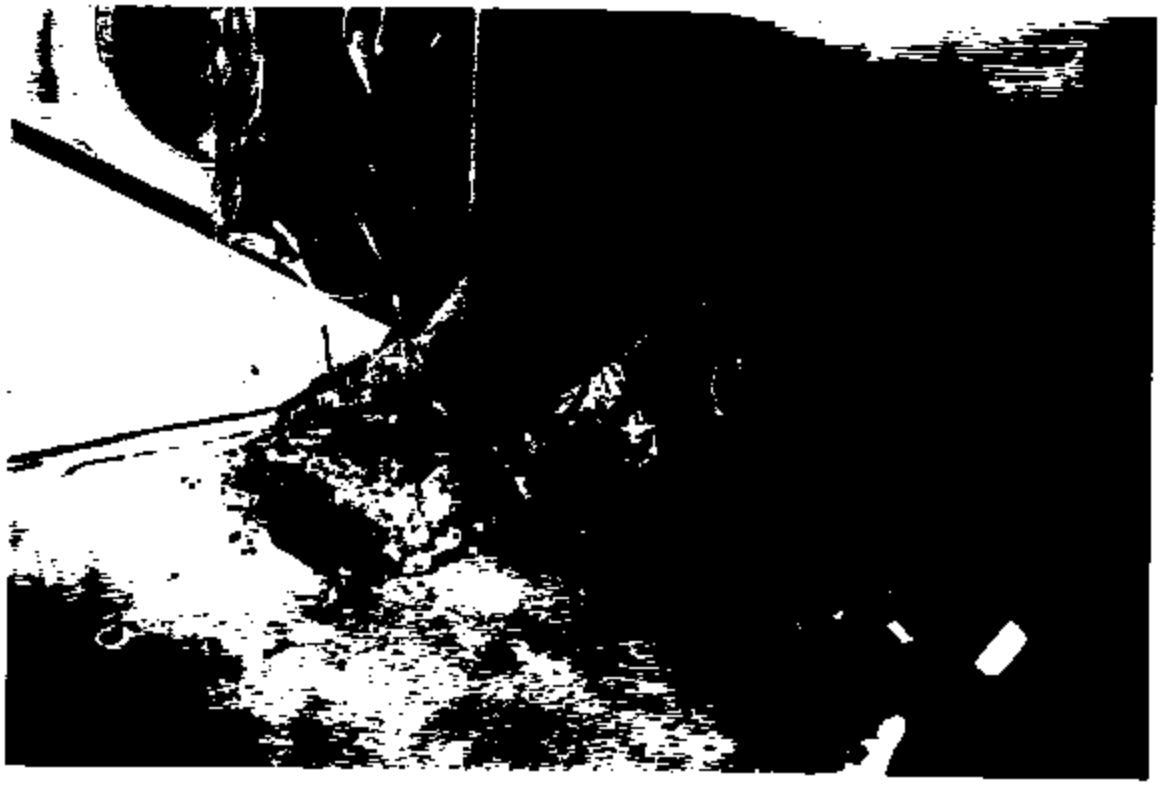
#21

#22

PHOTO #23: Shows an opposing view of the melted plastic that had re-solidified on the driver's side floor. Note there was some electrical components embedded in the plastic but no faulting was found in the wiring.

PHOTO #24: Shows a view of the left side of the instrumentation panel. Note as the fire progressed from the top of the fuse block it fire damaged the instrument gages.

#23



#24

PHOTO #25: Shows a view of the fuse block which is located on the left front side of the vehicle. Note the cover plate to the fuse block had collapsed and was found melted and adhering to the carpet flooring.

PHOTO #26: Shows an overall view of some of the wiring harness and wiring to the fuse block. As noted in the photograph, portions of the wiring harness connected to the fuse block was void of insulation.

#25

#26

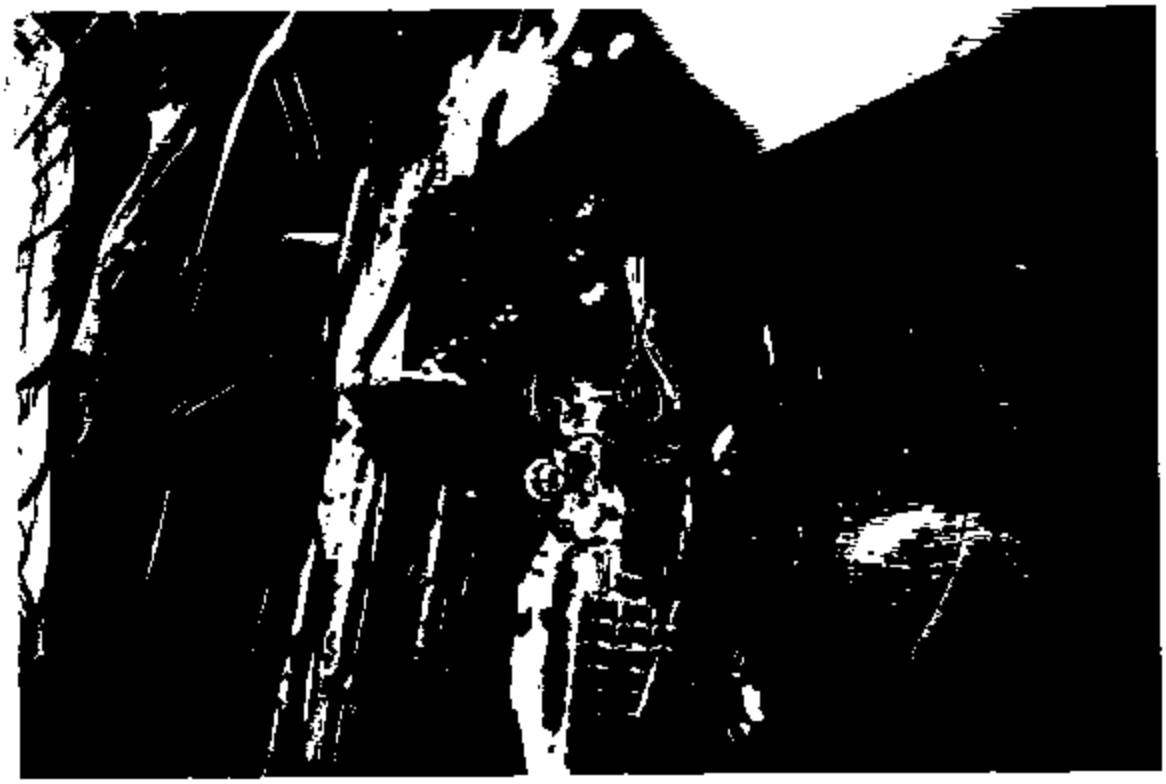
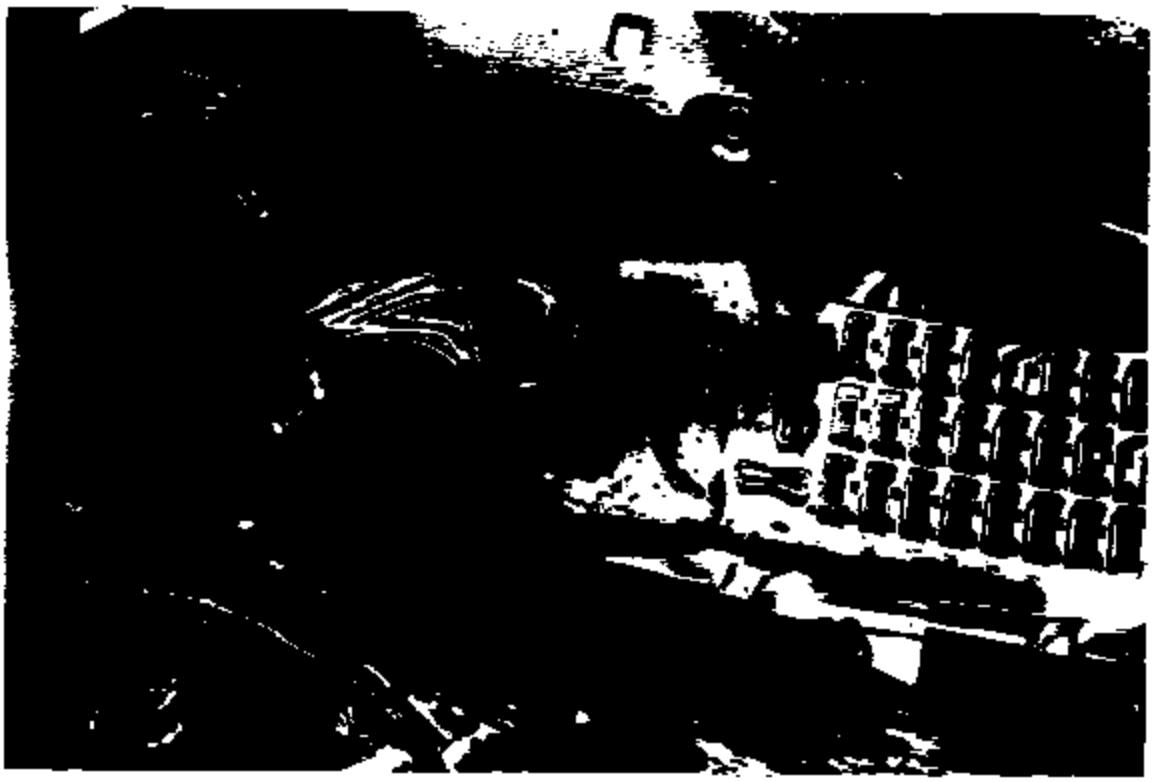


PHOTO #27: Shows an opposing view of the fuse block and adjacent wiring harness. Note it appeared that the greater amount of fire damage had occurred near where the wiring connected to the top of the fuse block.

PHOTO #28: Shows a closeup view of the top portion of the fuse block where the wiring had internally overheated and ignited the combustible materials in that area.

#27



#28

PHOTO #29: Shows a view of some circuitry routed beneath the plastic molding near the left side of the windshield. Note the wiring loom and some of the insulation was slightly damaged but there was no evidence of electrical failures.

PHOTO #30: Shows a view of a stereo system. Note it was a manufactured design and there did not appear to be any modifications made to the stereo system.

#29

#30

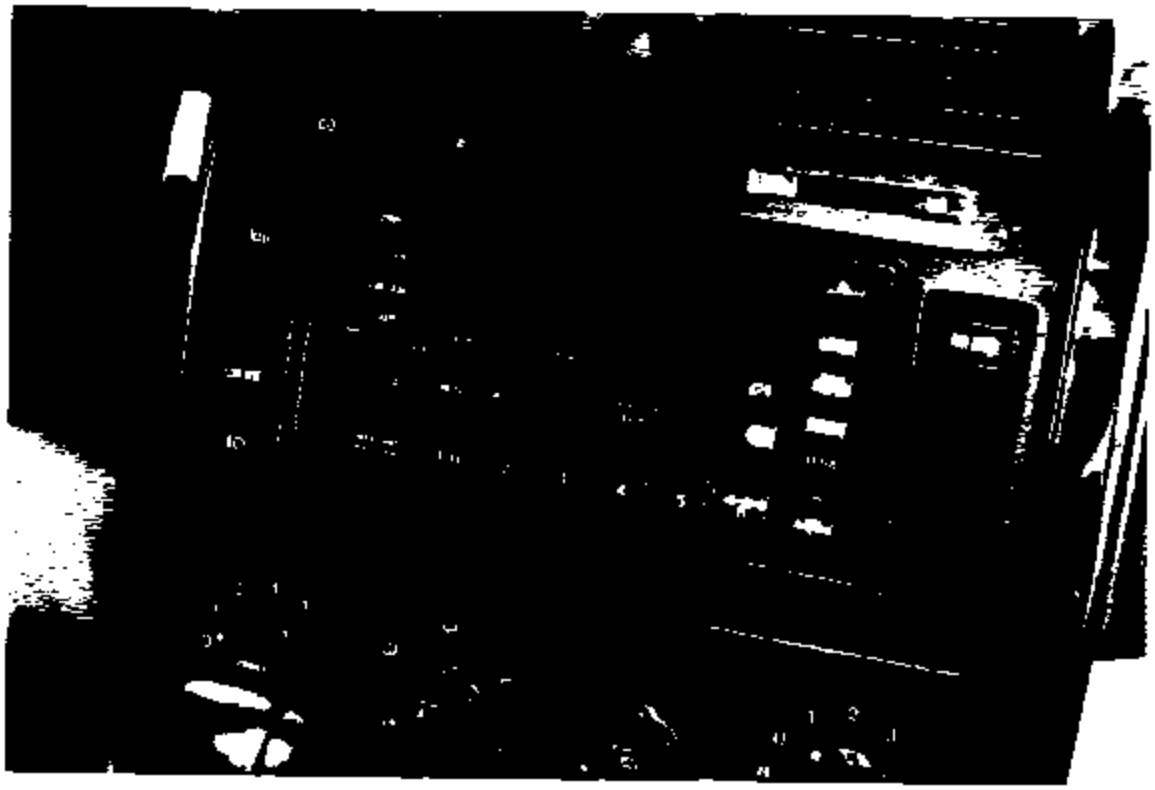


PHOTO #31: Shows a view of the light switches mounted on the left side of the instrument panel. Note they were slightly externally damaged but there was no evidence that the light switches had failed and initiated the fire.

PHOTO #32: Shows a view of a service sticker noted on the upper left portion of the windshield. Note the next service date was 11-07-04 or at 27,219 miles.

#31

#32

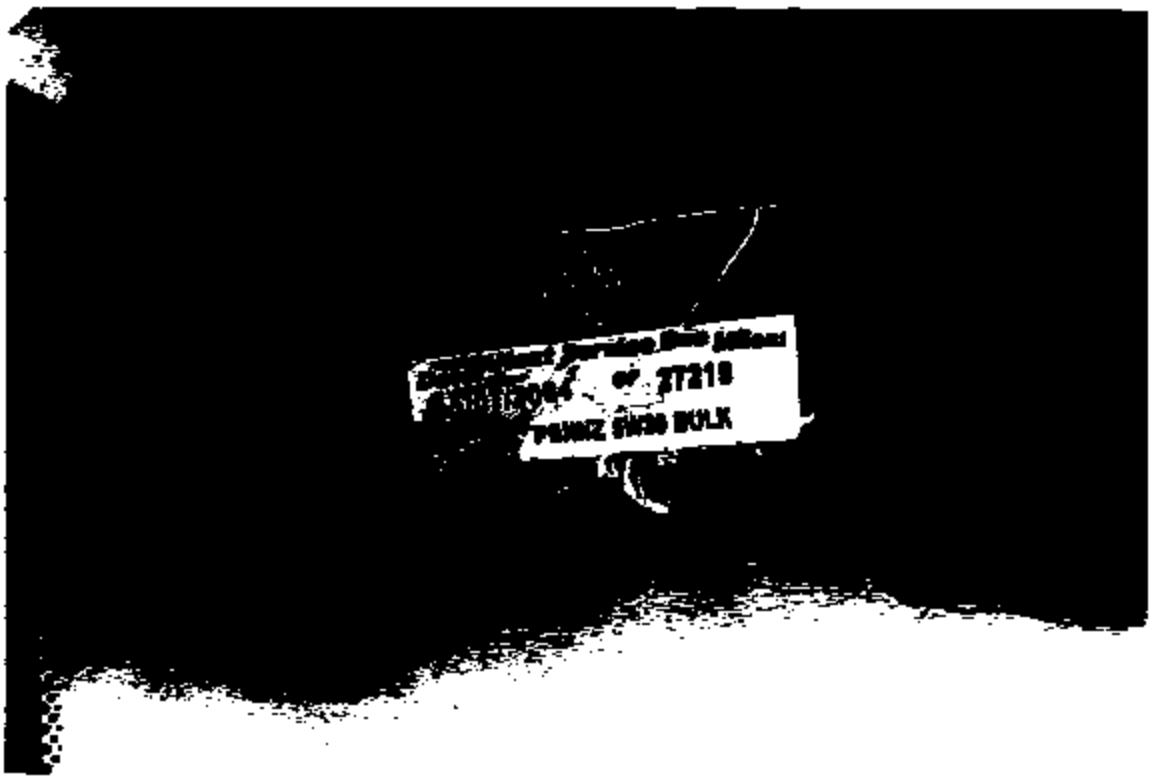
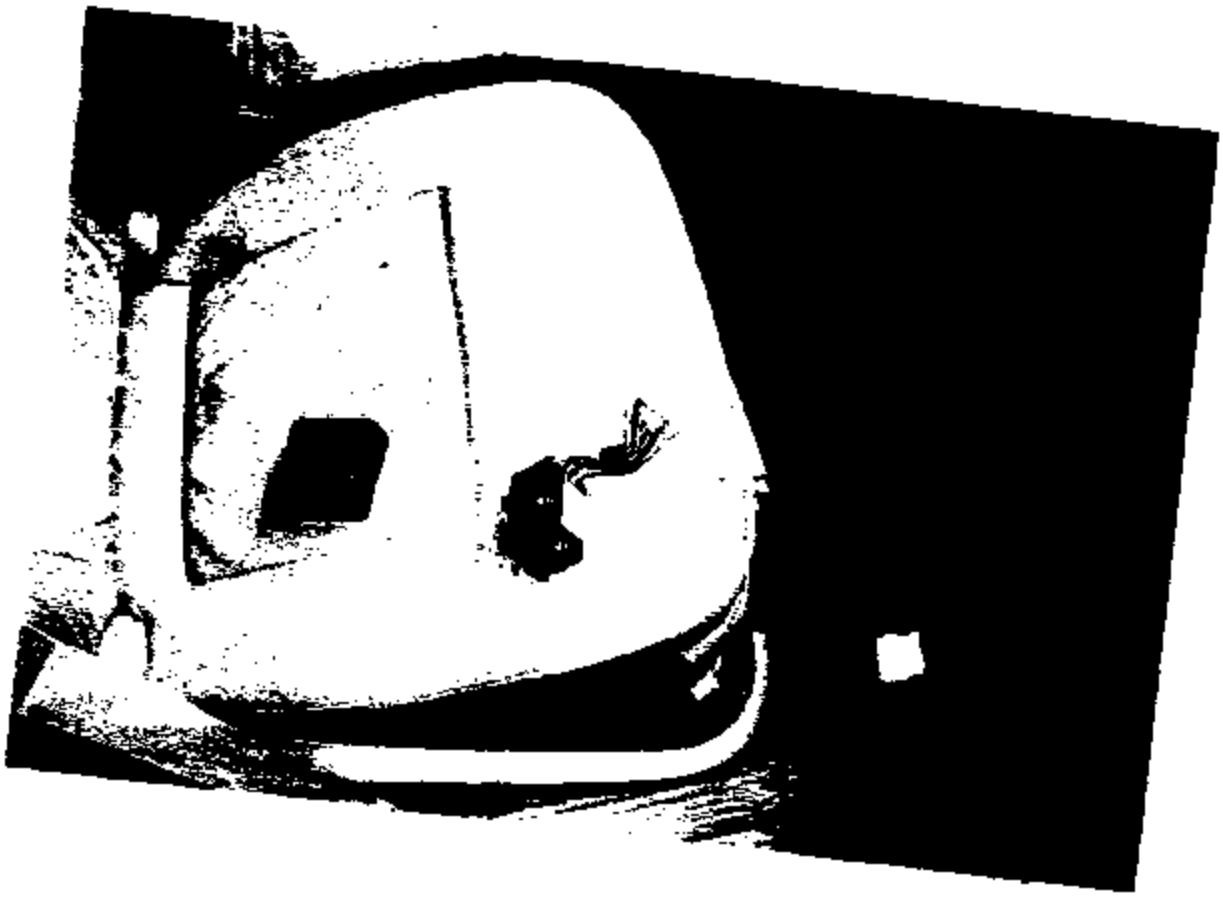


PHOTO #33: Shows a view of the seat switch assembly that had been removed by the technicians at the Kia dealership.

PHOTO #34: Shows a closeup view of the four-way seat switch assembly. Note it did not appear that there was any internal damage with the switch but it was not opened.

#33



#34

PHOTO #35: Shows a view of some of the soldered contacts in the interior of the seat switch from the right front seat.

PHOTO #36: Shows a view of the wiring to the seat switch assembly. As noted in the photograph and identified by the red arrow, there is an area of where the insulation was cut and had electrically faulted against a grounded object in the vehicle.

#35

#36

PHOTO #37: Shows a closeup view of the faulted area on the wiring to the right front seat switch.

PHOTO #38: Shows an opposing view of the damaged wiring to the seat switch assembly. As noted in the photograph, there is an electrical fault, and the red arrow identifies another circuit that had damage or what appeared to be cut from chafing or being pressed against the seat frame.

#37

#38