

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



KIA MOTOR AMERICA

Consumer Assistance Center Case Report

Printed By: EDiaz

Case Number - K402207

08/02/2005 04:39:57 PM

Case Details

Title: Veh fire - Williamson

VIN: KNDUP131136 [REDACTED]

Mileage: 24000

Priority: Priority

Severity: Medium

Status: Working

Case Type Level1: Complaint

Case Type Level2: Fire

Case Type Level3: Not Applicable

Owner: [REDACTED]

Owner Email: [REDACTED]

Contact Details

Name: [REDACTED]

Phone: [REDACTED]

Alt Phone: [REDACTED]

Fax: [REDACTED]

Address1: [REDACTED]

Address2: [REDACTED]

City: Bullhead

State: AZ

Zip: 86429

Dealer Details

Code: AZ026

Name: Peoria Kia

Case History

*** NOTES 12/14/2004 11:20:24 AM (Local Time) RBriones Action Type: Manager review
Dispatching to National for follow up and review of fire damage.

*** PHONE LOG 12/14/2004 11:20:29 AM (Local Time) RBriones Action Type:
Cust Stated [REDACTED]:

1. Veh Parked In Driveway Friday night and caught on fire overnight.
2. Saturday morning the dashboard was melted and roof lining was burned.
3. Large amounts of smoke damage.
4. Please have the person call me back on my cell phone at (928) 716-4231

Writer Stated:

1. Apologized for problem.
2. Going to take accident report
3. Gave cust case number and adv someone will be calling him back.

*** CASE DISPATCHED 12/14/2004 11:20:36 AM (Local Time) RBriones
from WIP default to Queue National CA.

*** PHONE LOG 12/16/2004 09:08:05 AM (Local Time) RBriones Action Type: Incoming call
Cust left vm and stated:

1. Have not heard from anyone yet.
2. Am getting frustrated because the dealer refuses to talk to me about this.
3. I would really like to get the ball rolling on this before everyone goes on vac for the Holidays.

*** CASE YANKED 12/16/2004 12:04:47 PM (Local Time) RBriones
Yanked by RBriones into WIPbin default.

*** PHONE LOG 12/16/2004 02:18:19 PM (Local Time) RBriones Action Type: Outgoing call
Writer called cust and stated:

1. Left vm with email address and fax number to fwd pics and report of veh fire to me.

*** PHONE LOG 12/17/2004 12:07:18 PM (Local Time) RBriones Action Type: Incoming call
Writer called cust and stated:

1. left vm for cust to call back.

*** PHONE LOG 12/17/2004 12:17:38 PM (Local Time) RBriones Action Type: Incoming call
Cust stated:

1. got your message and was calling back.

Case History

2. Have pictures just waiting for fire report and will mail out.

Writer Stated:

1. Just wanted to make sure you were aware we needed the pics and fire dept report to follow up.
2. Gave cust Irvine address to mail pics and fire report.

*** CASE DISPATCHED 12/17/2004 12:17:50 PM (Local Time) RBriones from WIP default to Queue National CA.

*** CASE ACCEPTED 12/20/2004 09:38:01 AM (Local Time) WSpencer from Queue National CA to WIP In Progress.

*** NOTES 01/10/2005 01:03:21 PM (Local Time) WSpencer Action Type: Manager review per legal - waiting for pics/police report

*** PHONE LOG 01/12/2005 12:44:31 PM (Local Time) ABegoody Action Type: Incoming call Marty stated:

1. is calling from American Family Insurance on behalf of cust
2. can be reached at @ [REDACTED]
3. this veh is a total loss because of fire damage
4. spoke to someone from KMA on 1/4/05
5. did not get the name of the person, but the person was very rude & did not want to take any info
6. American Family Insurance is having an independent company perform the investigation
7. before the investigation, A/F Insurance would like to know if Kia wants to send someone out to inspect the veh
8. claim # is [REDACTED]
9. veh is currently located at Sammers Engineering Center
10. ask for Matt Flores @ (480) 429-0131, ref #24241
11. center is located at 4085 W. Lower Buckeye Rd. Phoenix, AZ
12. A/F Insurance wants to give KMA a chance to send their engineer to veh location to do their own investigation

Writer stated:

1. will document comments
2. apologized for the info given by the previous rep, not sure who cust spoke with
3. info will be forwarded for review

*** NOTES 01/13/2005 09:57:47 AM (Local Time) WSpencer Action Type: Manager review
PER LEGAL - WE HAVE BEEN INFORMED ABOUT THE OPERATIVE FACTS OF CASE K402207. WE BELIEVE THAT THERE IS A REASONABLE PROSPECT THAT THIS CASE MAY END UP IN LITIGATION AND REQUEST CA TO PERFORM AN INSPECTION TO PROTECT THE COMPANY IN THE EVENT OF LITIGATION. THIS WILL CONFIRM THAT THE FLIR WILL BE SUBJECT TO THE ATTORNEY CLIENT PRIVILEGE

Please ask the DPSM to inspect the vehicle along with the insurance co. investigator

*** NOTES 01/13/2005 10:05:25 AM (Local Time) WSpencer Action Type: Manager review

*** CASE DISPATCHED 01/13/2005 10:05:32 AM (Local Time) WSpencer from WIP In Progress to Queue Western Region.

*** CASE ACCEPTED 01/13/2005 10:52:22 AM (Local Time) LOMalley from Queue Western Region to WIP District 8 Tom Stainw.

*** PHONE LOG 01/13/2005 10:57:04 AM (Local Time) LOMalley Action Type: Outgoing call

Writer called DPSM and stated:

1. Legal dept requests you contact ins co asap
2. and arrange mutually convenient date to inspect veh and submit a PIR to legal.
3. ins co name and contact info in file
4. location of vehicle is in file
5. NCA has not rec'd photos or police report at this time
6. Call me back with date of inspection

DPSM stated:

1. send me the case notes
2. I will contact insurance company and make arrangements for inspection.

*** EMAIL OUT 01/13/2005 10:58:51 AM (Local Time) LOMalley 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 948.585.5802 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.

HI TOM - THIS IS INSURANCE CASE WE TALKED ABOUT TODAY.

[REDACTED]

Case History

*** PHONE LOG 01/27/2005 03:05:03 PM (Local Time) LOMalley Action Type: Outgoing call
Writer called DPBM and stated:

1. Calling to remind you to contact insurance co to arrange inspection of vehicle

DPBM stated:

1. I have the information and will call and arrange inspection date and time.

*** PHONE LOG 01/27/2005 04:52:48 PM (Local Time) LOMalley Action Type: Incoming call
Rcvd call from DPBM stating:

1. Inspection has been tentatively scheduled in coordination with insurance rep
2. date is 2/10/05 at 10:00 a.m.
3. DPBM will call insurance rep tomorrow to reconfirm

*** PHONE LOG 02/07/2005 12:07:41 PM (Local Time) LOMalley Action Type: Outgoing call
Writer called DPBM request status of PIR.

DPBM stated:

1. Inspected veh w/ insur co rep
2. Preparing report
3. Will send to you this week.

*** PHONE LOG 02/17/2005 04:28:12 PM (Local Time) LOMalley Action Type: Outgoing call
Writer called DPBM again for status of PIR.

DPBM stated:

1. I am working on it now.
2. will send to you tomorrow.

*** PHONE LOG 03/02/2005 03:28:48 PM (Local Time) LOMalley Action Type: Outgoing call
Writer called DPBM and left message requesting status of PIR.

*** PHONE LOG 03/08/2005 10:15:33 AM (Local Time) LOMalley Action Type: Incoming call
Writer rcvd call from DPBM stating:

1. will have PIR completed this week
2. and will send in to you

*** NOTES 03/10/2005 01:58:44 PM (Local Time) SuziCrowell Action Type: Correspondence rec.
NCA received a certified letter from American Family Insurance Group.

Letter states:

1. Appears that the incident was caused by fire loss to our insured vehicle.
2. There is an outstanding balance of \$500.00 for salvage, of which the insured's portion is \$250 and the company's portion is \$250.
3. Would appreciate an offer of settlement.
4. If you have questions, call (802) 226-3779 x58038 - Marly Vargas
5. Vehicle photos & total loss paperwork attached.
6. Writer will scan documents into the case and forward to the region for further handling.

*** CASE YANKED 03/10/2005 03:34:26 PM (Local Time) SuziCrowell
Yanked by SuziCrowell into WIPbin Inbox.

*** CASE YANKED 03/10/2005 03:38:47 PM (Local Time) SuziCrowell
Yanked by SuziCrowell into WIPbin Inbox.

*** CASE DISPATCHED 03/10/2005 03:39:16 PM (Local Time) SuziCrowell
from WIP inbox to Queue National CA.

*** CASE ACCEPTED 03/11/2005 10:32:48 AM (Local Time) ARomo
from Queue National CA to WIP INBOX.

*** NOTES 03/11/2005 10:58:00 AM (Local Time) ARomo Action Type: Manager review

1. NCA received Subrogation and will review with legal once PL-IR is completed.
2. To date, PL-IR has not been received from the region.
3. Case to be reassigned to LOMalley until PL-IR is received
4. Please dispatch back once PL-IR is received.

Thanks

*** STATUS CHANGE 03/11/2005 10:58:00 AM (Local Time) ARomo from status Working to status Pending DPBM Action

*** PHONE LOG 03/11/2005 11:43:16 AM (Local Time) LOMalley Action Type: Outgoing call
Writer called DPBM left msg requesting call back with status of case

*** PHONE LOG 03/14/2005 11:38:55 AM (Local Time) LOMalley Action Type: Outgoing call
Writer called DPBM requesting status of PIR

*** PHONE LOG 03/16/2005 05:26:41 PM (Local Time) LOMalley Action Type: Outgoing call
Writer called DPBM left message requesting status of PIR

Case History

*** NOTES 03/22/2005 09:00:56 AM (Local Time) LOrmaley Action Type: Manager review
Writer read PIR and photos from DPSM
Writer gave to NCA

*** NOTES 03/22/2005 10:40:34 AM (Local Time) LOrmaley Action Type: Manager review
Dispatching case to NCA per NCA instructions.

*** CASE DISPATCHED 03/22/2005 10:40:50 AM (Local Time) LOrmaley
from WIP District 6 Tom Steiner to Queue National CA.

*** CASE ACCEPTED 03/23/2005 12:55:50 PM (Local Time) SuziCrowell
from Queue National CA to WIP Inbox.

*** STATUS CHANGE 03/23/2005 01:00:54 PM (Local Time) SuziCrowell from status Pending DPSM Action to status Pending Legal

*** NOTES 03/23/2005 01:00:54 PM (Local Time) SuziCrowell Action Type: Manager review
1. NCA received PL-IR from the region (K440153).
2. Writer to review case with legal.

*** NOTES 03/28/2005 12:19:49 PM (Local Time) SuziCrowell Action Type: Manager review
NCA reviewed case with legal.

Per legal

1. HOLD until further notice.

*** STATUS CHANGE 03/28/2005 12:19:49 PM (Local Time) SuziCrowell from status Pending Legal to status Hold

*** NOTES 03/31/2005 11:01:23 AM (Local Time) SuziCrowell Action Type: Manager review
NCA received a letter from American Family Insurance Group.

The letter states:

1. Investigation finds that the fire was caused by a manufacturing defect.
 2. Total damage and lost has been paid to customer (\$18,713.95).
 3. Salvage is still pending.
 4. Would appreciate an offer of settlement.
- writer will forward documents to the appropriate dept.
-scanner inoperable at this time.

*** NOTES 03/31/2005 11:52:48 AM (Local Time) SuziCrowell Action Type: Manager review
NCA sent a letter requesting a cause and origin report on 3/31/05.

*** NOTES 04/19/2005 10:52:21 AM (Local Time) SuziCrowell Action Type: Correspondence rec.
NCA received a letter from American Family Insurance Group.

Letter states:

1. Received denial letter stating insufficient evidence for our claim.
 2. KMA should have their own inspection report to examine, since KMA's investigators also examined vehicle.
 3. American Family will release hold of vehicle on June 13, 2005, or 60 days.
 4. File will be forwarded to subrogation dept.
- writer to scan and forward to the region for further handling.

*** CASE DISPATCHED 04/19/2005 10:53:34 AM (Local Time) SuziCrowell
from WIP In Review w/Legal to Queue Western Region.

*** NOTES 04/20/2005 08:36:02 AM (Local Time) SuziCrowell Action Type: Manager review
Per Legal:

1. Without a Cause and Origin Report, KMA cannot make a determination.
2. Close case pending receipt of cause and origin report.

*** CASE YANKED 04/20/2005 08:36:43 AM (Local Time) SuziCrowell
Yanked by SuziCrowell into WIPbn Inbox.

*** CASE CLOSE 04/20/2005 08:37:33 AM (Local Time) SuziCrowell Resolution Code = Concerns Noted.

*** CASE REOPENED 08/02/2005 04:18:09 PM (Local Time) SuziCrowell
with Condition of Open and Status of Working.

*** NOTES 08/02/2005 04:20:50 PM (Local Time) SuziCrowell Action Type: Manager review
NCA received correspondence from American Family Insurance Group

Correspondence contains:

Case History

1. Cause and origin report
2. Give KMA 10 business days to respond to Chris Tibbitts, 303-792-0740 x52201
3. Writer to review with legal

*** NOTES 06/14/2005 10:33:48 AM (Local Time) SuziCrowell Action Type: Manager review

1. NCA discovered that salvage amount was \$2500.00
2. Received cause and origin report.
3. Writer to review with legal.

*** NOTES 06/24/2005 04:17:00 PM (Local Time) SuziCrowell Action Type: Manager review

Per legal:

1. Offer \$7000.00 to settle
2. Insur. paid \$18713.95 - \$2500 salvage = 16213.95
3. Settle for \$7500-\$8000 with signed release

*** PHONE LOG 06/24/2005 04:25:45 PM (Local Time) SuziCrowell Action Type: Outgoing call

NCA called American Family Insurance, Chris Tibbitts

1. No answer
 2. Answering machine said office is moving this week but will return call week of June 28th, 2005
 3. Left message requesting a call back
- ended call

Attachments to Case:

File Name

Location

Email Attachment 01/13/2005 10:57:40 AM

k402207-031005.pdf

*****End Case Report K402207 *****

Accident Report

Case K402207

Report Details

1. Do You Own the Vehicle?

Yes

3. Who Was Driving the Vehicle?

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

No one was driving. Veh was parked in driveway overnight.

4. What is the Age of the Driver?

<Driver's Age>

not applicable

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

<DATE> and <TIME>

12/09/04 - Veh parked in driveway at 4pm. Then veh was discovered 12/10/04 at 9:30a.m. with extensive fire damage.

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

<ROAD WEATHER CONDITIONS>

Not applicable

7. What Speed was the Vehicle Traveling?

<VEHICLE SPEED>

Not applicable

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>

Fire appeared to have begun under the dashboard by the fuse box. Dashboard is melted. Fire spread to headliner by the visors burning the headliner. Drivers door was damaged by fire, as well as the carpet. Seats and entire veh is damaged by soot. Front windshield was shattered from the heat.

13. Were the Police Contacted?

Yes

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

<Officer Name, Department, Badge>

Officer Jeremy Duvall, Bullhead City Police Department - Badge Number 170.

Fire department also responded and determined electrical fire was the cause and ruled out arson or vandalism.

15. What is the Police Report Number?

<POLICE REPORT NUMBER>

not available

16. Was the Insurance Company Contacted?

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

American Family Insurance

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>

Pike's Collision in Fort Mojave, Az (928) 768-8911

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>

Requesting replacement vehicle from KIA. Fire was caused by warranty issue and almost burned my house down. I expect this to made right.

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
10:25:06
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

DIAZE
KIAPROD
8/06/03

VIN No : KNDUP131136

Model . . 62242
Series . SEDONA

In Service Date:

<u>Repair</u> <u>Date</u>	<u>W</u> <u>T</u>	<u>Dlr</u> <u>No.</u>	<u>Repair</u> <u>Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
8/04/04	W	NV004	13821	1 01	Battery Assy, R&R	BATTERY-SEDONA	19421
6/30/03	I	AZ026	8735	1 01			15
6/06/03	R	8110W	S4760	1 01		COMPUTER ASSY	1

Bottom

F3=Exit

F11=Summary/Detail

K440153

PRELIMINARY INVESTIGATION REPORT

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

If this report involves a bodily injury or property damage to property other than the Kia itself, complete this page ONLY. Immediately telephone KMA Legal Department for 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:	3/17/2005	PREPARED BY:	Tom Stelmutter	Title:	Dpm
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1

OWNER, DRIVER, CLAIMANT

OWNER: [REDACTED] [REDACTED] Bullhead, Arizona [REDACTED] Cell Phone [REDACTED]
NAME ADDRESS PHONE

DRIVER: N/A N/A N/A
NAME ADDRESS PHONE

DRIVER'S AGE: 0 DRIVER LIC. # N/A STATE:

SUMMARY OF INCIDENT:

Owner Reported That The Vehicle Was Parked Overnight In Their Driveway. He Stated That They Found Out The Next Morning That The Vehicle Had Caught On Fire Overnight And The Dash Was Mashed And The Roof Lining Was Burned. There Is Also Large Amounts Of Smoke Damage To The Interior.

DATE AND TIME OF INCIDENT: 12/11/04 12:00 AM

LOCATION OF INCIDENT: 2883 Ladara Drive Bullhead, Arizona
CITY STATE

LOCATION OF VEHICLE: Present Location Is Unknown
CITY STATE

2

VEHICLE IDENTIFICATION

YEAR: 2003 MDL: Sedona LIC.#: 442 BXF / AZ STATE PROD. DATE: 4/3/05
TRANSMISSION: AUTOMATIC ODOMETER: 0 VIN: KNDUP131136 [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	Seating Position	NATURE OF ALLEGED INJURY
N/A	N/A				N/A

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

4	DAMAGE TO AUTOMOBILE (KIA)		
DESCRIBE EXTENT OF DAMAGE: <u>Extensive Damage To The Interior-Driver's Side. Damage Was Done To The Dash Pad, Instrument Cluster, All Dash Wiring, LF Door Panel, LF Speaker And Grill, A Pillar & Included Wiring, Headliner, Driver's Sun Visor And Windshield, Front Carpet, Fuse Block.</u>			
<table style="width: 100%; border: none;"> <tr> <td style="border: none; width: 150px;">Repair Estimate</td> <td style="border: none;">\$0.00</td> </tr> </table>		Repair Estimate	\$0.00
Repair Estimate	\$0.00		
IF PART(S) REMOVED, TAG & INDICATE PRESENT LOCATION: <u>Parts Were Removed At The Time Of The Inspection For Inspection Purposes. The Fuse Block Was Possibly Taken By The Insurance Company Inspector For Inspection Purposes.</u>			

4A	HOOD		
Front Of Hood Elevated:	No	Height/Location:	
Rear Of Hood Elevated:	No	Height/Location:	
Rear Of Hood Contacting Windshield:	No	Describe:	
Rear Of Hood Penetrating Windshield:	No	Describe:	
Latch (es) jammed:	No	Describe:	
Describe Above Findings:	No Frontal Contact With Any Object.		

4B	HEADLIGHTS					
HEADLIGHTS		<div style="text-align: center;"> \longleftrightarrow Broken \longleftrightarrow \longleftrightarrow Intact \longleftrightarrow \longleftrightarrow Operational \longleftrightarrow \longleftrightarrow Element \longleftrightarrow </div>	TAIL LIGHTS			
LEFT FRONT	RIGHT FRONT		LEFT REAR	RIGHT REAR		
<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>		
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>		
Intact	Intact		Intact	Intact		
Describe Above Findings:		Headlights Did Not Have Any Contact Damage. They Could Not Be Turned On Do To Damage To The Electrical System.				

4C	BUMPERS		
	Front	Rear	
Detached / Missing:	No	No	
Cover Markings	N/A	N/A	
Top Height	N/A	N/A	
Bottom Height	N/A	N/A	
Describe Above Findings:	Vehicle Was Not In A Collision. The Bumpers Did Not Suffer Any Damage.		

4D	DOORS					
	Left Front	Right Front	Left Rear	Right Rear	Trunk	
Jammed Closed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Jammed Open	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Operational	<input 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:	All Doors Functioned As Designed.					

4E	SEAT BELTS				
	Driver	Right Front	Left Rear	Right Rear	Center Rear
Belt Type:	Active	Active	Active	Active	Passive
Retractor Condition:	Operational	Operational	Operational	Operational	N/A
Buckle Condition:	Operational	Operational	Operational	Operational	Operational
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	Seat Belts Operated As Designed.				

4F	SEATS				
	Driver	Right Front	Left Rear	Right Rear	
Seat Adjuster Type:	Power	Power	N/A	N/A	
Seat Track Adjustment:	Other	Other	N/A	N/A	
Seat Back Adjustment:	Other	Other	N/A	N/A	
Head Rest Position:	Down	Down	Down	Down	
Seat Bottom/Back Separation:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Describe Above Findings	Seats Could Not Be Adjusted-Either The Track Or Seat Back Because The Electrical System Was Not Operational.				

4G	AIR BAG (SRS) SYSTEM					
Air Bag Deployment:	Driver	Passenger	Left SAB	Right SAB	Knee	
Self Test Performed:			Air Bag Light Status:		Codes Present:	
Describe Above Findings Or List Any Additional Information As Needed. Include Description Of Any And All Air Bag Codes Found	Air Bag System Could Not Be Inspected Do To Electrical System Not Being Operational.					

4H	UNDER HOOD/MECHANICAL/FUEL SYSTEM					
Fuel Tank Damaged:	N/A	Describe:				
Filter Pipe Damaged:	N/A	Describe:				
Tank Strap Damaged:	N/A	Describe:				
Fuel Line Damaged:	N/A	Describe:				
Coolant Hose Damaged:	N/A	Describe:				
Radiator Damaged:	N/A	Describe:				
Fuel Filter Cap:			Accelerator Pedal, Throttle Cable And Linkage:			Describe Below As Needed
Fluid Leakage Present:		Type:		Approximate Amount:		
Describe Above Findings Or List Any Additional Information As Needed.	Vehicle Was Not Inspected For The Above Areas.					

4I	STEERING							
Steering Type:	Power		Fluid Level:	Normal		Steering Operation:	Unable To Test	
Column Damaged:	No	Describe:						
Wheel Damaged:	No	Describe:						
Rack/Box Damaged:	No	Describe:						
Lines Damaged:	N/A	Describe:						
Aides/Suspension Damaged:	No	Describe:						
Describe Above Findings Or List Any Additional Information As Needed.	Vehicle Could Not Be Driven To Inspect Steering System.							

4J	BRAKES							
System Type:	ABS		Fluid Level:	Normal	Fluid Condition:	Tinted	Brake System Operation:	Unable To Test
Brake Pedal Feel (Engine Running)	N/A		Brake Pedal Feel (Engine Not Running)		N/A			
Rear Brake Type:	Drum	Parking Brake Operation:		Could Not Test	# Of Clicks To Lock Position:		N/A	
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.	Engine Could Not Be Run To Inspect Braking System.							

4K	TIRES AND WHEELS			
	Left Front	Right Front	Left Rear	Right Rear
Tire Manufacturer:	Delta	Delta	Kumho	Kumho
Size:	P215/70r15	P215/70r15	P215/70r15	P215/70r15
Model:				
DOT Number:				
Load Range:				
Recommended PSI:				
Actual PSI:				
Tread Type:				
Code Numbers:				
Tread depth:				
Lacerations:				
Burn Areas:				
Tread Striations:				
Wheel Mfr:				
Wheel Type:				
Rim Impacts:				
Grass / Weeds:				
Describe Above Findings Or List Any Additional Information As Needed.	The Tires Were Not Inspected.			

PRELIMINARY FIELD INVESTIGATION

Salsco Incorporated
4065 W. Lower Buckeye Rd.
Phoenix, Az. 85009
(So. Az Insurance Service
Center)

Vehicle Viewed at: _____ Phone # 602-272-9041 On: February 1, 2005
(Date)

Viewed by: Tom Stahnwinter _____
NAME _____ Employed by _____ Title _____
Kia Motors America
9801 Murienda Blvd.
Irvine, Cal. 92618-2821

Others Present: Carl _____
NAME _____ Employed by _____ Title _____
Simmens Investigative Engineer.
4300 No. Miller Rd.
Scottsdale, Az.
480-428-0131 Unknown-He Had No Card

NAME _____ Employed by _____ Title _____

Police Report Available: No If Yes, Please Attach Copy Complete With Code Template

What parts / system is alleged defective? Unknown

Describe condition of alleged defective part / system:

Condition of adjoining or related part / system:

SERVICE HISTORYWhere Is Vehicle Normally Serviced? OtherName Of Service Facility: UnknownPre-Delivery Service By: Peoria KiaDealer Code: Az025Delivery Date: August 6, 2003List Maintenance History Below:8-30-2003 Ro#: 8735 015 Miles Az025 Pd8-04-2004 Ro#: 13821 19,421 Miles Nv004 C/S Had To Jump Start Vehicle-Dir. Replaced Battery08-04-2004 Ro#: 13821 19,421 Miles Nv004 C/Requested 15k Service & A Brake Flush. Dir Did BothThe Rest Of The Customer's History Is Unknown To The Writer

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

COMMENTS:DATE: 3-21-2005PREPARED BY: Tom Steinwarter

PHOTOGRAPH LISTING

Take digital photographs of the subject vehicle showing all damage. Insert photos in sections 7A-7E Below. Forward an electronic copy of this report along with original photo discs to the Eastern Region Consumer Affairs Department. Keep a copy (on disc) for your records.

GENERAL

Photo Number		List Brief Description Of Content (Do Not Write On Photographs)
1	MANDATORY	VIN Label
2		Rear License Plate
3		RF of Vehicle
4		LF of Vehicle
5		LR of Vehicle
6		RR of Vehicle
7		Right side of engine compartment
8		Left side of engine compartment

INTERIOR

9	MANDATORY	Relay Box-engine compartment
10		Relay box-engine compartment (close-up)
11		Relay Box-engine compartment (close-up)
12		Accessory socket & storage tray (at center of dash area)
13		Center & Right side of dash area
14		Dash area taken from the right side of vehicle
15 & 16		Instrument cluster area
17		Instrument cluster & A Pillar area
18		LF door, Instrument cluster & left switch panel
19		Left side of steering column area

INTERIOR (continued)

20	MANDATORY	Lower half of left A pillar
21 & 22		A Pillar & Windshield
23 & 24		Left front door panel
25		Instrument cluster & lower half of A pillar
26		Close-up of A pillar where it meets the dash pad
27 & 28		Driver's sun visor & close-up of lube sticker
29		Portable air compressor under the driver's seat
30		Center of dash area & LF door area
31		Carpet area-door sill plate—driver's side
32		Close up of left of dash area
33 & 35		Dash area to left of steering column (lower portion including pedals)

PHOTOGRAPH LISTING (Continued)

INTERIOR (Continued)

34 & 36		Dash light dimmer switch & 3 way interior light switch
37		A Pillar at dash
38 & 39		Instrument cluster-after dash pad was removed
41		Left floor area adjacent to left kick panel
42		Wires that plug into the top of the fuse block
43		Fuse block-left kick panel

INTERIOR (Continued)

44	MANDATORY	Left lower side of dash
45 & 46		Left kick panel & close up of left kick panel
47		Left A pillar looking into the left side of the dash from the top
48		Left side from underneath the dash area-looking up
49		Carpet-floor area underneath the left kick panel
50		Close up of the left kick panel shooting up
51 & 52		Left kick panel-fuse panel removed
53-56		Melted plastic probably from the A pillar area (left side)
57		Fuse panel
58		Fuse panel (close-up) showing where wires connect at the top
59-63		Fuse panel & close up's of the interior facing side

INTERIOR (Continued)

64		Top of fuse panel
65-68		Back side of fuse panel
69-70		Fuse panel (forward side when mounted)
71-72		Fuse panel (rearward side when mounted)
73		Fuse panel (forward side when mounted Approx center)
74		Fuse panel (rear ward side when mounted is up)
75-77		Fuse panel-top of board
78-80		Fuse panel-bottom of board
81		Connector to fuse panel
82		Connector to fuse panel
83		Connector to fuse panel

7A	PHOTO ATTACHMENTS	
	Photo 1	Photo 2
	Photo 3	Photo 4
	Photo 5	Photo 6

7B	PHOTO ATTACHMENTS	
	Photo 7	Photo 8
	Photo 9	Photo 10
	Photo 11	Photo 12

7C

PHOTO ATTACHMENTS

Photo 13

Photo 14

Photo 15

Photo 16

Photo 17

Photo 18

7D	PHOTO ATTACHMENTS	
	Photo 19	Photo 20
	Photo 21	Photo 22
	Photo 23	Photo 24

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

12/12/14 P 11/31/14 3/6/4/6/6/3/4

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并又

Photo

License #1

KNDUP131/36-



Photo# 3

RF of vehicle



Photo#

4

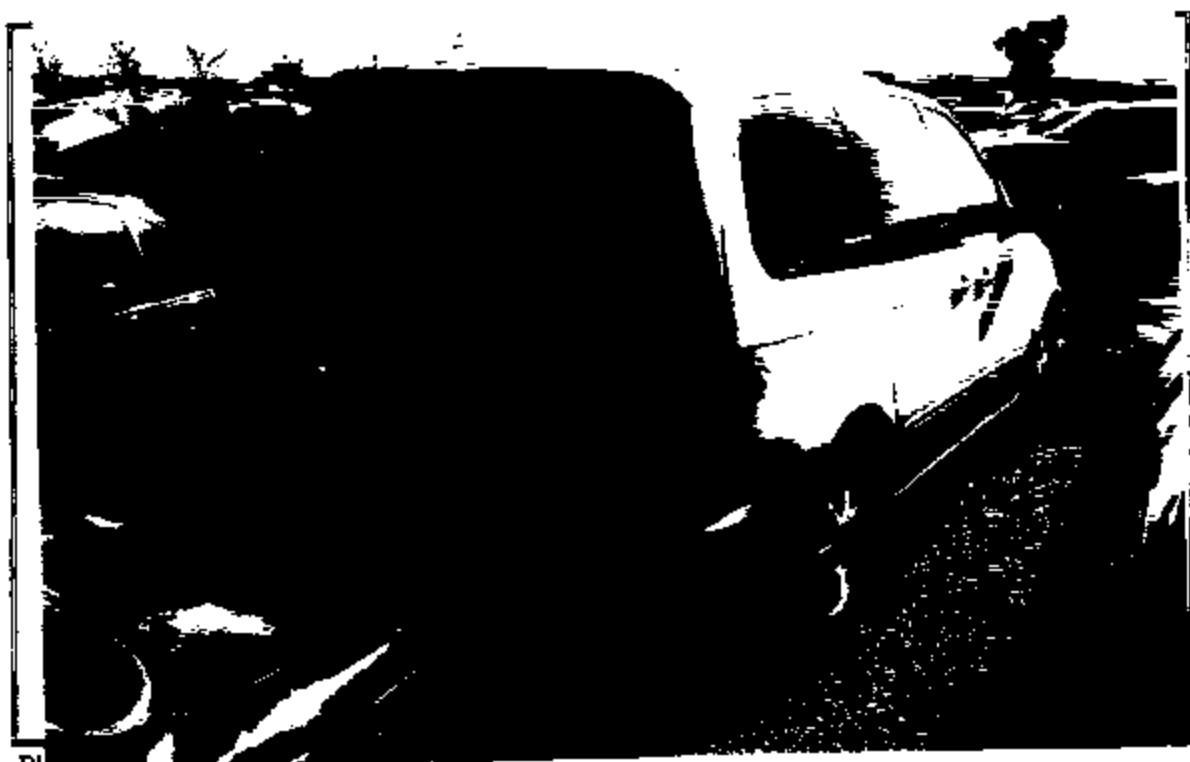
LF of vehicle

KN04P131/36-



Photo# 5

LR of vehicle



Photo#

6

RR of vehicle

KNDUP131136



Photo# 7

Right side of Engine Compartment



Photo# 8

Left side of Engine Compartment

KNDUP131/36-



Photo# 9

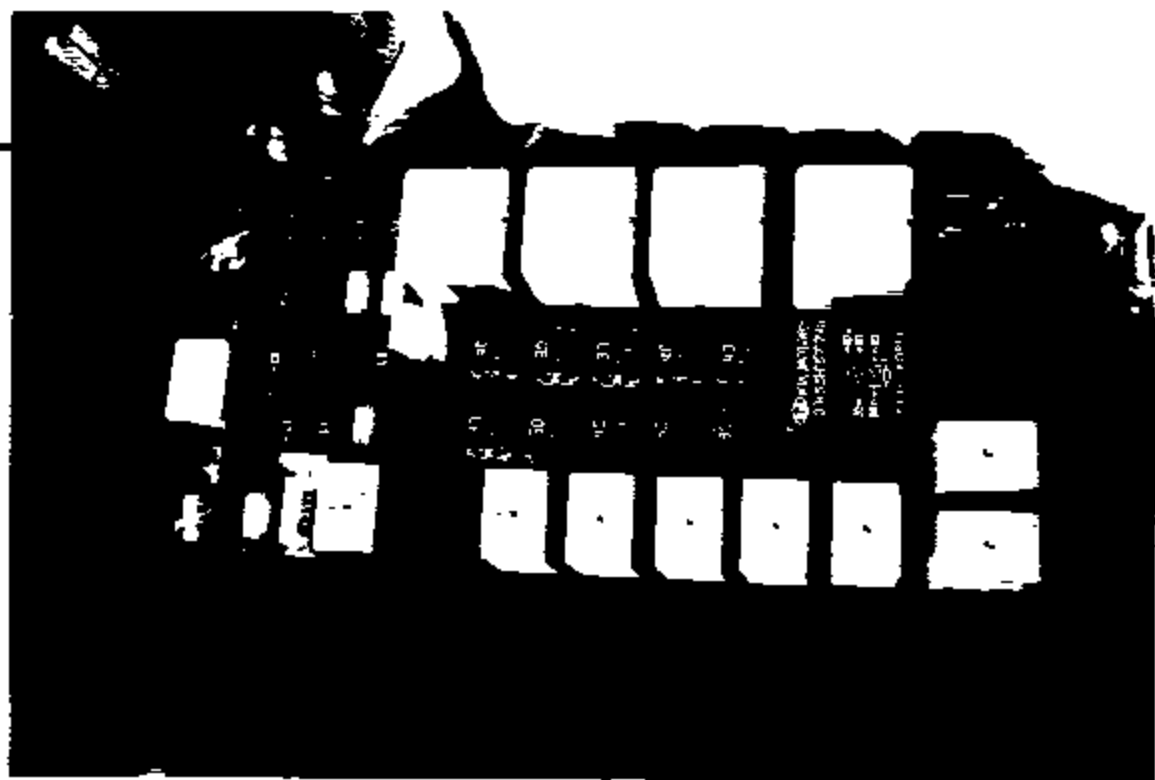
Relay Box



Photo#

10

KNDUP131136-



Photo# 11

Relay Box



Photo# 12

Accessory Socket & Storage Tray

KN DUP 131/36 - [REDACTED]



Photo# 13

Center + Right Side of dash



Photo# 14

Dash From Right Side

KN04P131136- [REDACTED]



Photo# 15

Instrument Cluster ↑



Photo# 16

Instrument Cluster

KNDUP131136-



Photo# 17 Instrument Cluster & A Pillar



Photo# 18 LF Door & Instrument Cluster & LHS
Switch panel

KN DUP 131136- [REDACTED]



Photo# 14

Left Side of Steering Column Area



Photo# 20

Left A pillar - Lower half

KNDUP131/36-



#21

A pillar

#22

A pillar + wind shield

Photo#

KNDUP131136- [REDACTED]



23

24

Left Front Door Panel

Photo#

KN04P131136- [REDACTED]

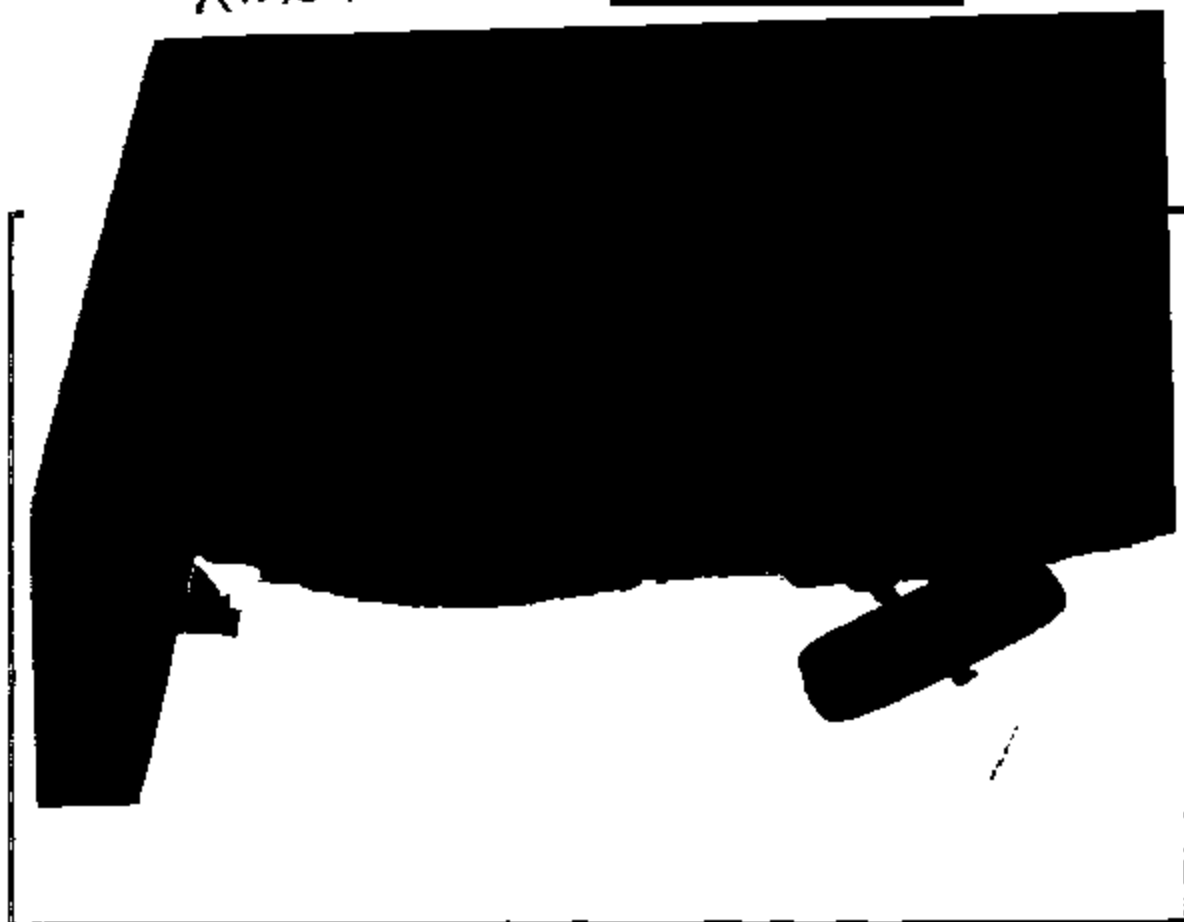


Photo# 25 Instrument Cluster & lower section of A pillar



Photo# 26 Closeup of A pillar where it meets the dash

KN04P131/36



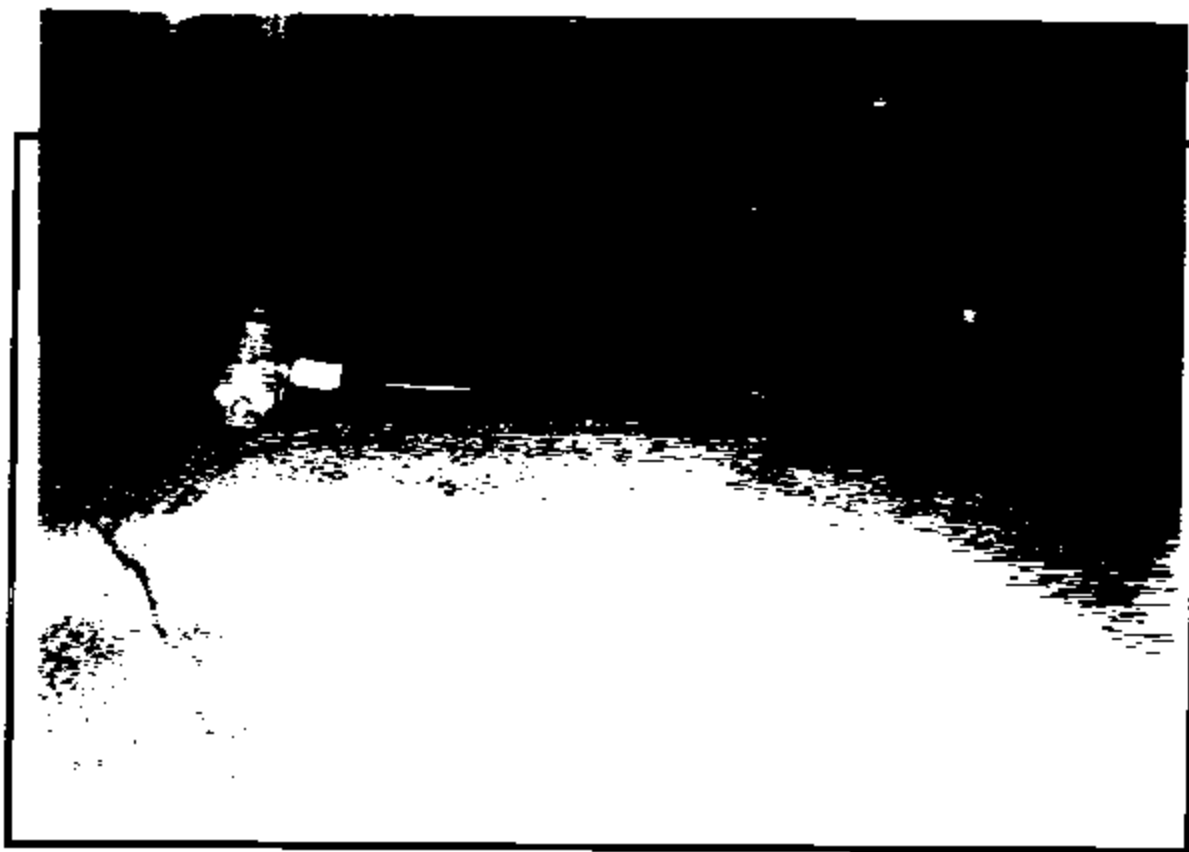
Photo# 27

Driver's side view of a Lube Truck

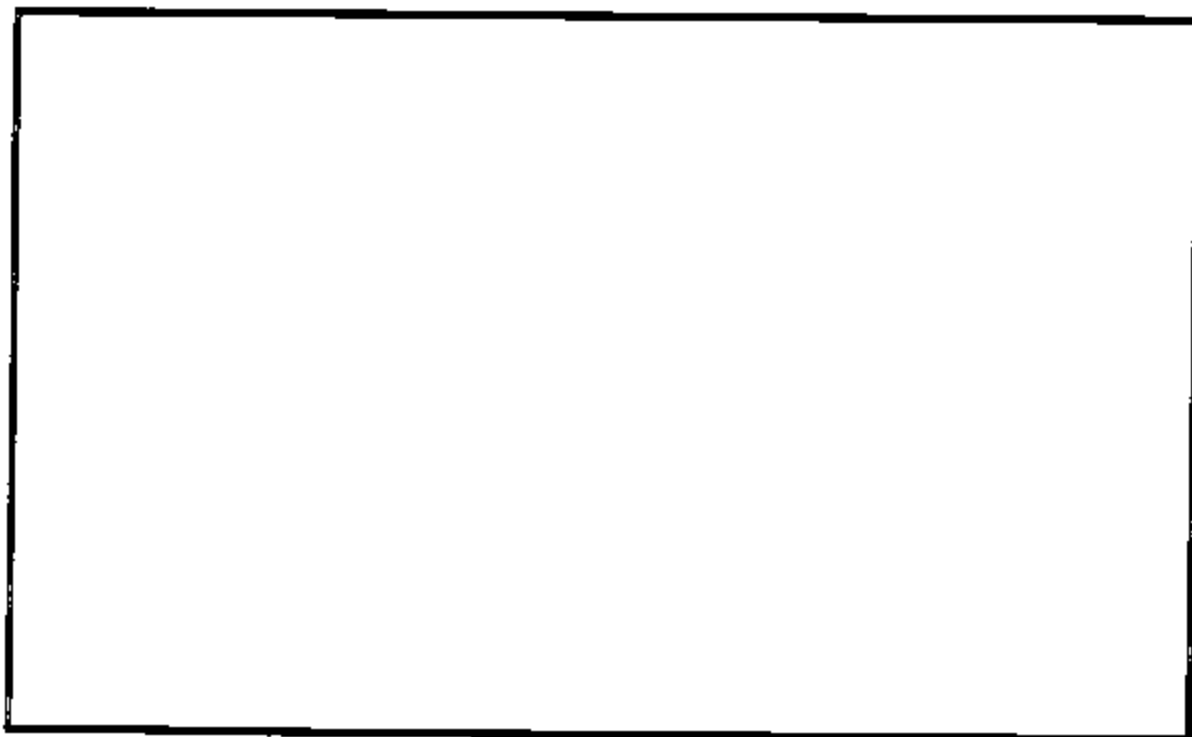


Photo# 28

Closeup of Lube Truck



Photo# 29 Portable Air Compressor (12V) under
Driver's seat



Photo#

KNDUP131/36-



#36

Lower portion of
Driver's side of vehicle



#37

Carpet area - Floor -
Driver's side



Photo#

#32

CLOSE-UP OF LEFT OF DASH AREA

Photo#

KNDUP131/36-

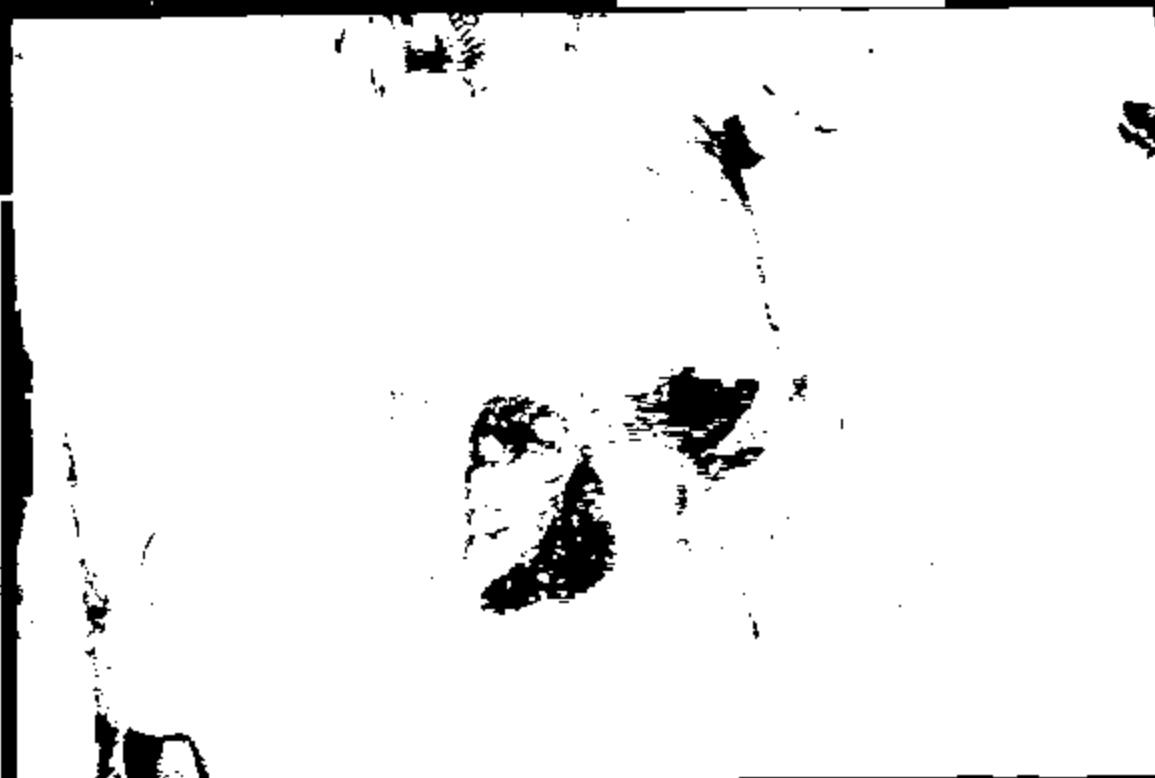


Photo# 33 Dark Area To Left of Steering Column Lower Portion



Photo# 34 Day Light Dimmer Switch - 3-way interior light switch

KNDUP131/36-



Photo# 35 close up of picture #33



Photo# 36 Reverse side of picture #34

KN DUP 131/36 - [REDACTED]



Photo# 37

A Pillar of Dust



Photo#

38

Testament Chapter - Pillar of Dust Removed

KN04P131136-



Photo# 39 Instrument Area - Padded Dash Removed



Photo# 40

KN04P131136-

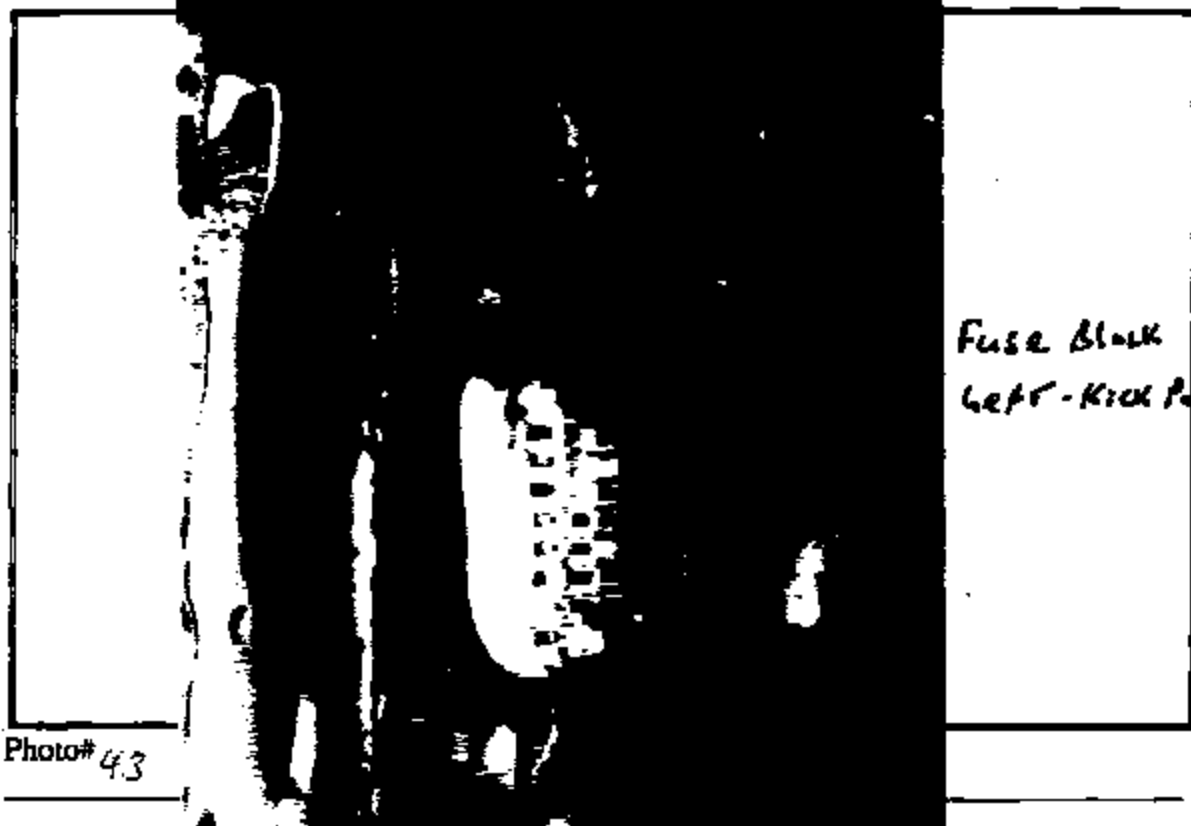


Photo# 41 Left floor at left knee bench



Photo# 42 wires that plug into top of flag block

KNDUP131/36-



Fuse Block
Left - Kick Panel

Photo# 43



Photo# 44

Left Lower Side of Body

KN00P131136-



#45

Left Hand Panel

#46

Left Hand Panel

Fuze Block area

Photo#

KNDUP131136-



#47

Left A pillar looking into
left side of Dash from
Top

#48

Left Side from
Underneath Dash area
Close-up

KNDUP131136-



49

Floor area of Left side

50

Left side panel -
Shooting up

Photo#

KNDUP/31/36



57



52

Left Room Panel - Fuse Panel Removed

Photo#

KN DUP 131/36 - [REDACTED]



Photo# 53

melted plastic ↓ Probably from A Pillar



Photo# 54

KNDUP131/36-

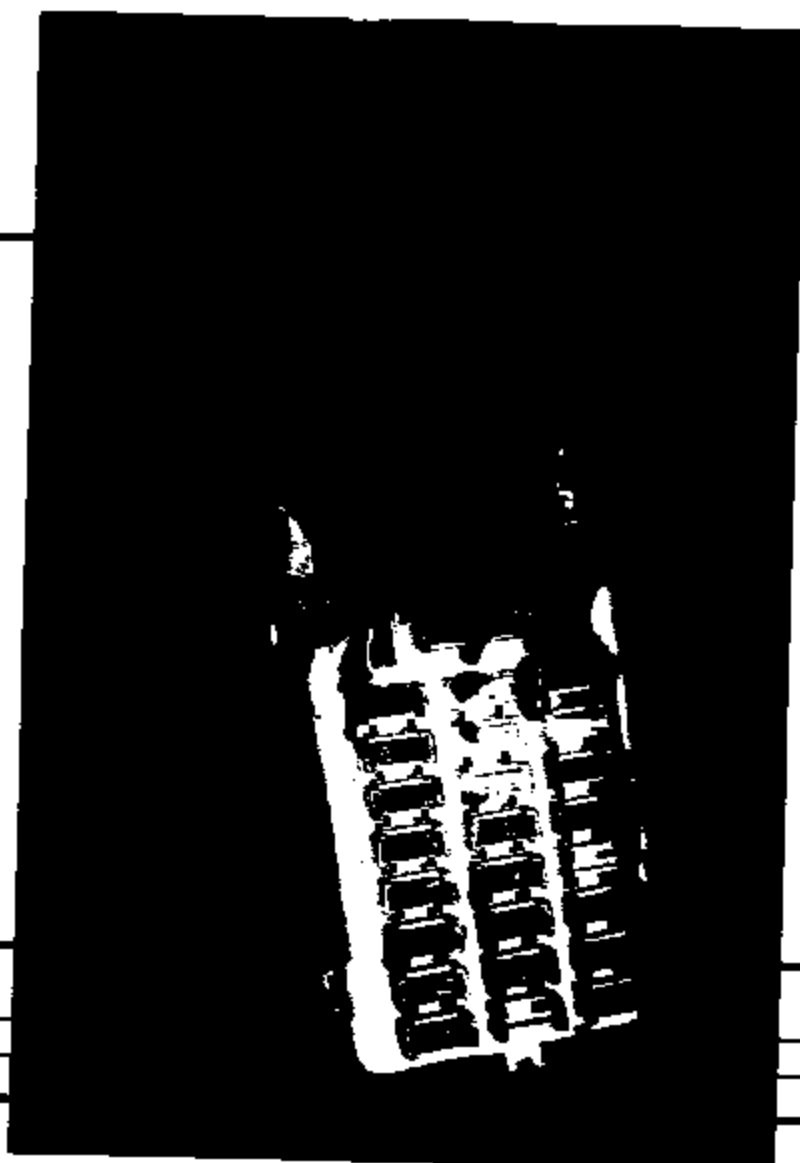


Photo# 55 Close-up of previous two pictures



Photo# 56

Photo#



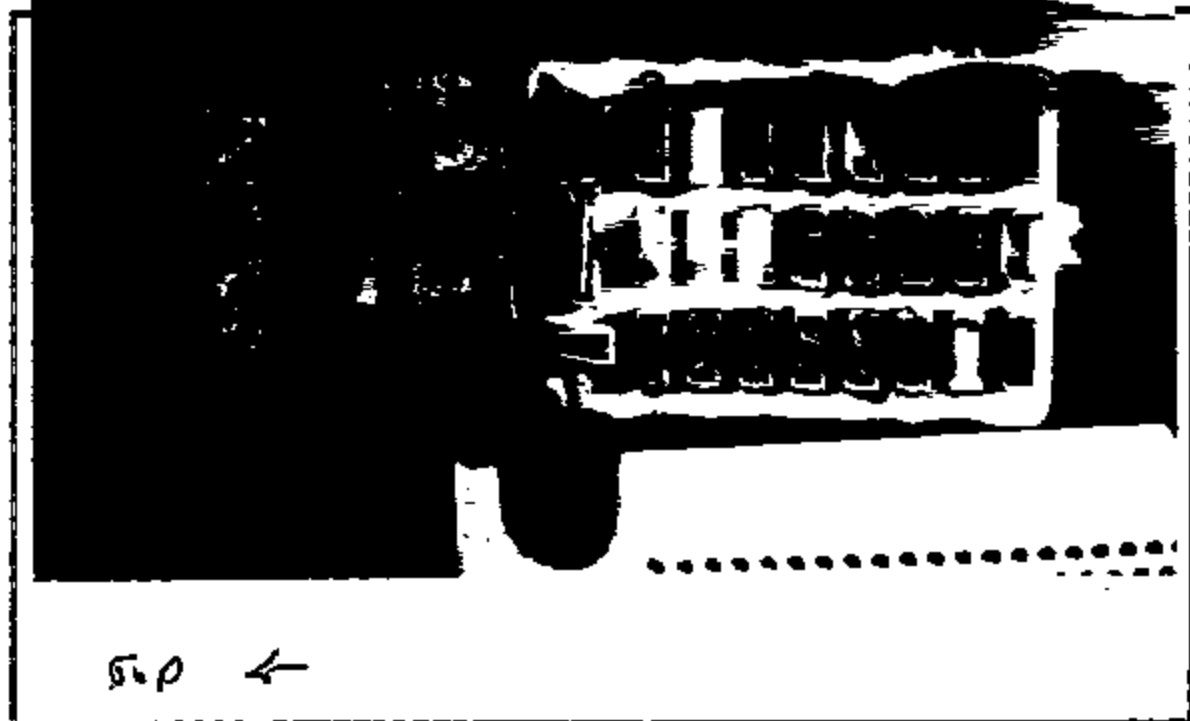
Top ↑

#57

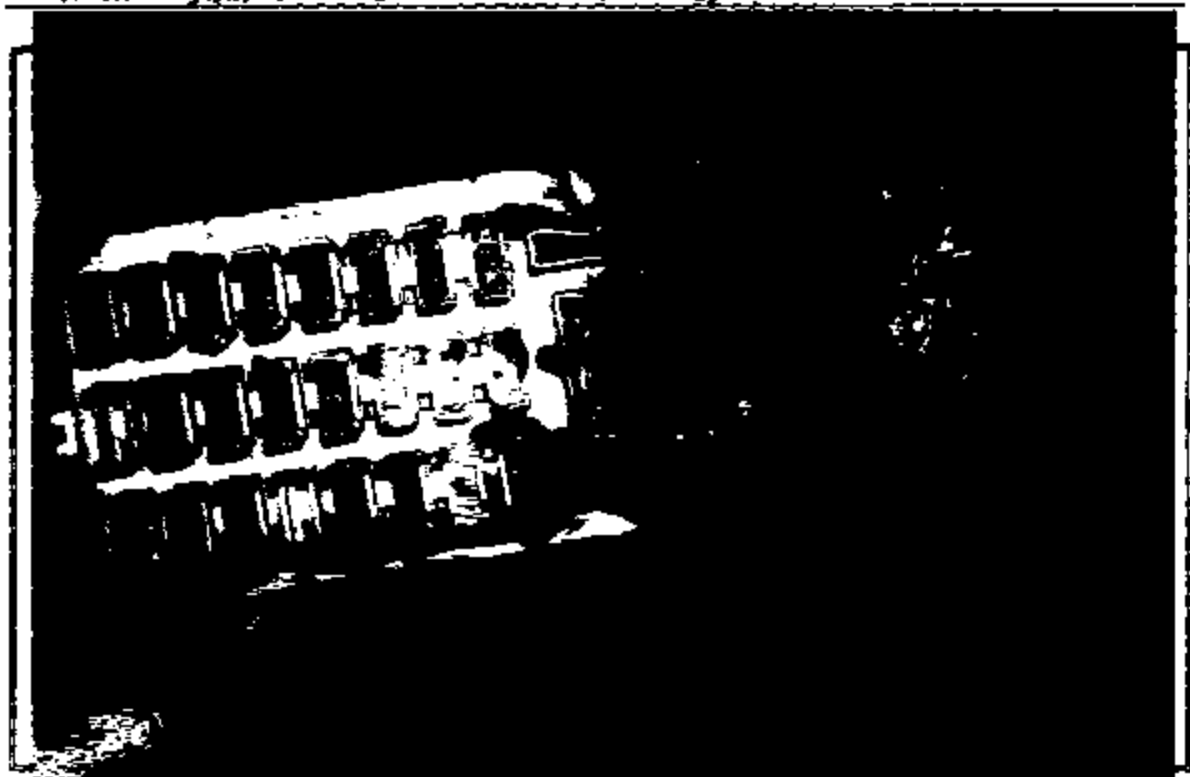
Out ward side of Fuse Block Panel

Photo#

KNDUP131/36-



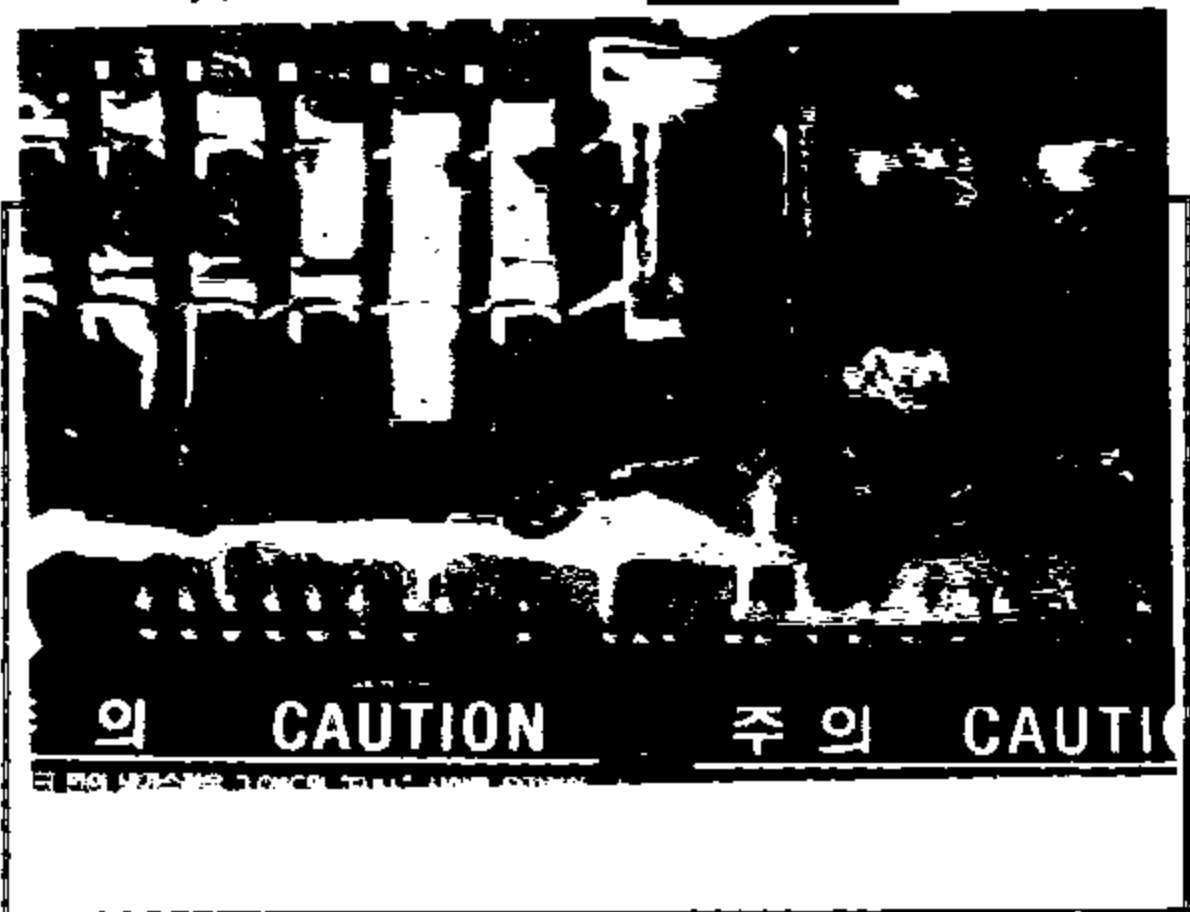
Photo# 59 ↙ Fuse Panel wires disconnected and
Burnt material discarded at Cop



Photo#

Cop →

KNDUP131136- [REDACTED]



Photo# 61 Close up of fuse panel ↑



Photo# 62

KNBUP131/36-



Copy

Photo# 63

Close-up of Fun Panel



주의 CAUTION

- NEVER USE THE MACHINE WITHOUT THE PROPER INSTRUCTIONS.
- NEVER USE THE MACHINE WITHOUT THE PROPER INSTRUCTIONS.
- NEVER USE THE MACHINE WITHOUT THE PROPER INSTRUCTIONS.

주의 CAUTION

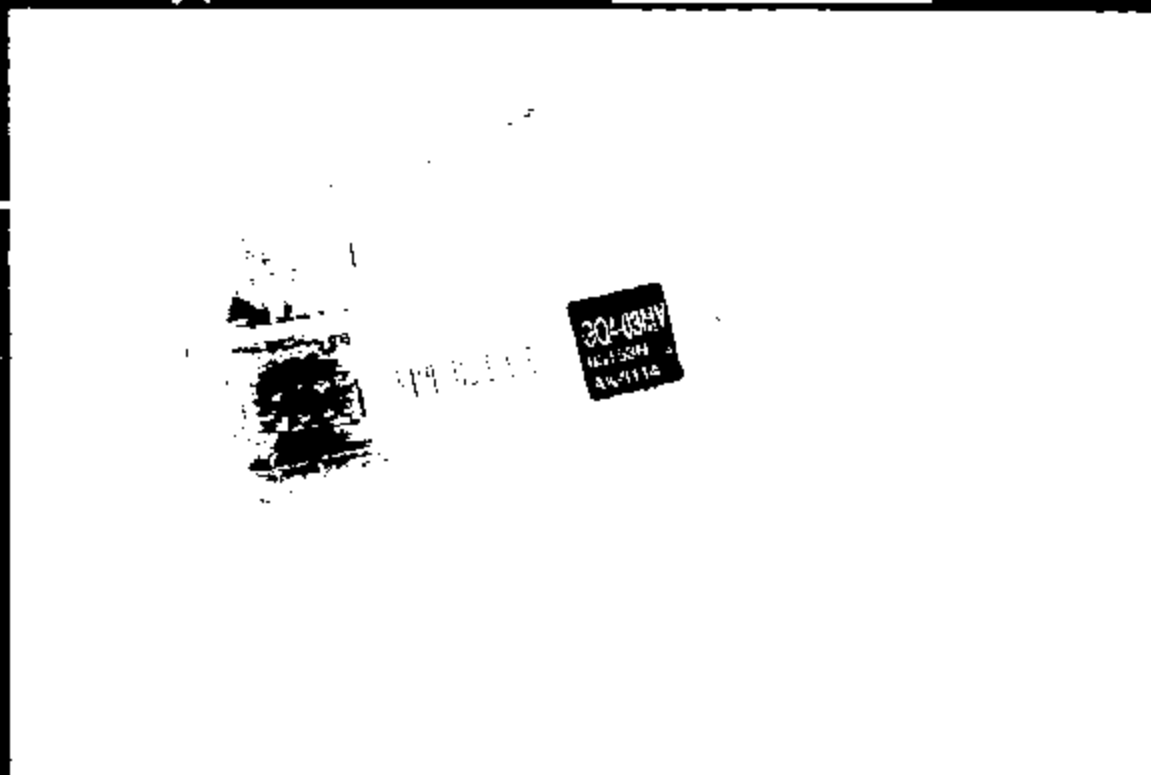
- NEVER USE THE MACHINE WITHOUT THE PROPER INSTRUCTIONS.
- NEVER USE THE MACHINE WITHOUT THE PROPER INSTRUCTIONS.
- NEVER USE THE MACHINE WITHOUT THE PROPER INSTRUCTIONS.

Photo#

64

Close-up of Fun Panel

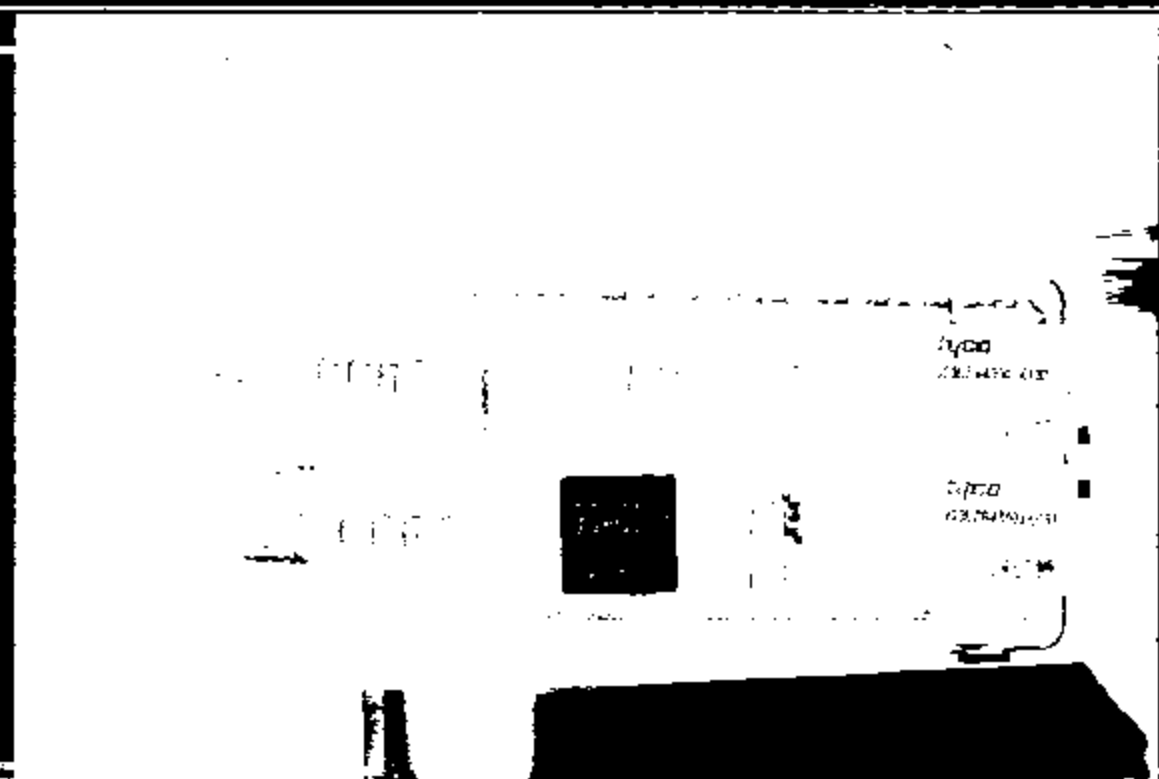
KNDRP/31/36-



← Top

Photo# 65

Back side of Ence Personal



Photo#

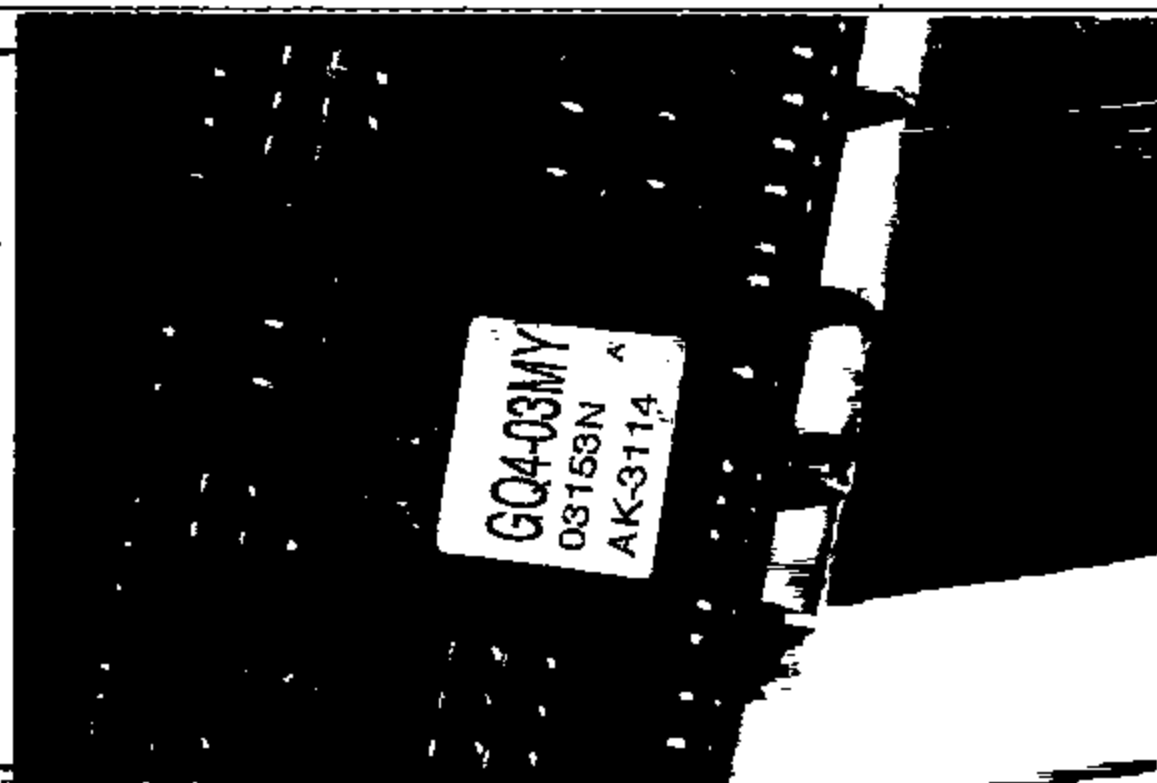
66

← Top

KN DUP 131/36 - [REDACTED]

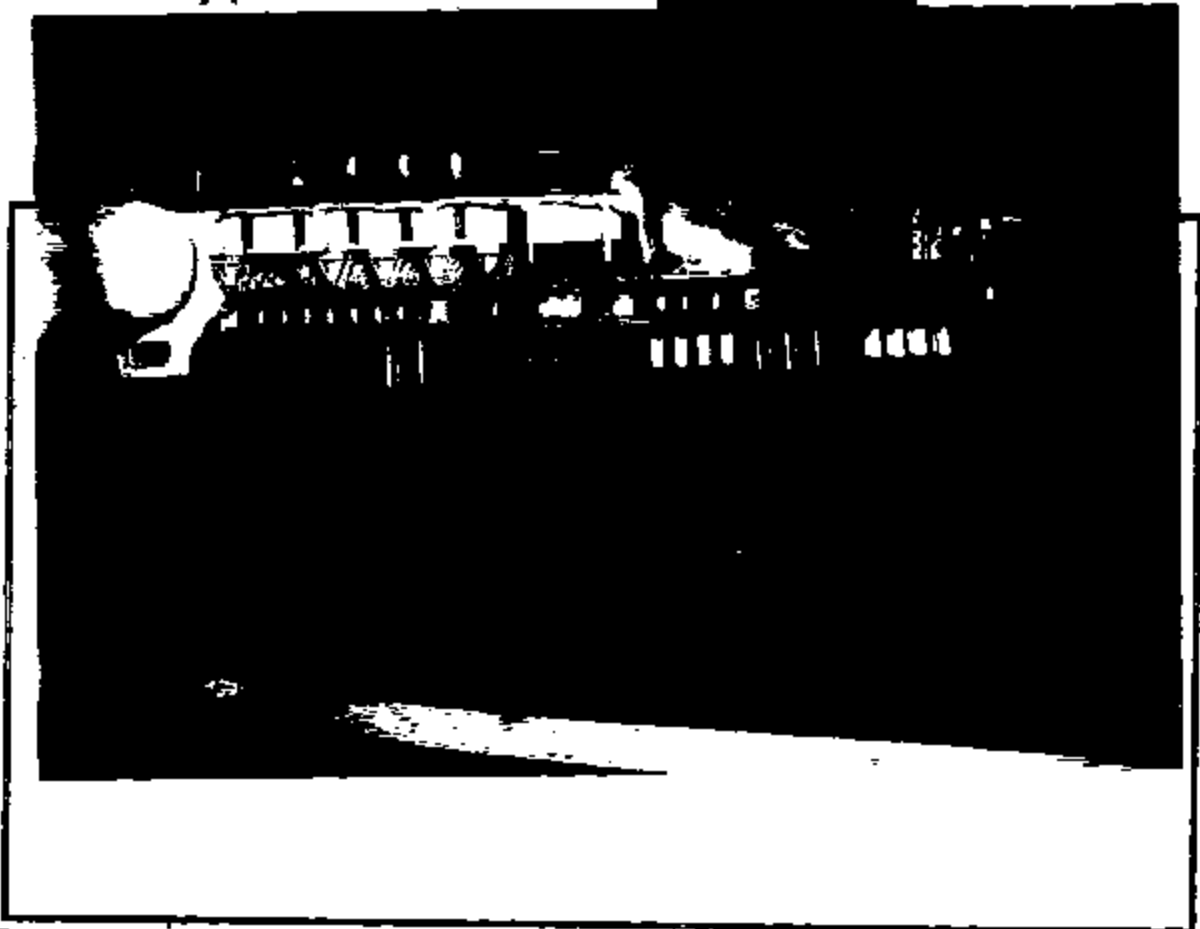


Photo# 67 ^A Fuse Panel



Photo# 68

KNDUP131136-



Photo# 69 Fuse Pennel



Photo# 70

KNADUP131/36-



Photo# 71

Fuse Tunnel ↕



Photo#

72

KN04P131136-



Photo# 73 fuse panel



Photo# 74

KN DUP 131/36 - [REDACTED]



Photo# 75

Fuse Pannel



Photo#

76

KN DUP 131/36-



Photo# 77

Fuse Panel



Photo#

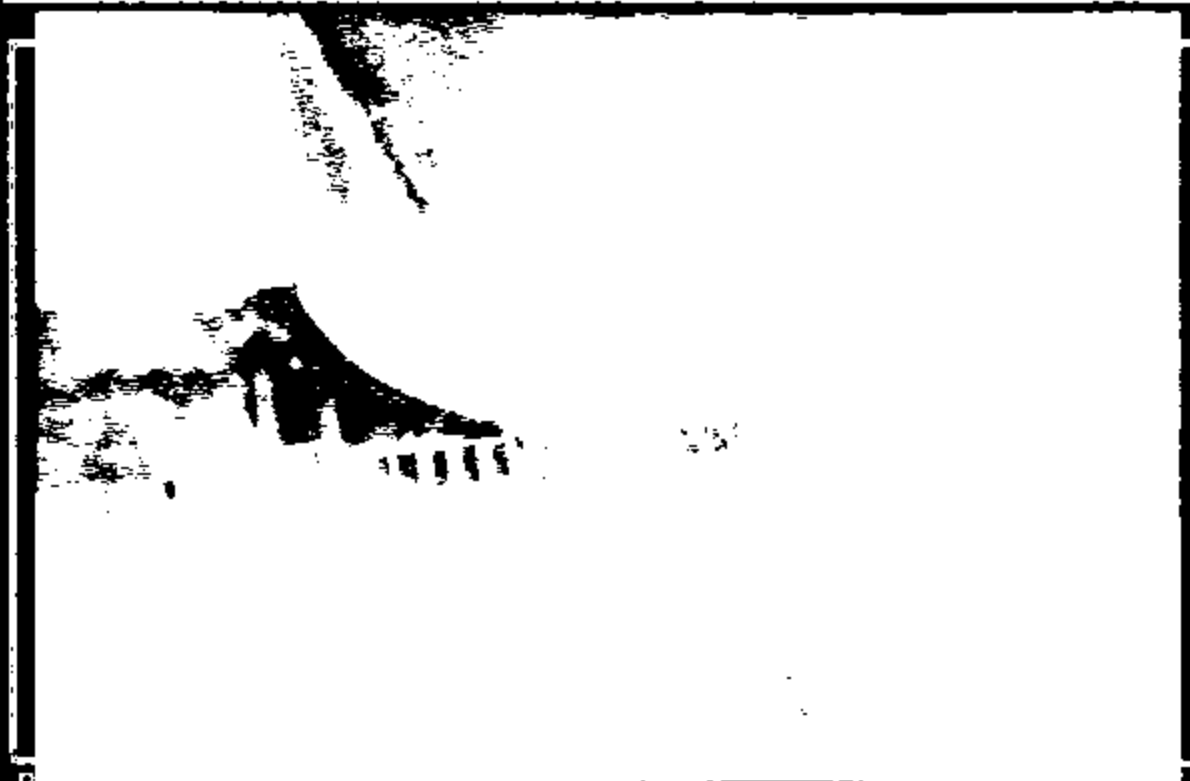
78

KN DUP 131136-



Photo# 79

fuse panel



Photo# 80

KN DUP 131/36-



Photo# 81 connector to Fusa Panel



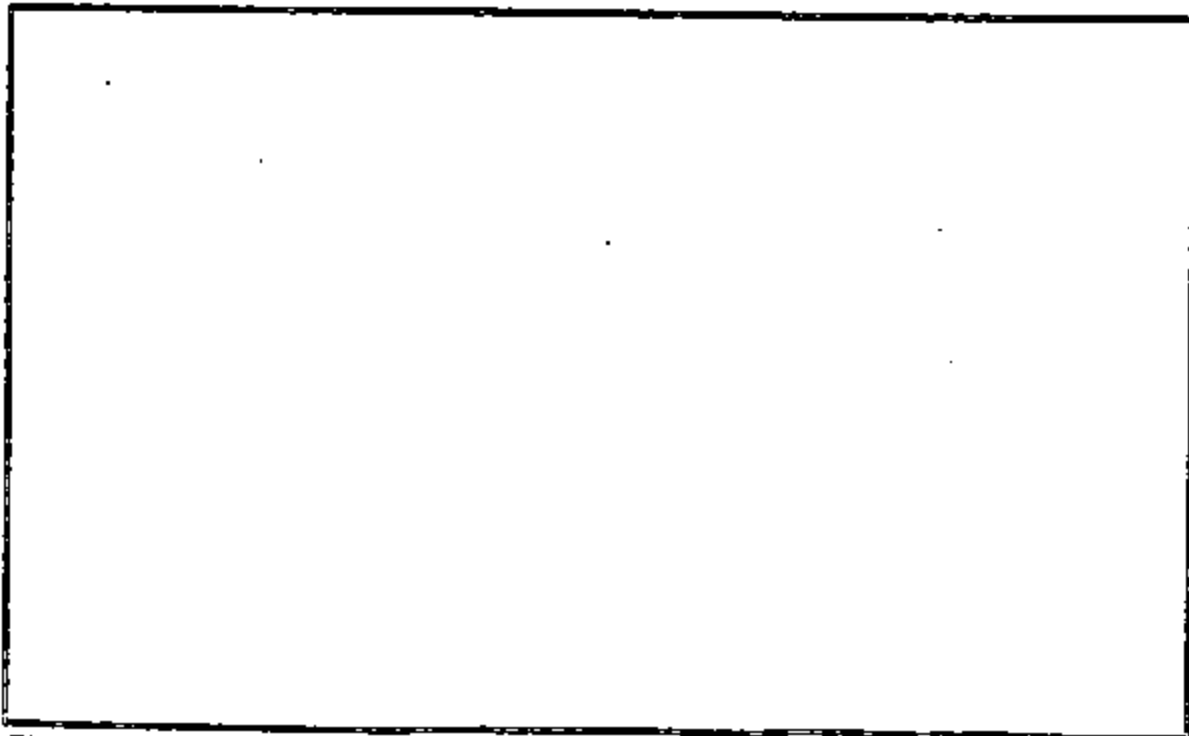
Photo# 82

KNDUP131/36-



Photo# 83

Condenser



Photo#



KIA MOTOR AMERICA

Consumer Assistance Center Case Report

Printed By: EDiaz

Case Number - K440200

06/02/2005 04:20:44 PM

Case Details

Title: Fire (wire harness) — lawson

VIN: KNDUP131036

Mileage: 44000

Priority: Non-Priority

Severity: High

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: Dahlonega

State: GA

Zip:

Dealer Details

Code: NC041

Name: Kia of Blue Ridge

Case History

*** PHONE LOG 03/23/2005 02:30:06 PM (Local Time) TShamburger Action Type:

customer Michelle Markins called

1. the veh had a CEL on
2. and the dlr had an appt with dlr on Friday and they did not have time to take us.
2. well yesterday we had appt for 1:30
3. the vehicle on the way to dlr had the clock go off, the wipers went on, the doors locked.
4. and my step father said the veh had smoke in it
5. under dash is burnt up with other things. he stop veh and there was a fire in dash.
6. fire was put out by an extinguisher.

wrt states

1. Im sorry to hear that this happen
2. will doc this concern and forward your concern to another dept.
3. kia will review this concern
4. Im sorry for what happen.
- 5 took accident report
6. gave cust the case number.

*** PHONE LOG 03/23/2005 02:37:14 PM (Local Time) TShamburger Action Type: Incoming call

wrt called Kia of Blue Ridge and spoke to SM Pete Apple

Sm states

1. spoke to dpm for the ok to repair this.
2. not fully diagnosed yet.
3. looks like this started from the left hand fuse block.
4. and there some interior damage along w/ carpet.
5. but I have to still fully diagnose what had happen.

wrt thanked SM.

*** CASE DISPATCHED 03/23/2005 02:41:53 PM (Local Time) TShamburger

from WIP default to Queue National CA.

*** CASE ACCEPTED 03/25/2005 07:58:51 AM (Local Time) ARomo

from Queue National CA to WIP INBOX.

*** NOTES 03/30/2005 10:15:07 AM (Local Time) ARomo Action Type: Manager review

1. Writer to review with legal.

*** STATUS CHANGE 03/30/2005 10:20:33 AM (Local Time) ARomo from status Working to status Pending Legal

Case History

*** NOTES 04/04/2005 11:28:24 AM (Local Time) ARomo Action Type: Manager review
Per legal:

1. Please send case to the region as a FYI.
2. Dealer claims that DPSM authorized vehicle to be repaired.

*** STATUS CHANGE 04/04/2005 11:28:24 AM (Local Time) ARomo from status Pending Legal to status Working

*** CASE DISPATCHED 04/04/2005 11:28:45 AM (Local Time) ARomo
from WIP IN REVIEW WITH LEGAL to Queue Southern Region.

*** CASE ACCEPTED 04/07/2005 12:42:32 PM (Local Time) TFrancis
from Queue Southern Region to WIP MATT MYERS.

*** PHONE LOG 04/11/2005 11:09:18 AM (Local Time) TFrancis Action Type: Outgoing call
WRITER STATES:

1. WRITER CALLED DLR TO GET AN UPDATE ON REPAIRS
2. WRITER SPOKE WITH PETE IN SVC--STATES VEH SHOULD BE COMPLETED SOMETIME THIS WEEK

*** NOTES 04/11/2005 12:11:32 PM (Local Time) TFrancis Action Type: Manager review

WRITER STATES:

1. WRITER HAS SPOKEN TO DPSMMATT MYERS
2. RPSM REVIEWED WITH DPSM--INSTRUCTED TO PHOTO ALL AFFECTED COMPONENTS AND DOCUMENT THOROUGHLY CAUSE & CORRECTION

*** CASE CLOSE 04/11/2005 12:11:45 PM (Local Time) TFrancis Resolution Code = Auto Closed.

*****End Case Report K440200 *****

Accident Report

Case K440200

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>

Date: 03-15-2006 Time: 12:30pm

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

<ROAD WEATHER CONDITIONS>

Weather clear

7. What Speed was the Vehicle Traveling?

<VEHICLE SPEED>

55mph

8. Were any Other Vehicles Involved in the Accident?

No

9. Were There Any Injuries?

No

10. Was Anyone Taken by Ambulance to The Hospital?

No

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

No

12. Describe the Incident in Detail

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

Was going down the Hwy 19 or 129 I dont know and I was about a mile from dir. I saw the clock was not working, and the gauge started going up and down, then the radio was not working and the wipers started on its own, I smell something, and stopped and saw smoke coming in the veh from the dash, and than I saw flames, i flagged someone at the farmers market and they ran over with a fire extinguishers and put it out.

13. Were the Police Contacted?

No

16. Was the Insurance Company Contacted?

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

Farm Bureau

706-864-2587

spoke to Ann Grisel,

but we did not put a claim, Ann told us veh still under warr, nothing would go through insurance, unless kia did not want to cover the repair.

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>

Kia car

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>

Just dont feel safe in veh, and we want to know why did the veh do this. My wife drives veh and for long distances, good thing it was not her that was in the vehicle. We want kia to chk into this and see why this happen.

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
10:21:20
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

DIAZE
KIAPROD
In Service Date: 1/03/04

VIN No : KNDUP131036

Model . . 62242
Series . SEDONA

<u>Repair</u> <u>Date</u>	<u>W</u> <u>T</u>	<u>Dlr</u> <u>No.</u>	<u>Repair</u> <u>Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
4/01/05	W	NC041	43261	A 03	Fuse Block, R&R	WIRING ASSY-INST.	39160
7/10/03	I	NC041	28291	1 01			20
6/30/03	R	8104W	QQ309	1 01		COMPUTER ASSY	1

Bottom

F3-Exit

F11-Summary/Detail



KIA MOTORS AMERICA

Consumer Assistance Center Case Report

Printed By: EDiaz

Case Number - K444472

08/02/2005 04:09:27 PM

Case Details

Title: PLIR Bates-Fire

VIN: KNDUP13183

Mileage: 25000

Priority: Priority

Severity: Low

Status: Closed

Case Type Level1: Complaint

Case Type Level2: Fire

Case Type Level3: Not Applicable

Owner:

Owner Email:

Contact Details

Name:

Phone:

Alt Phone:

Fax:

Address1:

Address2:

City: Sacramento

State: CA

Zip:

Dealer Details

Code: CA165

Name: Connell Kia

Case History

*** PHONE LOG 04/04/2005 09:58:30 AM (Local Time) JProkopp Action Type:

Customer states:

1. My daughter's car caught on fire.
2. She was at work walking back into the building and one of her co-workers told her that it was on fire.
3. Right now the vehicle is at Connell Kia.
4. They aren't telling us anything.
5. She needs a rental car.

Writer states:

1. I can document a report as to what happened.
2. If you would like Kia to investigate this, you can send photos of the damage and a copy of the police/fire report to our national mailing address.

*****Writer started to take report*****

Customer states:

1. I wasn't there.
2. My daughter will know all the details.
3. You should talk to her.

Writer states:

1. Please have your daughter call me so I can note a report.

*** PHONE LOG 04/04/2005 10:05:51 AM (Local Time) JProkopp Action Type: Incoming call

Writer received message from requesting call back at 510-258-4790.

*** PHONE LOG 04/04/2005 12:54:49 PM (Local Time) JProkopp Action Type: Outgoing call

Writer contacted

Customer states:

1. The car is at the dealer right now.
2. They told me that Kia gave them authorization to remove the dashboard and determine what is wrong.

Writer states:

1. Obtained fire report.
2. I will note your concerns.
3. If you want Kia to further investigate your concerns, you will need to send photos of the damage to our national mailing address.
4. Provided mailing address.
5. I suggest that you keep in touch with your service manager.

Case History

*** NOTES 04/04/2005 01:02:22 PM (Local Time) JProkopp Action Type: Manager review
Writer forwarding to National for review.
Customer's vehicle caught on fire and customer is seeking coverage.

*** CASE DISPATCHED 04/04/2005 01:02:57 PM (Local Time) JProkopp
from WIP Default to Queue National CA.

*** CASE ACCEPTED 04/04/2005 01:18:17 PM (Local Time) SuziCrowell
from Queue National CA to WIP Inbox.

*** PHONE LOG 04/05/2005 12:22:11 PM (Local Time) CHamilton Action Type: Incoming call
Caller Gary Fuller states:

1. Car caught on fire
2. Kia dealer has it there, all apart
3. They are refusing to give her a rental car

Wtr states:

1. Advised no rental under terms of the man war
 2. Your daughter [REDACTED] gave fire report to FCM JProkopp yesterday
 3. She was advised to send front, side and rear photos of the veh and a copy of the police or fire report to KMA for further investigation
- Caller disconnected

*** NOTES 04/05/2005 02:15:52 PM (Local Time) SuziCrowell Action Type: Manager review
NCA awaiting photographs and fire report before presenting case to legal.

*** STATUS CHANGE 04/05/2005 02:18:18 PM (Local Time) SuziCrowell from status Working to status Pending Cust. Action

*** STATUS CHANGE 04/05/2005 06:30:39 PM (Local Time) SuziCrowell from status Pending Cust. Action to status Working

*** NOTES 04/06/2005 06:31:48 PM (Local Time) SuziCrowell Action Type: Manager review

1. Reviewed with legal.
2. Need to request PL-IR.
3. Find out where vehicle is.
4. Determine if keyless entry was aftermarket or not.

*** PHONE LOG 04/06/2005 06:43:53 PM (Local Time) SuziCrowell Action Type: Outgoing call
NCA called customer spoke to [REDACTED] mother.

Writer states:

1. Good evening, calling from KMA Consumer Affairs regarding your vehicle that caught fire.
2. We are calling because we have a few more questions before we can proceed with our investigation.
3. First, was keyless entry an aftermarket product?
4. Has your insurance conducted an investigation yet?
5. Which Kia dealership is the car at?
6. Insurance company is usually the first place the customer calls in incidents such as yours.
7. Stated that an investigation must be performed before determining cause of fire.
8. Identified who I am and where I'm calling from again.
8. Thanked customer for her time and stated we would continue our investigation.

Paula Fuller states:

1. Greeted writer.
2. Keyless entry came with the vehicle.
3. "Have not contacted insurance company, why would I? It's a manufacturer defect that made the car catch on fire."
4. Stated that you guys have the car [referring to Kia dealership].
5. Who are you and where are you calling from.
6. Stated Kia in Oakland has the car. Cornell Kia.
7. Thanked writer and ended call.

*** NOTES 04/05/2005 06:45:46 PM (Local Time) SuziCrowell Action Type: Manager review
PER LEGAL - WE HAVE BEEN INFORMED ABOUT THE OPERATIVE FACTS OF CASE K444472. WE BELIEVE THAT THERE IS A REASONABLE PROSPECT THAT THIS CASE MAY END UP IN LITIGATION AND REQUEST CA TO PERFORM AN INSPECTION TO PROTECT THE COMPANY IN THE EVENT OF LITIGATION. THIS WILL CONFIRM THAT THE PLIR WILL BE SUBJECT TO THE ATTORNEY CLIENT PRIVILEGE

*** NOTES 04/20/2005 07:07:59 PM (Local Time) SuziCrowell Action Type: Manager review

Per Legal:

1. Please have DPSM set up date and time for inspection.
2. Once the inspection is set, have DPSM "shadow" inspector (take photos).

Case History

*** CASE PRIORITY CHANGED 04/20/2005 07:08:18 PM (Local Time) SuziCrowell
from priority Non-Priority to priority Priority

*** CASE DISPATCHED 04/20/2005 07:09:47 PM (Local Time) SuziCrowell
from WIP In Review w/Legal to Queue Western Region.

*** CASE ACCEPTED 04/21/2005 08:58:37 AM (Local Time) NDagamo
from Queue Western Region to WIP WE04 - BILL/Don.

*** EMAIL OUT 04/21/2005 08:59:05 AM (Local Time) NDagamo 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 849.585.5802 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.

*** NOTES 04/27/2005 04:58:55 PM (Local Time) NDagamo Action Type: Manager review
RCAM discussed case w/ NCA
Vehicle has been repaired - case to be closed

*** CASE CLOSE 04/27/2005 04:59:59 PM (Local Time) NDagamo Resolution Code = Auto Closed.

*** CASE REOPENED 07/25/2005 03:21:38 PM (Local Time) MCameron
with Condition of Open and Status of Working.

*** NOTES 07/25/2005 03:21:43 PM (Local Time) MCameron Action Type: Manager review
TREAD review.

*** CASE CLOSE 07/25/2005 03:22:01 PM (Local Time) MCameron Resolution Code = Auto Closed.

Attachments to Case:

File Name

Location

Email Attachment 04/21/2005 07:58:42 AM

*****End Case Report K444472*****

Accident Report

Case K444472

Report Details

*** End ***

1. Do You Own the Vehicle?

Yes

2. Who Was Driving the Vehicle?

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

4. What is the Age of the Driver?

<Driver's Age>

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

<DATE> and <TIME>

3/27/06 at 1:30 pm

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>

Vehicle was 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>

It was at the parking lot where I work. I work at [REDACTED] Fruit Vale in Oakland, CA. I had parked my car after my lunch and went into the building. No more than 5 minutes later, someone told me that my car was on fire. I went out to the car. My keyless entry wouldn't work so I had to unlock the door with the key. The car was filled with smoke and the fuse box was on fire. I sprayed it with the fire extinguisher. I opened the hood and sprayed there to. We called the fire department, but they didn't come out because I had put the fire out.

13. Were the Police Contacted?

No

16. Was the Insurance Company Contacted?

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

Mercury Insurance. I didn't file a claim. They said it was a manufacturer defect.

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>

Connell Kia

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

No

22. Did the Airbag(s) Deploy?

No

23. Was Airbag Light on prior to accident?

No

24. What are you Requesting from KIA?

<RESOLUTION SOUGHT>

I want to know what caused the fire and I want it fixed.

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
10:18:14
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

DIAZE
KIAPROD
In Service Date: 9/20/03

VIN No : KNDUP131936

Model . . 62242
Series . SEDONA

<u>Repair</u> <u>Date</u>	<u>W</u> <u>T</u>	<u>Dlr</u> <u>No.</u>	<u>Repair</u> <u>Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
3/28/05	W	CA165	56079	1 02	Wire Harness Assy (I	WIRING ASSY-INST.	52000
12/30/03	W	CA129	18245	1 01	Fuel Tank Cap Assy,	CAP ASSY-FUEL FILLER	9508
12/30/03	W	CA129	18245	2 01	Socket & Bulb, R&R	FUSE-MINI 20A	9508
6/27/03	I	CA154	36577	1 01			10

Bottom

F3=Exit

F11=Summary/Detail