INFORMATION REDACTED PURSUANT TOTHE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

EA14-002

KIA

10-30-2019

CA

[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2012 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYKWDA29CG[redacted]	[redacted]	67,000
Shoreline , WA [redacted]		09/15/2011	Dealer: WA012 Chuck Olson KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Fire/Explosion

Case History

*** 01/16/2018 08:36:58 (GMT-07:00) Mountain Time (US & Canada) ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 01/16/2018 08:37:19 (GMT-07:00) Mountain Time (US & Canada) and created by Octavia Murray ***
Customer States:
1.The sun***ROOF*** exploded while I was driving.
2. I took my vehicle to the dlr and they told me to call you.
3. I need to know what to do next
4. The dlr is waiting for Kia to call to say how to go about getting it fix.

Writer States:
1. Apologized
2. I need to go over an accident report with you.
3. It will be reviewed further
4. If there is more information needed Kia will f/u with you

Customer States:
1. Thank you

Writer states:
1. You're Welcome
2.Thank you for call KCAC

*** 01/16/2018 09:05:13 (GMT-07:00) Mountain Time (US & Canada) ***
Dispatched from WIPBin = Default to Queue National CA by Octavia Murray
Reason:

*** 01/17/2018 07:49:45 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted, from Queue = National CA to WIPBin Inbox/Need To Call

*** 01/17/2018 07:56:26 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 24/24 of Samuel Kim by Jeff Stroup
Reason:

*** Phone - Call - Inbound created on 01/17/2018 09:24:43 (GMT-07:00) Arizona and created by Amanda Cromer ***
Customer states:
1. provided case#

writer states:
1. thanked and apologized
2. advised customer case has been escalated out of this office
3. advised customer will see if analyst is available
4. offered VM if analyst is not available

customer agreed to hold
writer transferred customer to SKim VM

*** Phone - Call - Inbound created on 01/17/2018 09:44:36 (GMT-08:00) Pacific Time (US & Canada) and created by Esther Kong ***
Cust filed the following VOQ with NHTSA:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2012 SORENTO 5XYKWDA29CG2[redacted]	[redacted]	67,000
Shoreline , WA 98133		09/15/2011	Dealer: WA012 Chuck Olson KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Fire/Explosion

WHILE DRIVING ON THE FREEWAY AT 60 MPH, THE PANORAMIC SUN***ROOF***/MOON***ROOF*** EXPLODED FOR NO REASON AND DROPPED GLASS DOWN ON ME AND ALSO A MEAL BAR SWUNG DOWN AND HIT ME ON THE SIDE OF MY HEAD. FORTUNATELY IT WAS EARLY MORNING AND NOT A LOT OF TRAFFIC AROUND ME, OR THE SITUATION COULD HAVE BEEN A LOT WORSE. NOTHIN HIT THE ***ROOF*** PRIOR TO THE EXPLOSION, A VERY SCARY SITUATION. I HAVE CUTS ON MY HANDS AND A WELT WHERE MY HEAD WAS HIT.

*** 01/17/2018 16:07:05 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 24/24 and Sub Status of Assigned

*** Phone - Call - Inbound created on 01/18/2018 11:10:56 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received message from customer:
1. Hi yea, this is [redacted]
2. I'm calling on case number [redacted] with the 2012 Kia Sorento kind of exploding, sun***ROOF***/moon***ROOF***
3. Just wanted to add one more bit of information
4. On Monday, I logged into the National Highway Traffic Safety Administration website to report the problem
5. And I have a complaint number [redacted] that is corresponding with my vehicle, my complaint and what occurred to let you know that I also filed with the NHTSA
6. An act of open complaint now
7. Adding to the list of 2012 Kia Sorentos with this issue
8. So If you need to give me a call [redacted]
9. Bye

*** Phone - Call - Outbound created on 01/18/2018 17:10:33 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called and spoke with [redacted]
Writer states:
1. Calling in regards to a 2012 Kia Sorento
2. Apologized for the delay

Customer states:
1. The glass ***SHATTER***ed and there were some metals pieces that are attached to the glass
2. After the glass ***BROKE***, it hit me on the side of the head
3. I pulled it to the side of the road
4. I had some gloves in my car and I was able to remove some of the glass
5. I took it to Chuck Olson Kia (WA012) where I bought it from
but I needed to stop at home, kind of call the dealership
6. In the garage I got rid of some more of the glass
7. I Googled Kia Sorento exploding sun***ROOF***/moon***ROOF*** and saw different cases happening
8. I called Kia but the Service was closed on Sunday
9. A guy from the Sales Department called me back and said they have a loaner car
10. He opened up the garage for me, I explained to them what happened
11. He gave me a Kia Soul with a dealer plate to use while they figure out how to fix it
12. And then the Service Manager called me on Monday
13. I called my insurance company and said this is what's going on

Writer states:
1. Apologized

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2012 SORENTO 5XYKWDA29CG[redacted]	[redacted]	67,000

Shoreline , WA 98133 | 09/15/2011 | Dealer: WA012 Chuck Olson KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Fire/Explosion

2. Are you okay?
3. When did you purchase the vehicle?

Customer states:
1. Yea, it scared the living jajebus out of me
2. I bought it 3 years ago as a Certified Pre-Owned

Writer states:
1. The warranty for the glass is 5/60 and is currently outside of the warranty
2. Requested photos
3. Gave customer email address
4. Once received, I will follow up with you

Customer states:
1. The NHTSA called me back today
2. This is my 2nd Kia Sorento
3. I hope you guys can fix it

*** 01/18/2018 17:23:04 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 11/28 (Tuesday) and Sub Status of Assigned

*** Email - External Email Received created on 01/18/2018 17:24:01 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received photos from customer [redacted]

*** 01/19/2018 10:43:10 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Pictures / Police Report and Sub Status of Assigned

*** Email - External Email Received created on 01/19/2018 10:43:40 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from customer ([redacted]
I also talked to Scott Yon at the National Highway Traffic Safety Administration yesterday. He wants me to keep him informed on the progress of my case with Kia Consumer Affairs. Shown below is his contact information.

Scott Yon
DOT
National Highway Traffic Safety Admin
scott.yon@dot.gov
202-366-0139

[redacted]

*** Note - Others created on 01/19/2018 16:51:23 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
DPSM MWhite to inspect vehicle the week of 1/21

*** Phone - Call - Outbound created on 01/19/2018 16:56:29 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called dealer WA012 and spoke with Service Manager Brandon Glockner

Last name	First name	VIN of 2012 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYKWDA29CG2[redacted]	[redacted]	67,000
Shoreline , WA 98133		09/15/2011	Dealer: WA012 Chuck Olson KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Fire/Explosion

Writer states:
1. Calling in regards to RO #[redacted]
2. Our DPSM will be out there sometime next week to inspect the glass

Dealer states:
1. It was dropped off on a Sunday
2. I don't know what he's going to see because there's no glass left
3. Okay

*** Email - External Email Received created on 01/22/2018 15:32:23 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from customer ([redacted])
What's going on with the fixing of my 2012 Kia Sorento?
Nobody from Kia Corporate of Chuck Olson Kia called me on Friday.
I'm not getting good customer service, I had to drive down to Chuck Olson Kia on Saturday to have someone at least talk to me.
Of course the service manager was gone and nobody there could tell me anything.

[redacted]

*** Note - Others created on 01/23/2018 11:47:58 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
DPSM inspected vehicle on 1/23
1. Found evidence of rock chips on hood, front windshield and area along the back sun***ROOF***

*** Email - External Email Sent created on 01/23/2018 12:02:32 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Sent email to DPSM MWhite:
Hi Mark,

Thank you for all your way with this. Per our conversation, please document the correction on the RO as follows:

Cause: In addition to your notes, please add that the vehicle came in with the sun***ROOF*** glass missing.
Correction: "KMA has authorized the replacement of the front sun***ROOF*** glass as a one-time, goodwill gesture on behalf of the customer"

In regards to the goodwill claim, I am being advised there is no way around not affecting the dealer's goodwill budget.

Once again, thank you for everything.

*** Phone - Call - Outbound created on 01/23/2018 12:04:27 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called customer and left message:
1. Requested call back
2. Left call back number

*** 01/23/2018 12:04:58 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin FTR Inspection and Sub Status of Assigned

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2012 SORENTO 5XYKWDA29CG2[redacted]	[redacted]	67,000
Shoreline , WA 98133		09/15/2011	Dealer: WA012 Chuck Olson KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Fire/Explosion

*** Phone - Call - Inbound created on 01/23/2018 12:11:10 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received call from Paul Decumbe
Writer states:
1. Kia inspected your vehicle today and found evidence of rock chips on the hood, front windshield and along the back sun***ROOF***
2. The glass would not be covered under warranty but as previously mentioned, the vehicle is outside of the manufacturer warranty to begin with
3. Kia would like to offer you a one-time, goodwill sun***ROOF*** glass replacement for customer satisfaction
4. The dealership will be in contact with you once the vehicle is ready for pickup

Customer states:
1. I appreciate Kia standing behind the product

*** 01/25/2018 11:48:28 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Goodwill Issued
[Resolution Summary]

*** 02/02/2018 10:55:13 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened with Sub Status of Working

*** Email - External Email Received created on 02/02/2018 10:55:45 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from Service Manager Brandon Gloeckner at dealer WA012 (brandon@chuckolsonkia.com) and CC'd DPSM MWhite:
Good morning gentlemen,

Upon tear down and further inspection of Mr. [redacted] Sorrento with the ***SHATTER***ed sun***ROOF*** we found that the plastic slide pieces that attach the rails on the glass to the rail assembly that bolts to the ***ROOF*** are ***BROKE***n thus we will need to replace all parts listed below to complete the repair.
The total parts cost is $2788.37 and the labor time listed for repair is 6.0 hours.

Glass panel 81610-2p000
Deflector 81641-2p000
Both lever assemblies 81651-2p000 and 81652-2p000
Rail assembly 81646-1u000h9
Weather stripping seal 81619-2p000

Just wanted to reach out and make sure we are good to proceed with this repair before we order parts.

Brandon Gloeckner
Service Manager
Chuck Olson Kia
17001 Aurora Ave N
Shoreline, WA 98133
(206) 219-4041 EXT 165

*** Email - External Email Sent created on 02/02/2018 12:55:01 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2012 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYKWDA29CG[redacted]	[redacted]	67,000
Shoreline , WA 98133		09/15/2011	Dealer: WA012 Chuck Olson KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Fire/Explosion

Sent email to Service Manager Brandon Gloeckner at dealer WA012 (brandon@chuckolsonkia.com) and CC'd DPSM MWhite:

Thank you for all your help with this. How does that break from a sun***ROOF SHATTER***? Could you send me some photos.

*** Email - External Email Received created on 02/02/2018 12:55:40 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received photos from Service Manager Brandon Gloeckner at dealer WA012 (brandon@chuckolsonkia.com) and CC'd to DPSM MWhite

*** Email - External Email Sent created on 02/02/2018 13:13:08 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Sent email to Service Manager Brandon Gloeckner at dealer WA012 (brandon@chuckolsonkia.com) and CC'd DPSM MWhite:
Hi Brandon, please proceed with the repairs. But in my opinion, it sounds like the customer may had tried to operate the sun***ROOF*** after the glass ***SHATTER***ed causing additional damage.

*** 02/02/2018 13:13:55 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 24/24 and Sub Status of Working

*** 03/06/2018 16:38:47 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Goodwill Issued
[Resolution Summary]

Accident Report

Case [redacted]

Report Details

A-1) Name of vehicle owner:

[redacted]

A-2) Address of vehicle owner:

[redacted] Kirkland WA [redacted]

A-3) Phone number of vehicle owner:

[redacted]

A-4) Name of driver:

[redacted]

A-5) Address of driver:

[redacted] Kirkland WA [redacted]

A-6) Phone number of driver:

[redacted]

A-7) What is the age of the driver?

[redacted]

B-1) Does the vehicle have any history of any type of impacts

No

B-2) What was the date of the incident?

01[redacted]2018

B-3) What time of day did the incident occur?

Morning

B-4) What was the weather condition (rain/sleet/hail, temperature, wind)?

Sunny

B-5) Where did the incident occur? (e.g., highway, road, garage, parking lot, etc.)

Driving on the highway

B-6) Provide name of road, highway or address:

Highway 522 west

B-7) What was the nearest mile market/exit name or cross-street from the incident location?

[redacted]

B-8) What direction was the vehicle facing/heading?

West

C-1) How fast was the vehicle moving (MPH/Stationary)?

MPH

D-1) Estimate the speed as a MPH.

60

E-1) Describe traffic conditions around you (how close was the nearest vehicle to you and what type

No traffic clear roads early in the morning.

F-1) What was the condition of the highway/interstate?

No pot holes and smooth pavement.

H-1) Was the sunroof OPEN or CLOSED at the time of the incident?

Closed

H-2) Were you operating the sunroof switch at the time the glass broke?

No

H-3) Did you see and/or hear the sunroof glass break?

Yes

H-3-1) Please describe what you saw or heard at the time of the breakage.

While driving home I heard a loud boom then the glass started to come down it scraped me on my face and arms the metal is hanging down in the vehicle since there is no glass

H-4) Which glass panel broke?

The front moving panel that is over the front seats.

I-1) Was the sunshade OPEN or CLOSED at the time of the incident?

OPENED

K-1) Have you ever put anything on the roof of your vehicle (including items on the roof rack)?

No

M-1) Were there any passengers inside the vehicle at the time of the incident?

No

M-2) For each seating position, what was the age and name of who was in that position?

N/A

M-3) Did anyone get glass on them at the time of the incident?

Yes

N-1) Was anyone injured as a result of the incident?

No

P-1) Were the police contacted?

No

R-1) Was the insurance company contacted?

Yes

S-1) Name of the insurance company?

State Farm Insurance, Mike

S-2) Address of the insurance company?

N/A

S-3) Phone number to the insurance company?

425.823.2500

S-4) Insurance policy number?

[redacted]

S-5) Insurance claim number?

N/A

S-6) When was your insurance company contacted?

01/15/2018

S-7) Did you provide them with a recorded statement over the phone or a written statement?

Yes

S-8) Have you settled with the insurance company?

No

T-1) Was the vehicle driven or towed following the incident?

Driven

T-2) Where is the vehicle now?

Chuck Olson Kia

T-3) Have sunroof repairs been completed, or has the broken sunroof been altered since the incident

Loose glass removed.

T-4) What action are you requesting of Kia?

To fix the sunroof it shows that it could be a recall. I do not want to pay out of pocket and I do not want my insurance company involved. I want Kia to stand by there product and fix it. I see there is a lot of information online about this I want Kia to fix it.

CUSTOMER PHOTOS

[redacted]





[redacted]





[redacted]

DEALER PHOTOS

[redacted]

[redacted]


KE31 LH
>PBT-GF20<





DPSM PHOTOS

[redacted]

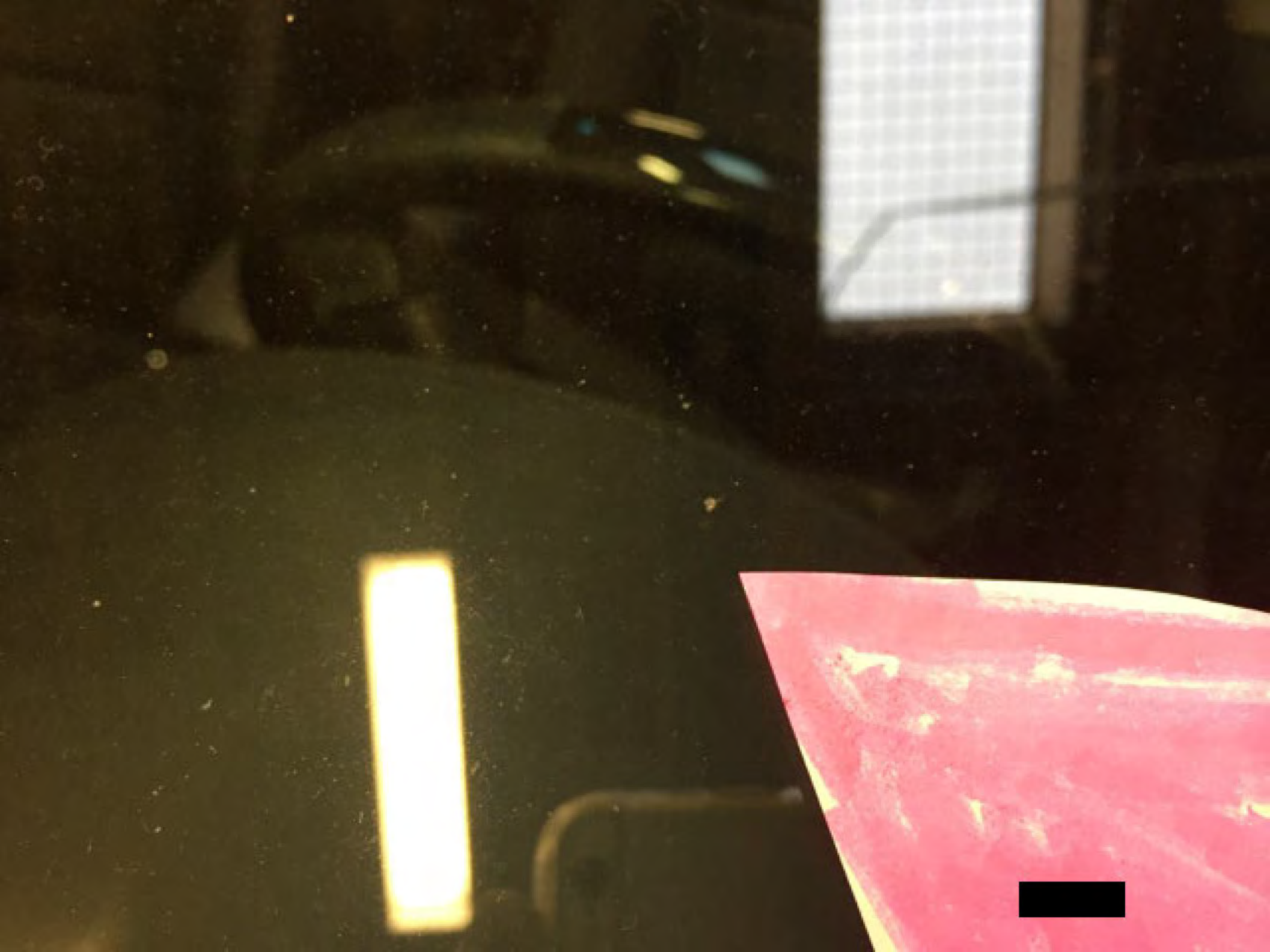
















EA14-002

KIA

10-30-2019

CA



Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2012 SORENTO 5XYKUDA29CG2[redacted]	[redacted]	167,000
, ,		05/24/2011	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

Case History

*** 01/19/2018 11:38:00 ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 01/19/2018 11:14:19 and created by Susan Torborg ***
Customer states:

1. My panoramic sun***ROOF*** exploded spontaneously
2. I found out online that the Kia's from 2011 to 2013
3. Online states Kia is investigating this
4. I was sitting in the vehicle parked
5. My hands were cut
6. Will I get f/u on this ?

Writer states:
1. I apologize
2. Were you required to have any medical attention?

Customer states;
1 No

Writer states:
1. Ok I will forward this to the NCA department , but if you could please go to Kia.com and submit your pictures. Provided instruction to send pictures

Customer states:
1. Ok thank you

Writer states:
1. Thank you for calling Kia

*** 01/19/2018 12:09:12 ***
Web - Note created on 01/19/2018 12:09:12 and created by [redacted]

On 1/16/18, while waiting in line for a bank ATM, with the car in park, and while inside it, my sun***ROOF*** spontaneously exploded. There were no external factors (i.e. outside/internal strike). It simply exploded showering glass outside and inside the vehicle. The sound was if a gunshot had gone off in my car. In researching on-line, I read a recent (Dec 2017) Consumer Reports article highlighting the issue of exploding sun ***ROOF***s specifically citing 2010-1013 Kia Sorrento models as being vehicles of particularly high relative incident rates as compared to others. Needless to say, I find this very concerning and troubling. I feel grateful that I was not driving on a busy interstate and/or have passengers in my vehicle. Based on the number of apparent reported incidents, I am wondering what KIA is doing about this very serious issue. Find attached pictures I took after the incident highlighting the extent of the explosion. As you can see, there is essentially nothing left of the sun ***ROOF***..it was either on the ground around me, on the exterior of my vehicle and inside my vehicle.
Concerned KIA Owner,
[redacted]
Baldwinville, MA

*** 01/19/2018 12:09:13 ***
IMG_2860.JPG added by [redacted] on 01/19/2018 12:09:13

*** 01/19/2018 12:09:13 ***
IMG_2861.JPG added by [redacted] on 01/19/2018 12:09:13

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2012 SORENTO 5XYKUDA29CG[redacted]	[redacted]	167,000
, ,		05/24/2011	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

*** 01/19/2018 12:09:14 ***
IMG_2862.JPG added by [redacted] on 01/19/2018 12:09:14

*** 01/19/2018 12:09:14 ***
IMG_2863.JPG added by [redacted] on 01/19/2018 12:09:14

*** 01/19/2018 12:09:15 ***
IMG_2864.JPG added [redacted] on 01/19/2018 12:09:15

*** 01/19/2018 12:09:16 ***
IMG_2866.JPG added by [redacted] on 01/19/2018 12:09:15

*** 01/22/2018 08:25:22 ***
Dispatched from WIPBin = Default to Queue National CA by Susan Torborg
Reason:

*** 01/23/2018 07:46:58 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 01/23/2018 07:56:44 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin default of Alex Villalpando by Jeff Stroup
Reason:

*** Phone - Call - Outbound created on 01/24/2018 08:50:56 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt states
1. Hello contacting in regards to case
2. Please advise
3. Wrt takes script

Cust states
1. Completes script
2. Requesting for case to be documented. Have found multiple stories online
3. Not seeking compensation

Wrt states
1. Thank you
2. will document case
3. Please contact me if you have any questions or concerns.

Cust states
1. thank you

*** 01/24/2018 08:53:06 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Concerns Recorded
[Resolution Summary]
Pending further contact.

Accident Report

Case [redacted]

Report Details

A-1) Name of vehicle owner:

[redacted]

A-4) Name of driver:

[redacted]

A-6) Phone number of driver:

[redacted]

A-7) What is the age of the driver?

[redacted]

B-1) Does the vehicle have any history of any type of impacts

No

B-2) What was the date of the incident?

01[redacted]2018

B-3) What time of day did the incident occur?

1:30pm

B-4) What was the weather condition (rain/sleet/hail, temperature, wind)?

cloudy, temperatures around 20-25 degrees

B-5) Where did the incident occur? (e.g., highway, road, garage, parking lot, etc.)

At a bank drive in ATM

C-1) How fast was the vehicle moving (MPH/Stationary)?

Stationary or Parked

G-1) Were there structures or trees in the vicinity of the vehicle?

there is a hang over above the atm

H-1) Was the sunroof OPEN or CLOSED at the time of the incident?

Closed

H-2) Were you operating the sunroof switch at the time the glass broke?

No

H-3) Did you see and/or hear the sunroof glass break?

Yes

H-3-1) Please describe what you saw or heard at the time of the breakage.

Heard a loud bang

H-4) Which glass panel broke?

Retractable glass

I-1) Was the sunshade OPEN or CLOSED at the time of the incident?

OPENED

K-1) Have you ever put anything on the roof of your vehicle (including items on the roof rack)?

Yes

L-1) What types of things have been on your roof and how often?

cross bars, kanoe

L-2) Was anything on your roof at the time of the incident?

No

L-3) Prior to the incident, when was the last time you put something on your roof?

1.5 years ago

M-1) Were there any passengers inside the vehicle at the time of the incident?

No

M-3) Did anyone get glass on them at the time of the incident?

Yes

N-1) Was anyone injured as a result of the incident?

Yes

O-1) Who was injured? (Name, address and phone number of who was/were injured.)

[redacted]

O-2) Was the injury from glass or any other debris?

Injury from glass.

O-3) Describe the nature of the injuries.

Small cuts from glass on hands

O-4) Did any of the injured persons seek medical attention?

No

P-1) Were the police contacted?

No

R-1) Was the insurance company contacted?

Yes

S-1) Name of the insurance company?

USAA

S-8) Have you settled with the insurance company?

Yes

T-1) Was the vehicle driven or towed following the incident?

Driven

T-2) Where is the vehicle now?

Driving vehicle now

T-3) Have sunroof repairs been completed, or has the broken sunroof been altered since the incident

Yes

T-4) What action are you requesting of Kia?

To document case. Found multiple stories online











INFORMATION REDACTED PURSUANT TOTHE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

EA14-002

KIA

10-30-2019

CA



Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2013 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYKU4A26DG3[redacted]	[redacted]	131,659

Houston , TX 77034 10/08/2012 Dealer: TX108 Fredy KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

Case History

*** 02/14/2018 11:31:54 (GMT-07:00) Arizona ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 02/14/2018 11:24:00 (GMT-07:00) Arizona and created by David Holly ***
Cust alleges:
1 I was driving N bound on HWY 288 near almeda rd and I heard a loud boom
2 the sun***ROOF*** just exploded
3 I was by myself but if my grand kids were in the car someone could have been seriously injured
4 I got some small cuts on my hands from cleaning up the glass but I was fine
5 My car is at my mechanic I don't have that info now I am with a patient
6 I would like to be reimbursed for the expenses I incurred and time lost I also want the sun***ROOF*** repaired
7 I want kia to find out why this happened because someone could have been seriously hurt

Writer states:
1 apologize
2 I will send this information to our national department
3 They will follow up with you in 2-3 business days
4 provided case# and 800#

Cust states:
1 Okay
2 thank you

Writer states:
1 thank you

Forward to NCA
1 Customer alleges the sun***ROOF*** exploded while driving on the highway
2 Vehicle is currently down at a third party mechanic
3 Customer is requesting the sun***ROOF*** be fixed//kia determine cause of sun***ROOF*** explosion//reimbursement for time lost and expenses incurred
4 Please review and follow up accordingly

<For Internal Use Only
Cust vehicle was in an accident 10/28/2017 the sun***ROOF*** incident occured 02/14/18>

*** 02/14/2018 11:33:32 (GMT-07:00) Arizona ***
Dispatched from WIPBin = Techline/SA to Queue National CA by David Holly
Reason:

*** 02/15/2018 07:40:59 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 02/15/2018 07:59:16 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 1.1 Default/IC of Gustavo Villela by Jeff Stroup
Reason:

*** Phone - Call - Inbound created on 02/15/2018 09:57:59 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr Spoke with [redacted]:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2013 SORENTO 5XYKU4A26DG3[redacted]	[redacted]	131,659

Houston , TX 77034 10/08/2012 Dealer: TX108 Fredy KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

1.Advised calling in for sun***ROOF***
2. Cust advised actually taking veh into dlr now
3. Cust advised called the dlr and they said they could bring it in at 1est, asked for rental
4. Wtr advised will call dlr for follow up and rental

call ended

*** Phone - Call - Inbound created on 02/15/2018 11:13:12 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr spoke with Elizaneth, service advisor:
1. Advised calling for Mr [redacted]
2. Elizabeth advised she set up appointment for him at 1est
3. Wtr asked if he can be placed in a rental
4. Elizabeth advised to transfer to Ed, service manager for approval

Wtr transferred to Ed
1. Wtr gretted and asked if pictures can be taken of glass
2. Ed advised he would not be paying for it due to it being out of warranty
3. Wtr advised understand, but would still need to be reviewed
4. Ed advised how payment would be if approved
5. Wtr advised part statment, if gw is offered
6. Ed advised again how dlr will not be offering gw
7. Wtr understood and asked if customer would be placed in rental
8. Ed agreed if KMA paid for it
9. Wtr agreed it would be reimbursed
10. Ed took email for photos

call ended

*** Phone - Call - Inbound created on 02/15/2018 13:40:31 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr received email from Mike, service:
1. "questioning, why we are putting customer in rental? vehicle has over 130K miles and is also a branded title? as you are aware if it is not warranty I can not submit for rental reimbursement.

mike solis
service director tx108"

*** Phone - Call - Inbound created on 02/15/2018 13:40:58 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr sent email to Mike, service:
1. "Mike,

As mentioned to Ed, we are putting customer in a rental while we investigate the sun***ROOF*** concern.

Ed also informed me in regards to reimbursement and I informed him, Kia motors would reimburse on your parts statement."

*** Phone - Call - Inbound commitment created on 02/15/2018 13:42:44 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/16/2018 and created by Gustavo Villela ***

Last name	First name	VIN of 2013 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYKU4A26DG3[redacted]	[redacted]	131,659
Houston , TX 77034		10/08/2012	Dealer: TX108 Fredy KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

*** Phone - Call - Inbound commitment fulfilled on 02/22/2018 16:02:17 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/16/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 02/22/2018 16:02:19 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr reviewed case with engineer

*** Phone - Call - Inbound created on 02/22/2018 16:10:57 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr spoke with [redacted]
1. Advised case was reviewed
2. Advised on rock chips, vehicle out of warranty by 70,000 miles and branded title
3. Advised would not be providing assistance
4. Advised to return rental by tomorrow or fees would be accumulated to be paid for by cust.
5. Cust advised will return

call ended

*** Phone - Call - Inbound created on 02/23/2018 07:39:51 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr sent email to dlr:
1. "I have reviewed the case and referred the customer to their insurance. He stated he would be returning the rental tomorrow. When the rental is returned please email me the ro and rental sublet to me for reimbursement"

*** Phone - Call - Inbound commitment created on 02/23/2018 07:43:16 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/26/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 02/26/2018 10:14:35 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/26/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 02/26/2018 11:02:35 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr spoke with ED, Service manager:
1. Ed advised rental was returned
2. Vehicle is still he becuase cust is paying for it
3. Wtr advised to send RO and sublet for rental for reimbursement
4. Ed advised would email

call ended

*** Phone - Call - Inbound commitment created on 02/26/2018 11:03:46 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/05/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 02/27/2018 07:45:09 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/05/2018 closed by Gustavo Villela ***

*** 02/27/2018 07:53:12 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 129716 Submitted

*** Phone - Call - Inbound commitment created on 02/27/2018 07:53:19 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/30/2018 and created by Gustavo Villela ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2013 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYKU4A26DG[redacted]	[redacted]	131,659
Houston , TX 77034		10/08/2012	Dealer: TX108 Fredy KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

*** 03/16/2018 09:09:28 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 129716 Submitted

*** 03/19/2018 16:02:28 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 129716 Final Approved

*** Phone - Call - Inbound commitment fulfilled on 03/29/2018 13:07:22 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/30/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound commitment created on 03/29/2018 13:07:24 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/16/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 04/09/2018 07:59:52 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/16/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 04/09/2018 07:59:54 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
GW sent to dlr

*** 04/09/2018 08:00:51 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Goodwill Issued
[Resolution Summary]
GW sent to dlr

Accident Report

Case [redacted]

Report Details

A-1) Name of vehicle owner:

[redacted]

A-2) Address of vehicle owner:

[redacted] PEARLAND TX [redacted]

A-3) Phone number of vehicle owner:

[redacted]

A-4) Name of driver:

[redacted]

A-5) Address of driver:

[redacted] PEARLAND TX [redacted]

A-6) Phone number of driver:

[redacted]

A-7) What is the age of the driver?

[redacted]

B-1) Does the vehicle have any history of any type of impacts

Yes

B-1-1) Please describe the type of impact(s) the vehicle has experienced:

n/a

B-2) What was the date of the incident?

10[redacted]2017

B-3) What time of day did the incident occur?

morning

B-4) What was the weather condition (rain/sleet/hail, temperature, wind)?

sunny and clear

B-5) Where did the incident occur? (e.g., highway, road, garage, parking lot, etc.)

n/a

B-6) Provide name of road, highway or address:

n/a

B-7) What was the nearest mile market/exit name or cross-street from the incident location?

n/a

B-8) What direction was the vehicle facing/heading?

n/a

C-1) How fast was the vehicle moving (MPH/Stationary)?

MPH

D-1) Estimate the speed as a MPH.

55

E-1) Describe traffic conditions around you (how close was the nearest vehicle to you and what type

conjested

F-1) What was the condition of the highway/interstate?

some construction

H-1) Was the sunroof OPEN or CLOSED at the time of the incident?

Closed

H-2) Were you operating the sunroof switch at the time the glass broke?

No

H-3) Did you see and/or hear the sunroof glass break?

Yes

H-3-1) Please describe what you saw or heard at the time of the breakage.

a loud boom

H-4) Which glass panel broke?

the moving front panel

I-1) Was the sunshade OPEN or CLOSED at the time of the incident?

<If PARTIALLY CLOSED, estimate the percentage it was closed.>

J-1) Estimate the percentage.

95

K-1) Have you ever put anything on the roof of your vehicle (including items on the roof rack)?

No

M-1) Were there any passengers inside the vehicle at the time of the incident?

No

M-2) For each seating position, what was the age and name of who was in that position?

n/a

M-3) Did anyone get glass on them at the time of the incident?

Yes

N-1) Was anyone injured as a result of the incident?

Yes

O-1) Who was injured? (Name, address and phone number of who was/were injured.)

[redacted]

O-2) Was the injury from glass or any other debris?

Injury from glass.

O-3) Describe the nature of the injuries.

cuts on handes

O-4) Did any of the injured persons seek medical attention?

No

P-1) Were the police contacted?

No

R-1) Was the insurance company contacted?

No

T-1) Was the vehicle driven or towed following the incident?

Driven

T-2) Where is the vehicle now?

N/a

T-3) Have sunroof repairs been completed, or has the broken sunroof been altered since the incident

no

T-4) What action are you requesting of Kia?

to fix the sunroof and reimburse me for my time and expenses I would like them to also find out what causes the sunroof to shatter

CUSTOMER PHOTOS

[redacted]




E
ECTION
QUIRED









Returned

KIA RENTAL AGREEMENT
FOR A TEMPORARY SUBSTITUTE VEHICLE

DEALER INFORMATION
Name: FREDY KIA
Address: 11711 GULF FWY
City: HOUSTON State: TX Zip: 77034
Phone: 346 319 . 2040

CUSTOMER VEHICLE INFORMATION
License No. [redacted] State
VIN: 5XYKU4A76DG [redacted]
Year/Make/Model/Color: 2013 SORENTO

RENTAL VEHICLE INFORMATION
Date and Time OUT: 2/15/18 A.M. 1:00 P.M.
Date and Time IN: 2/23/18 A.M. 10:00 P.M.
Date and Time DUE IN: / / A.M. P.M.
License No. [redacted] State
Vehicle VIN: KNDPM3AC3J [redacted]
Vehicle Description: 18 SPORTAGE
Mileage IN: 1788
Mileage OUT: 494
Miles Driven:
Miles Allowed:
Chargeable Miles:

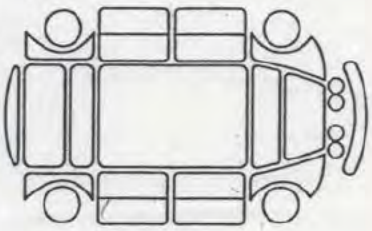
FUEL	OUT	IN
	F	F
	3/4	3/4
	1/2	1/2
	1/4	1/4
	E	E

RO# [redacted] Unit# 3152 RA# FA2151R

CUSTOMER INFORMATION
Customer [redacted]
Home Address [redacted]
City Pearland State TX Zip [redacted]
Driver's License No. [redacted] State TX Expires 9-29-22
Birth Date Home Telephone
Additional Driver's Name Birth Date
Driver's License No. State Expires
Additional Driver's Name Birth Date
Driver's License No. State Expires

CUSTOMER INSURANCE INFORMATION
Insurer USAA Agent
Policy [redacted] Expiration Date 8-26-18 Telephone 800 531-USAA

DAMAGE DESCRIPTION
Initials: XC



Condition Out: NONE

Condition In:

You agree to all the terms and conditions on both sides of this Agreement, and You acknowledge that You were given an opportunity to read this Agreement before being asked to sign. You authorize Us to process a credit/debit card voucher in Your name for all charges due under this Agreement. Your signature below is considered made on the applicable credit/debit card voucher.

[redacted] Your Signature

1. Fuel Disclosure
You are required to return the Vehicle with a full fuel tank. If the tank is returned less than full, You will pay Us a refueling fee of $ 10.00 plus fuel @ $ 4.00 per gallon.

2. Non-Smoking Disclosure
Smoking is not permitted in the Vehicle unless We authorize smoking by signing here _____. If You violate this provision, We will charge You a cleaning fee.

RENTAL RATES AND CHARGES

MILES	@	$
HOURS	@	$
DAYS	8 @ 45.00	$ 360.00
TOTAL TIME AND MILEAGE CHARGES		$
GAS (TAXABLE)		$
SUB-TOTAL		$ 360.00
SALES TAX OR SURCHARGE		$
GAS (NON-TAXABLE)		$
SUB-TOTAL		$ 360.00
LESS REFUND FOR		$
TOTAL CHARGE		$ 360.00
LESS DEPOSITS		$
NET AMOUNT DUE		$
NET DUE RENTER		$ [redacted]

METHOD OF PAYMENT REFUNDED

CUSTOMER #: [redacted]

[redacted]

[redacted]

PEARLAND, TX

HOME: [redacted] CONT: [redacted] ** PRE-INVOICE **

BUS: CELL:

ACCOUNTING

DUPLICATE 2
PAGE 1

SERVICE ADVISOR: 231911 MARIA EVANCHO

FREDY KIA
11711 Gulf Freeway
HOUSTON, TEXAS 77034
Telephone (713) 941-3600
www.fredykia.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	13	KIA SORENTO	5XYKU4A26DG[redacted]		131703/131703	T4661

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	EMAIL	PAYMENT	INV. DATE
25OCT12 IS 25OCT12 DD			20:00 05MAR18		0.00	CASH	26FEB18

R.O. OPENED	READY	OPTIONS:
15FEB18	26FEB18	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	SC148: SC148 REAR WHEEL SPEED SENSOR										
CAUSE: E											
	RR DUE TO TIME CONSTRAINT,CUSTOMER WILL RESCHEDULE SERVICE ACTION AND OR SERVICE CAMPAIGN AT A LATER DATE.										
		420	ISP			0.00	0	0		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00											
B	SKR										
CAUSE: RENTAL APPROVED BY KIA SUNROOF CASE DECLINED SOP PART FOR CUSTOMER											
	C KIA DECLINED REPLACING SUNROOF UNDER WARRANTY										
		420	C			0.00	0	0		0.00	0.00
	SKR SUBLET KIA RENTAL										
		420	W			0.00	0	0		0.00	0.00
	FC: 1 PART#: COUNT:						0		0 TPARTS		
	CLAIM TYPE:										
	AUTH CODE:										
							0		0 TLABOR		
SUBL RENTAL											
			W			000	36000			360.00	360.00
PARTS: 0.00 LABOR: 0.00 OTHER: 360.00 TOTAL LINE B: 360.00											
	RO-[redacted]										
	PWA-EA2151R										
	INVOICE-3152 TOTAL OF $360.00										
	APPROVED BY KIA NOTE*** TO PAY ON PARTS STATEMENT***										
	SUNROOF CASE DECLINED BY KIA										
	SOP PER CUSTOMER REQUEST										
C	C/R PART FOR SPLASH SHIELD										
	C C/R PART FOR SPLASH SHIELD										
		99	C			0.00	0	0		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00											
D	C/R PRICE FOR 2ND ROW SEAT LATCH PASSENGER										
	C C/R PRICE FOR 2ND ROW SEAT LATCH PASSENGER										

Turned in 23rd

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

TERMS: STRICTLY CASH UNLESS ARRANGMENTS MADE

"I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto.

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE

I AM THE PERSON OR AN AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS AND COMMERCE CODE, §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR THE DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

X_____
Signature of the Person Responsible or Agent for person Responsible for Payment

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

[redacted] You

Copyright 2014 CDK Global, LLC SERVICE INVOICE TYPE 2 - SI2S - IMAGING

ACCOUNTING COPY

EA14-002

KIA

10-30-2019

CA



Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2013 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYKWDA24DG[redacted]	[redacted]	92,000

Groveport , OH ,43125 05/29/2012 Dealer: OH028 Ricart KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Sun***ROOF*** Breakaway

Case History

*** 03/20/2018 10:22:48 (GMT-05:00) Eastern Time (US & Canada) ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 03/20/2018 10:22:53 (GMT-05:00) Eastern Time (US & Canada) and created by Aimee McFarlane ***
cust states
1 got a call from NHTSA
2 driving to work this morning and my sun***ROOF*** just exploded
3 part of sun***ROOF*** that pulls the window up and back it ***BROKE***
4 in fell into the vehicle hit me in my neck/shoulder
5 there was glass everywhere from the front all the way through the back
6 it was in my hoodie and it also fell into the latch part of the sun***ROOF***
7 drove veh rest of the way to work
8 I have already spoke with an attorney
9 haven't retained but just spoke with them
10 also I did call my insurance to set up a tow, its raining now and I can't drive the vehicle

wrt states
1 apologized
2 need some additional information
3 completed script
4 advised will escalate to our National team
5 provided case#, adv timeframe 2-3 business days

Cust states
1 ok Thank you

*** Phone - Call - Inbound created on 03/20/2018 10:59:52 (GMT-05:00) Eastern Time (US & Canada) and created by Aimee McFarlane ***
Dispatching to NCA
1 customer alleges sun***ROOF*** exploded
2 customer continued to drive to work, but is setting up tow through insurance
3 wants all repairs associated with this completed and paid for by Kia
4 please review and follow up accordingly

*** 03/20/2018 11:19:46 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin = Inbox to Queue National CA by Aimee McFarlane
Reason:

*** 03/21/2018 08:05:06 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 03/21/2018 08:13:50 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 24/24 of Samuel Kim by Jeff Stroup
Reason:

*** Web - Others created on 03/21/2018 11:19:04 (GMT-08:00) Pacific Time (US & Canada) and created by Esther Kong ***
Cust filed the following VOQ with NHTSA:
TL THE CONTACT OWNS A 2013 KIA SORENTO. WHILE DRIVING 67 MPH WITH THE SUN ***ROOF*** CLOSED, THE SUN ***ROOF*** FRACTURED. GLASS AND DEBRIS FELL INTO THE VEHICLE. THE CONTACT WAS NOT

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2013 SORENTO 5XYKWDA24DG[redacted]	[redacted]	92,000

Groveport , OH ,43125 05/29/2012 Dealer: OH028 Ricart KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Sun***ROOF*** Breakaway

INJURED. RICART KIA (4255 S HAMILTON RD #210, GROVEPORT, OH 43125, (614) 836-6503) WAS NOTIFIED. THE MANUFACTURER WAS NOT CONTACTED. THE APPROXIMATE FAILURE MILEAGE WAS 92,000.

*** 03/21/2018 13:56:08 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 24/24 and Sub Status of Assigned

*** Phone - Call - Outbound created on 03/22/2018 13:10:31 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called customer and left message:
1. Calling in regards to a 2013 Kia Sorento
2. Requested call back
3. Left call back number

*** 03/22/2018 13:18:27 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 3/22 (Thursday) and Sub Status of Assigned

*** Email - External Email Sent created on 03/22/2018 13:17:12 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Sent email to Service Manager Cindy Price at dealer OH028 (cindyprice@ricart.com) and to SA Nicholas Linville (nick_linville@ricart.com) and CC'd DPSM MPartington:
Does anyone know if a customer by the name of [redacted] dropped off her Sorento (5XYKWDA24DG[redacted] for a sun***ROOF SHATTER***? If yes, could you send me some photos along with the RO number and current miles.

*** Phone - Call - Inbound created on 03/23/2018 16:40:58 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received message from Nicholas Linville in the Service Department at dealer OH028:
1. Hi Mr. Kim
2. This is Nick Linville returning your call from Ricart Kia
3. I do actually have that vehicle here
4. It came to us under a [redacted]
5. Apparently that's not the owner, it is this [redacted] so the vehicle is here
6. We actually put cover over the the sun***ROOF***, cause you know, we didn't want it sitting outside and let it rain inside of it
7. So just let me know what I can do to help
8. It's 4:30 my time here on Thursday
9. My direct number is (614)836-6645
10. Thank you so much

*** Email - External Email Sent created on 03/23/2018 16:43:04 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Sent email to Nicholas Linville in the Service Department at dealer OH028 (nick_linville@ricart.com) and CC'd DPSM MPartington:
I received your message. Can you send me photos along with the RO number and current miles.

*** 03/23/2018 16:44:18 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 3/23 (Friday) and Sub Status of Assigned

*** Fax - Fax Received created on 03/26/2018 12:07:02 (GMT-08:00) Pacific Time (US & Canada) and created by

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2013 SORENTO 5XYKWDA24D[redacted]	[redacted]	92,000
Groveport , OH ,43125		05/29/2012	Dealer: OH028 Ricart KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Sun***ROOF*** Breakaway

Samuel Kim ***
Received RO #[redacted] from dealer OH028 via fax.

*** Email - External Email Received created on 03/26/2018 12:09:32 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from Nicholas Linville in the Service Department at dealer OH028 (nick_linville@ricart.com)
Good morning I scanned and emailed the pictures I took and sent a copy of the current repair order.

*** Phone - Call - Inbound created on 03/26/2018 12:11:22 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received message from customer:
1. Hey Sam
2. My name is [redacted] returning your call from last week
3. You can raech me back at (6[redacted]
4. It's regarding my 2013 Kia Sorento sun***ROOF***, thanks

*** 03/26/2018 12:12:37 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 3/26 (Monday) and Sub Status of Assigned

*** Email - Internal Email Sent created on 03/28/2018 12:28:16 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Emailed DPSM MPartington requesting photos

*** 03/28/2018 12:48:32 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 3/27 (Tuesday) and Sub Status of Assigned

*** Phone - Call - Inbound created on 03/28/2018 12:49:48 (GMT-07:00) Arizona and created by Erika Lento ***
Cust states:
1.Sam called Friday and I missed it
2.I called Monday but haven't heard back
3.What's the latest update

Wrt states:
1.It looks like your case manager is requesting photos from DPSM
2.Did you want me to transfer you to case managers extension?

Cust states:
1.Yes please

*** 03/29/2018 15:57:01 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 3/29 (Thursday) and Sub Status of Assigned

*** Email - Internal Email Received created on 04/02/2018 12:46:41 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received photos from DPSM MPartington

*** Phone - Call - Inbound created on 04/02/2018 12:53:30 (GMT-07:00) Arizona and created by LaKindra Sims ***
Caller stated
1. I am trying to reach Samuel Kim

** call dropped while wtr placed caller on hold**

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2013 SORENTO 5XYKWDA24DG3[redacted]	[redacted]	92,000

Groveport , OH ,43125 05/29/2012 Dealer: [redacted] Ricart KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Sun***ROOF*** Breakaway

Wtr emailed Samuel Kim advising of callers request for call back

*** Phone - Call - Outbound created on 04/02/2018 12:55:52 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called dealer OH028 and spoke with Nicholas Linville in the Service Department
Writer states:
1. Requested repair estimate at warranty cost
2. Kia will authorize an additional 1 hour of labor at warranty cost for glass removal
3. Please proceed with the replacement of the front panoramic glass
4. I will send you an email

Dealer states:
1. Glass is $536.60 and labor at 0.4 is $37.76, but that doesn't include anytime removing any glass
2. 1.4 @ $94.40 is $132.16
3. Okay, thank you

*** Phone - Call - Outbound created on 04/02/2018 13:03:11 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called and spoke with [redacted]
Writer states:
1. Calling in regards to your 2013 Kia Sorento
2. Apologized for the delay
3. Your vehicle is outside of 5/60 BLW
4. KMA was unable to clearly identify cause for sun***ROOF SHATTER***, whether due to external impact or not, due to most of glass missing
5. Kia would like to offer you a one-time, goodwill replacement of the front panoramic glass for customer satisfaction

Customer states:
1. I had to drive another probably 5 miles or so and then it was put back on a tow truck
2. Can I get a rental?
3. Also, the glass got into the buckle and I couldn't even put the seatbelt back on

Writer states:
1. Kia will authorize a loaner or a rental for the duration of the repair
2. Customer is responsible for gas or insurance
3. I will address your seatbelt concern with the dealership
4. If you do not hear back from the dealership, please feel free to contact me

Customer states:
1. Thank you

*** Email - External Email Sent created on 04/02/2018 13:47:07 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Sent email to Nicholas Linville in the Service Department at dealer OH028 (nick_linville@ricart.com) and CC'd Service Manager Cindy Price at dealer OH028 (cindyprice@ricart.com) and Kevin Meyer (kevinkellermeyer@ricart.com) and DPSM MPartington:
Hi Nick,

Please proceed with the replacement of the front panoramic glass for [redacted] 2013 Kia Sorento (5XYKWDA24DG[redacted]. Please place the customer in a loaner or a rental and Kia will reimburse you per the Kia

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2013 SORENTO 5XYKWDA24DG[redacted]	[redacted]	92,000

Groveport , OH ,43125 05/29/2012 Dealer: OH028 Ricart KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Sun***ROOF*** Breakaway

Service Rental Program (KSRP) Warranty Reimbursement Rates.

Document the RO (#[redacted] as follows:

- Complaint: “Customer states front section of the sun***ROOF*** glass has ***SHATTER***ed while driving”
- Cause: “After investigating and reviewing the condition of the remaining front panoramic glass with Kia Motors America, Inc., KMA is unable to clearly identify cause for sun***ROOF SHATTER***, whether due to external impact or not due to most of glass missing.
- Correction: “Kia has authorized the replacement of the front panoramic glass as a one-time, goodwill gesture on behalf of the customer.”

The customer states she is unable to buckle her seatbelt due to glass being in the buckle. Could you have a technician take a look and advise.

Once complete, please submit this as a goodwill. Kia is authorizing 0.4 plus 1 additional hour for glass removal.

*All repairs for which KMA has authorized a dealer to perform will only be reimbursed by KMA at the warranty labor rate and parts markup rate in effect at the time of repair.

If you have any questions, please do not hesitate to contact me.

*** 04/02/2018 13:51:51 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 3/30 (Friday) and Sub Status of Assigned

*** Email - External Email Sent created on 04/05/2018 13:54:49 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Sent email to Nicholas Linville in the Service Department at dealer OH028 (nick_linville@ricart.com) and CC'd Service Manager Cindy Price at dealer OH028 (cindyprice@ricart.com) and Kevin Meyer (kevinkellermeyer@ricart.com) and DPSM MPartington:
Hi, could I get an update on this vehicle. Was anyone able to verify the operation of the drivers seatbelt?

*** Email - External Email Received created on 04/05/2018 14:24:23 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from Nicholas Linville in the Service Department at dealer OH028 (nick_linville@ricart.com)
Hello I have and the seat belt is working fine. Just waiting on the sun***ROOF*** glass to get here.

*** 04/05/2018 14:25:33 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Goodwill Issued
[Resolution Summary]

*** 04/18/2018 13:14:26 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened with Sub Status of Working

*** Phone - Call - Inbound created on 04/18/2018 13:14:31 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received message from customer:
1. Hi Sam
2. This is [redacted] calling regarding the 2013 Kia Sorento
3. If you can give me a call back as soon as possible at [redacted]
4. Thank you

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2013 SORENTO 5XYKWDA24DG[redacted]	[redacted]	92,000

Groveport , OH ,43125 05/29/2012 Dealer: OH028 Ricart KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Sun***ROOF*** Breakaway

*** Email - External Email Received created on 04/18/2018 13:16:43 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from Nicholas Linville in the Service Department at dealer OH028 (nick_linville@ricart.com)
Hello Sir, I meant to email you sooner. I wanted to let you know the sun***ROOF*** glass repairs have been completed but from where the glass was ***BROKE***n water had gotten on the sun***ROOF*** shade and has caused stains. Ms [redacted] is requesting that the sun***ROOF*** shade also be replaced. I don't know what it looked like before it came to us. She is saying that it had no stains at all. Would this also be something that could be considered for goodwill replacement. If so let me know. The cost to replace the front roller blind assembly would be $853.24 for the part and the labor is 3.4 hours $320.96. So a total of $1174.20. Please let me know as she didn't take her vehicle she is still in the rental car. Thanks Nick Linville 614-836-6645

*** Email - External Email Sent created on 04/18/2018 13:17:10 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Sent email to Nicholas Linville in the Service Department at dealer OH028 (nick_linville@ricart.com)
Requested photos

*** 04/18/2018 13:17:39 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 24/24 and Sub Status of Working

*** Email - External Email Received created on 04/19/2018 11:31:38 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received photos from Nicholas Linville in the Service Department at dealer OH028 (nick_linville@ricart.com)

*** 04/19/2018 11:32:19 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Dealership Repair and Sub Status of Working

*** Phone - Call - Outbound created on 04/19/2018 16:10:00 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called and spoke with [redacted]
Writer states:
1. Calling in regards to your 2013 Kia Sorento
2. Let me look into your concern and I will follow up with you

Customer states:
1. I went to pick up the car on Saturday and it smells really wet and musty
2. I leaned on the passenger seat to close the sunshade and I got a splinter of glass in my finger
3. They had to give me an alcohol and bandaid
4. When I sent the car in, My car was wet on the outside, my car was not wet on the inside, I have pictures
5. The gentleman at the dealership said we tried to tape it up with plastic and tape to prevent water from going in it
6. My issue is going to be longevity, how do I know there's not going to be glass on the carpet
7. Enterprise calls me today and said we have to change out the rental car because there's a recall

*** 04/19/2018 16:21:16 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 4/19 (Thursday) and Sub Status of Working

*** 04/20/2018 11:25:55 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 4/20 (Friday) and Sub Status of Working

*** 04/23/2018 13:14:16 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 4/23 (Monday) and Sub Status of Working

*** Phone - Call - Inbound created on 04/24/2018 13:16:09 (GMT-08:00) Pacific Time (US & Canada) and created

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2013 SORENTO 5XYKWDA24DG[redacted]	[redacted]	92,000

Groveport , OH ,43125 05/29/2012 Dealer: OH028 Ricart KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Sun***ROOF*** Breakaway

by Samuel Kim ***
Received message from customer:
1. Hi Sam
2. This is [redacted] again, I'm calling
3. It is Tuesday, April 24th
4. I was expecting a call from you last Friday
5. Please give me a call at (6[redacted]
6. It's concerning the 2013 Kia Sorento

*** 04/24/2018 13:17:53 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin Inbox/Need To Call of Jeff Stroup by Samuel Kim
Reason: Customer states vehicle sustained water damage while in dealer's possession. Pending DPSM contact

*** Phone - Call - Outbound created on 04/24/2018 13:28:50 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr tried to call customer but voicemail box is full and unable to leave voicemail

*** 04/24/2018 13:29:18 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Inbox/Need To Call and Sub Status of Assigned

*** Phone - Call - Outbound created on 04/26/2018 12:11:16 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr left voicemail for Nick at dlr to call back.

*** Phone - Call - Outbound created on 04/26/2018 12:16:18 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr spoke with customer
1. customer advised vehicle has been at dlr for approx. 30 days
2. customer advised when she went to pick it up, it had musty and wet smell
3. customer advised it rained during the time the vehicle was at the dlr
4. customer advised there is water damage and water markets on the sunshade
5. customer wondering if there is anything else or that is it
6. customer also upset that when she went to pick up car, pieces of glass were still in vehicle

*** Phone - Call - Inbound created on 04/26/2018 12:22:22 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr spoke with Nick at dlr
1. he was not present when she came in to pick up vehicle
2. he will go look at vehicle and contact wtr back

*** Phone - Call - Outbound created on 05/01/2018 14:54:21 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr spoke with Kevin at dlr (service manager)
1. vehicle is in process of detail then will be released to customer

*** Phone - Call - Inbound created on 05/04/2018 10:09:34 and created by Christina Steir ***
Customer called in to get a hold of Jeff
1. I don't want to be transferred to his voicemail again
2. I leave voicemails every day and no one calls me back

Writer states:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2013 SORENTO 5XYKWDA24DG[redacted]	[redacted]	92,000

Groveport , OH ,43125 05/29/2012 Dealer: OH028 Ricart KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Sun ROOF Breakaway

1. I apologize
2. I let my supervisor know and sent her the case and she is going to reach out to Jeff to call you.

Customer states:
1. Okay great id appreciate that
2. Thank you

*** Phone - Call - Outbound created on 05/08/2018 09:48:02 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr left messages for Kevin and Nick at dlr to call back.

*** Phone - Call - Outbound created on 05/08/2018 13:32:15 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr spoke with Kevin at dlr
1. part has arrived and working on vehicle
2. should be able to deliver vehicle tomorrow

*** Phone - Call - Inbound created on 05/15/2018 13:32:35 (GMT-07:00) Arizona and created by Heather Orosco ***
Customer Calling:

1. I am calling for an update on my case
2. No one has been in contact with me
3. I have no idea what is going on

Writer States:
1. Apologized
2. No contact information for Case Owner NCA Jeff Stroup
3. Will email my Supervisor Tomas Soto to send Jeff Stroup an Email for follow up to the Customer
4. Case notated with concerns

Customer States:
1. Ok thank you

Writer States:
1. You're welcome
2. Thank you for calling Kia

*** Phone - Call - Outbound created on 05/16/2018 13:19:12 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr spoke with Nick at dlr
1. had to re order shade as it came in damaged
2. vehicle is now completed and getting detailed
3. should be able to release vehicle tomorrow
4. Nick will contact customer and provide update

*** Phone - Call - Outbound created on 05/21/2018 10:35:40 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr left voicemail for Nick at dlr to call back.

*** Phone - Call - Outbound created on 05/31/2018 08:59:35 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2013 SORENTO 5XYKWDA24DG[redacted]	[redacted]	92,000

Groveport , OH ,43125 05/29/2012 Dealer: OH028 Ricart KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Sun***ROOF*** Breakaway

wtr spoke with Nick at dlr
1. vehicle just got repaired
2. hoping to release vehicle to customer today

wtr left voicemail for DPSM

*** Note - Others created on 06/04/2018 17:22:35 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
FTS and DPSM to inspect vehicle on Tuesday 6/12

*** Phone - Call - Outbound created on 06/05/2018 11:22:20 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called customer and left message:
1. Calling to see if you could bring the vehicle back to the dealership next Tuesday 6/12 for our DPSM to inspect vehicle
2. Requested call back
3. Left call back number

*** Phone - Call - Inbound created on 06/05/2018 13:46:18 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received message from customer:
1. Hey Sam
2. This is [redacted] returning your call
3. That sounds good about sending the District Manager out
4. If you can give me a call
5. They actually still have the car
6. Cause I went a 2nd time to go pick up the car after the 2nd repair and I got cut again with glass and there was glass everywhere throughout that car
7. So if you can just give me a call so we can touch base on that stuff (6[redacted]
8. Thank you

*** Phone - Call - Outbound created on 06/05/2018 13:47:32 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called and spoke with [redacted]
Writer states:
1. I received your message

Customer states:
1. They still have the car
2. The car seat that was sitting in the back seat, I flipped that over and there was glass
3. I really think the upholstery needs to be replaced
4. I have 2 kids, a niece and animals
5. I don't know what my work schedule is on Tuesday, but I can take the time off
6. I just can't afford to wait there

Writer states:
1. How about 10AM?

Customer states:
1. 10AM is fine
2. Thanks

Last name	First name	VIN of 2013 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYKWDA24DG[redacted]	[redacted]	92,000
Groveport , OH ,43125		05/29/2012	Dealer: OH028 Ricart KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Sun**ROOF** Breakaway

*** Phone - Call - Inbound created on 06/12/2018 14:59:41 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr spoke with customer
1. customer confirmed met with FTS and DPSM
2. customer advised there was still small glass pieces in vehicle and could/would cut hand on
3. wtr advised FTS/DSPM again went over vehicle with dlr and we feel comfortable releasing vehicle back to customer
4. customer concerned with vehicle smell and if possible glass could still be in vehicle
5. wtr asked if customer smelled anything when met with KMA and customer advised no but what if happens in future
6. customer upset that vehicle was down for approximately 3 months and that glass also in car seats
7. customer requesting KMA to reimburse car seat for $199, the second car seat base (has two car seat bases in vehicle) $35 plus pay for current maintenance items dealer advised customer needs to be performed (4 tires, brake fluid exchange, rear brake pads, left ball joint, wiper blades, LOF, transmission flush, power steering flush, coolant flush, air filter, and front brakes) which is $2700
8. customer confirmed she has no car loan on the vehicle
9. wtr advised would offer 2,320 (MSRP/60 time) for 3 months car payment, reimburse the 199 and 35
10. wtr and customer spoke and split the difference of 800
11. wtr advised would send offer letter and release to customer for $2,554 and customer is to pick up vehicle tomorrow as understand vehicle is ready for pick up.
12. customer will review documents and contact wtr back

*** Email - External Email Sent created on 06/14/2018 13:59:28 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
[redacted]

Please see attached for the offer letter and settlement agreement we discussed. As I advised, this offer is good through June 29th. If you have any questions, please let me know.

Thank you,

*** Email - External Email Received created on 06/21/2018 08:01:36 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
Jeff,
Can u please call me ASAP, I was driving today and my sun**ROOF** is making a loud sound and you can hear air movement through it.

[redacted]

*** Phone - Call - Outbound created on 06/21/2018 08:03:04 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr left message with receptionist to have Kevin or Nick at dlr to call back.

*** Phone - Call - Outbound created on 06/21/2018 08:08:32 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr spoke with customer
1. customer advised she is currently at dlr
2. customer advised there is a wind noise, the liner looks wrinkled, and can smell it still
3. wtr asked customer to have dlr call wtr back once they have road tested and inspected the vehicle

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2013 SORENTO 5XYKWDA24DG[redacted]	[redacted]	92,000

Groveport , OH ,43125 05/29/2012 Dealer: OH028 Ricart KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Sun***ROOF*** Breakaway

*** Phone - Call - Outbound created on 06/25/2018 14:42:51 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr spoke with Nick at dlr
1. customer came in Wed and went for a road test due to wind noise
2. Tech was able to adjust the glass for that concern
3. the roller blind was a little crinkled so we are able to perform a parts warranty on that part
4. it has come in and we are waiting for a loaner vehicle to free up and then will have the customer come in for the repair.

*** Email - External Email Received created on 07/02/2018 13:16:04 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
Jeff,
Can you please update the agreement and also I had some questions for you. Ricart is getting the car back hopefully by Friday to repair the sunshade and make some adjustments to the sun***ROOF*** bc you can hear air flow through the sun***ROOF*** and also a rattle. Will signing this agreement effect the repair?

Thank you,
[redacted]

*** Email - External Email Sent created on 07/02/2018 13:32:39 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
[redacted]

We can extend the offer until after the repair as I understand the dealership is waiting for a loaner vehicle to become available. Please see the updated agreement attached.

Thank you,

*** Phone - Call - Outbound created on 07/27/2018 13:45:33 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr spoke with service advisor at dlr
1. customer came in for repairs approximately 1 week ago

*** Phone - Call - Inbound created on 08/13/2018 11:56:36 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
customer left voicemail for wtr to call back.

*** 10/08/2018 12:45:31 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Jeff Stroup with Resolution Code : Goodwill Issued
[Resolution Summary]

*** 12/17/2018 12:58:44 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened by Jeff Stroup with Sub Status of Working

*** Email - External Email Received created on 12/17/2018 12:58:53 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
Good afternoon Jeff,

Last name	First name	VIN of 2013 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYKWDA24DG[redacted]	[redacted]	92,000
Groveport , OH ,43125		05/29/2012	Dealer: OH028 Ricart KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Sun**ROOF** Breakaway

I am emailing you because I have been unable to reach you by phone. My sunshade is still not 100% but at this time I feel like it won't ever be. I am wanting to settle for the $2,500.

Thank you,
[redacted]

*** Phone - Call - Outbound created on 12/17/2018 12:59:04 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr spoke with customer
1. wtr advised following up on customers email
2. customer advised she went to the dlr about a month ago and again met with DSPM
3. customer states the sun**ROOF** is still wrinkled but KMA DPSM says that's they best it will get
4. customer advised wtr previously offered GW of $2,500 and no longer wants to deal with the car so will accept the GW now

*** Email - External Email Sent created on 12/17/2018 13:30:49 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
[redacted]

Please sign and returned the attached settlement agreement. This offer will be good through December 31st, 2018. Once received I will process the check request and mail it to 4842 Hewn Timber Ln Columbus, OH 43230. If this is not the correct address, please let me know.

Thank you,

*** 12/17/2018 13:31:19 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Inbox/Need To Call and Sub Status of Working

*** Email - External Email Received created on 01/02/2019 10:41:48 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
Jeff,
I didn't have anyway of printing this up therefore I was unable to return it to you by 12/31/18. I can fax it to you on 1/2/18 when I return to work. Please email me and let me know you received this email. Also, my address is
[redacted]
Gahanna, Oh [redacted]

Thank you,
[redacted]

*** 01/02/2019 10:45:43 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 143401 Submitted

*** Email - External Email Sent created on 01/02/2019 10:47:19 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
Hi [redacted]

This email is to confirm I received your email and fax. I have submitted the check request and will mail it to your address on [redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2013 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYKWDA24DG[redacted]	[redacted]	92,000
Groveport , OH ,43125		05/29/2012	Dealer: OH028 [redacted]	KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Sun***ROOF*** Breakaway

Thank you,

*** 02/05/2019 16:04:44 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [redacted] Submitted

*** 02/05/[redacted] 17:09:09 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 143401 Final Approved

*** 02/07/2019 10:08:51 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Jeff Stroup with Resolution Code : Goodwill Issued
[Resolution Summary]
mailed fedex 6143 7150 6602

Accident Report

Case [redacted]

Report Details

A-1) Name of vehicle owner:

[redacted]

A-2) Address of vehicle owner:

[redacted] BLACKLICK OH [redacted]

A-3) Phone number of vehicle owner:

[redacted]

A-4) Name of driver:

[redacted]

A-5) Address of driver:

[redacted] BLACKLICK OH [redacted]

A-6) Phone number of driver:

[redacted]

A-7) What is the age of the driver?

[redacted]

B-1) Does the vehicle have any history of any type of impacts

No

B-2) What was the date of the incident?

03[redacted]2018

B-3) What time of day did the incident occur?

7:20AM

B-4) What was the weather condition (rain/sleet/hail, temperature, wind)?

wasn't raining but there was a light mist

B-5) Where did the incident occur? (e.g., highway, road, garage, parking lot, etc.)

Highway

B-6) Provide name of road, highway or address:

Highway 270

B-7) What was the nearest mile market/exit name or cross-street from the incident location?

[redacted]

B-8) What direction was the vehicle facing/heading?

west

C-1) How fast was the vehicle moving (MPH/Stationary)?

MPH

D-1) Estimate the speed as a MPH.

67

E-1) Describe traffic conditions around you (how close was the nearest vehicle to you and what type

there wasn't a lot of traffic near me

F-1) What was the condition of the highway/interstate?

freshly paved

H-1) Was the sunroof OPEN or CLOSED at the time of the incident?

Closed

H-2) Were you operating the sunroof switch at the time the glass broke?

No

H-3) Did you see and/or hear the sunroof glass break?

Yes

H-3-1) Please describe what you saw or heard at the time of the breakage.

It seems that I felt the glass before you heard it but it happened so fast I'm not sure if that is how it happened. I realized what happened when the bar hit me hard in the head

H-4) Which glass panel broke?

moving front panel

I-1) Was the sunshade OPEN or CLOSED at the time of the incident?

OPENED

K-1) Have you ever put anything on the roof of your vehicle (including items on the roof rack)?

No

M-1) Were there any passengers inside the vehicle at the time of the incident?

No

M-3) Did anyone get glass on them at the time of the incident?

Yes

N-1) Was anyone injured as a result of the incident?

Yes

O-1) Who was injured? (Name, address and phone number of who was/were injured.)

[redacted]

O-2) Was the injury from glass or any other debris?

Injury from debris other than glass.

O-3) Describe the nature of the injuries.

the bar fell into the vehicle hitting me on my neck and shoulder, shoulder is red

O-4) Did any of the injured persons seek medical attention?

No

P-1) Were the police contacted?

No

R-1) Was the insurance company contacted?

Yes

S-1) Name of the insurance company?

State Farm

S-3) Phone number to the insurance company?

740-965-9125

S-4) Insurance policy number?

doesn't know

S-5) Insurance claim number?

none

S-6) When was your insurance company contacted?

03/20/2018

S-7) Did you provide them with a recorded statement over the phone or a written statement?

No

S-8) Have you settled with the insurance company?

No

T-1) Was the vehicle driven or towed following the incident?

Driven

T-2) Where is the vehicle now?

at customers place of employment

T-3) Have sunroof repairs been completed, or has the broken sunroof been altered since the incident

No

T-4) What action are you requesting of Kia?

full repair of vehicle, sunroof, seats repaired, glass removed, seatbelt on drivers side has glass in it and will not latch

DEALER PHOTOS

[redacted]


















SORENTO













SAMUELKIM @ KIAUSA.COM

[redacted]

[redacted] Blacklick, OH 43004

COLUMBUS, OH [redacted]

HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL: [redacted]

THE WORLD'S LARGEST
RICART
AUTOMOTIVE
Ford-Nissan-Mitsubishi-Mazda-Hyundai-Kia
4255 S. Hamilton Rd., Columbus, OH 43227
www.ricart.com
Service (614) 836-6300 · Parts (614) 836-6400
Parts & Service Hours:
Monday - Friday 7:00 am - 7:00 pm
Saturday 8:00 am - 5:00 pm
Sunday 10:00 am - 6:00 pm

WORKORDER
PAGE 1

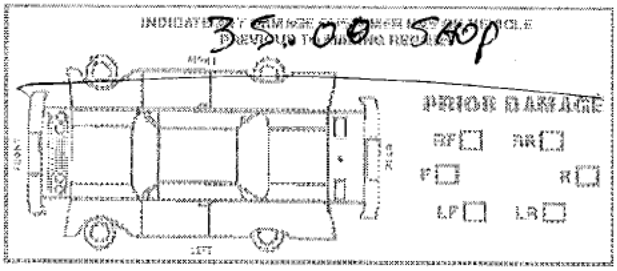
SERVICE ADVISOR: 3144 LINVILLE 3448, NICK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TITANIUM S	13	KIA SORENTO	5XYKWDA24DG[redacted]		92913/	TK191

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
25JUN12 DD			17:00 20MAR18			CASH	

R.O. OPENED	READY	OPTIONS: STK [redacted] DLR:09594
20MAR2018 12:43		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A			CRK	Customer states the front section of the sunroof glass has shattered
				GLASS 554.83
				81610-2P000
# B	17PK		CRK	PERFORM 360 KIA INSPECTION
				81619-2P000 SEAL 86.63
				641.46 PARTS
				1690.50 LABOR
				35.00 SHOP
				2366.96 plus tax



WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS OR ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE VEHICLE MANUFACTURER OR THE PARTS MANUFACTURER OR DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash or approved credit card upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance. An express mechanics lien is hereby acknowledged on the vehicle to secure the cost of repairs and materials. If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component, but do not authorize completion of a repair or service, I understand that a charge will be imposed for disassembly, reassembly or partially completed work and agree to pay the same. Such charges will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

I understand that the Dealership is not responsible for any delays caused by unavailability of parts or shipping by the supplier or transporter, nor is it responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind or any other cause beyond its control.

I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing that data with the vehicle manufacturer for diagnostic or research purposes.

PARTS: All parts installed will be new unless otherwise indicated. Upon request, replaced parts will be made available to you for inspection or returned to you (unless the parts are to be rebuilt or sold by the supplier or returned to the manufacturer or supplier pursuant to a warranty arrangement).

Discard Replaced Parts _____ (INITIAL) Save Replaced Parts _____ (INITIAL)

ESTIMATE: UNDER OHIO LAW YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN FIFTY DOLLARS. PLEASE INITIAL YOUR CHOICE.

_____ WRITTEN ESTIMATE (Initials) _____ ORAL ESTIMATE (Initials) _____ NO ESTIMATE (Initials)

PRELIMINARY ESTIMATE $ 0.00

SHOP SUPPLY COSTS: A charge equal to 17% of the total cost of labor, not to exceed $35.00, will be added to the Repair Order for shop supplies used in connection with the repair.

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

STORAGE CHARGES: I understand that a storage charge equal to $25.00 will be assessed and shall accrue daily if I fail to pick up the vehicle within 7 working days from the date I am notified that the repairs are complete or after the communication of an estimate if I fail to authorize repairs.

Date: _____ Customer X _____ Dealership Representative X [redacted]

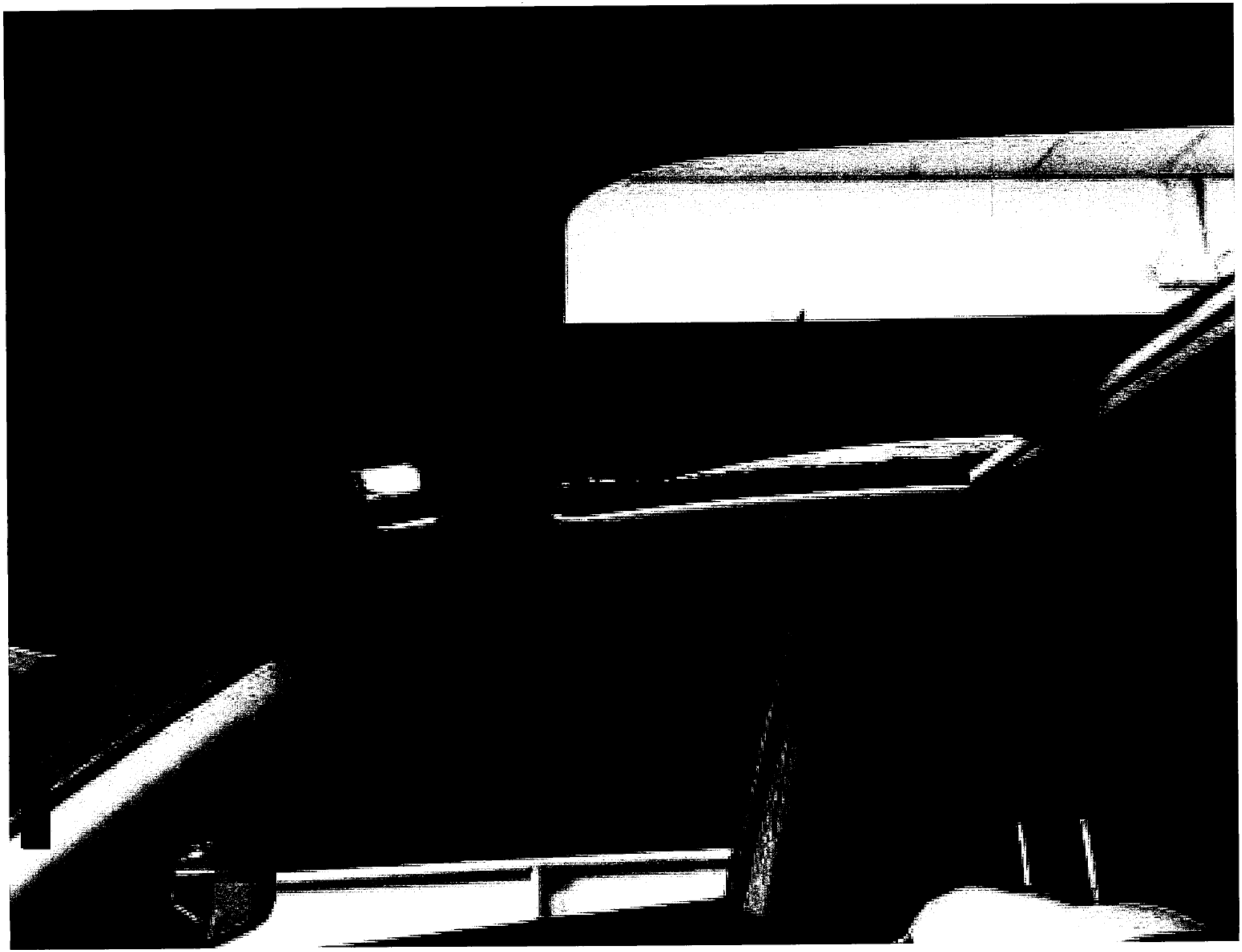
DealerCAP 2014 CDK Global, LLC (01/15) WORKORDER TYPE 2 - 25W2C - "AS-IS" - OH - 9694555

TECHNICIAN COPY









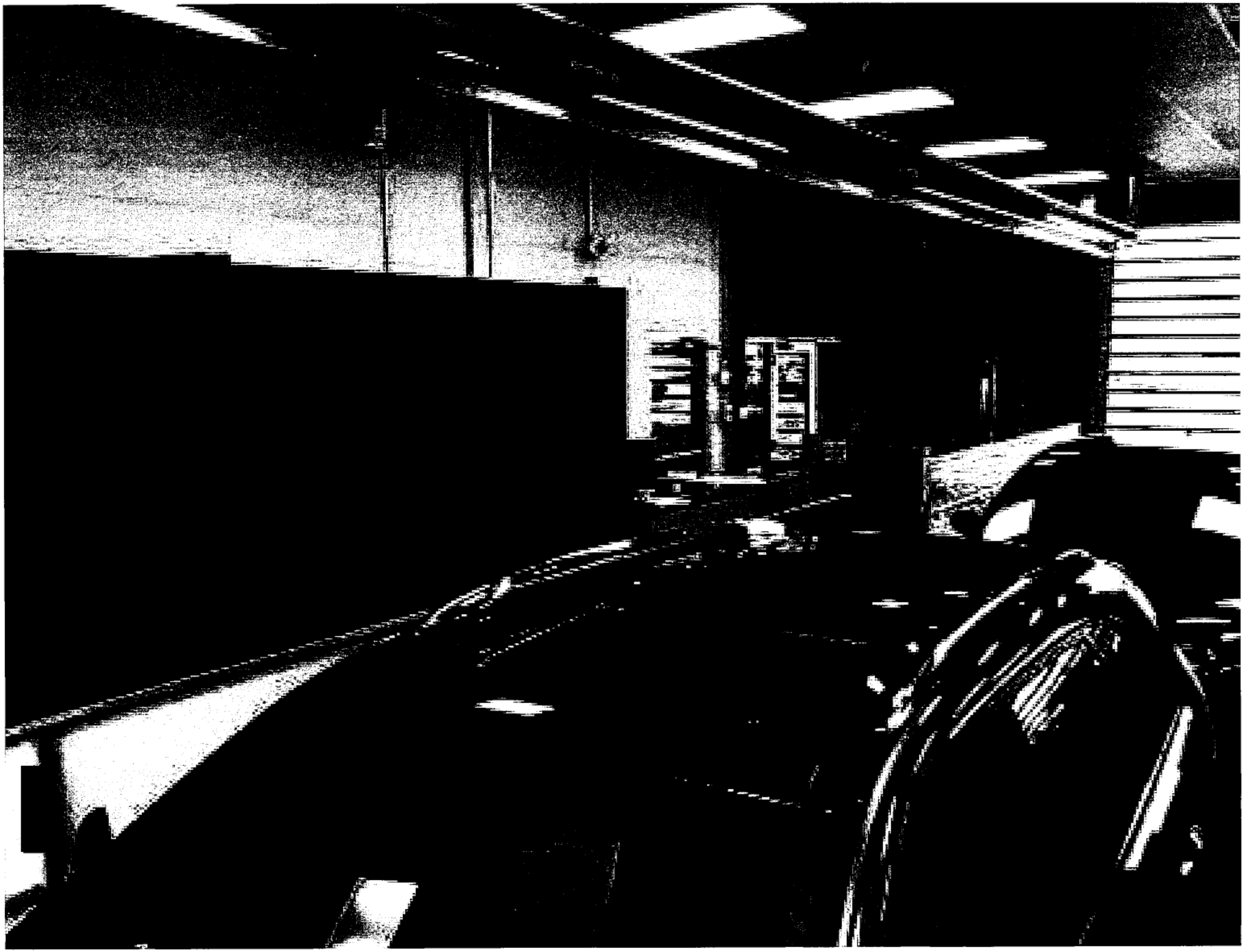




















EA14-002

KIA

10-30-2019

CA



Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2011 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYKU4A25BG[redacted]	[redacted]	75,000
,	,	10/11/2010	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

Case History

*** 05/25/2018 13:32:20 (GMT-05:00) Eastern Time (US & Canada) ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 05/25/2018 13:51:56 (GMT-05:00) Eastern Time (US & Canada) and created by Tracey Icenhour ***
[redacted]

Cust states
1 5xyku4a25bg[redacted] / 75000
2 Driving down the road and the front sun***ROOF*** exploded
3 Happened on Route 16
4 Have not called insurance yet
5 Heard like a big explosion, like a shot gun and glass flew all over the place.

Wrt states
1 Apologized / no SC
2 Hope everyone is ok
run script
3 What is cust requesting of Kia?

Cust states
1 Kia to replace sun***ROOF***.

Wrt states
1 Advised will escalate case to NCA and they will follow up with cust in 2-3 business days.

Cust states
1 Thank you

*** Note - Others created on 05/25/2018 13:52:05 (GMT-05:00) Eastern Time (US & Canada) and created by Tracey Icenhour ***
Forward to NCA
1 Customer alleges sun***ROOF*** exploded
2 Cust currently has veh, not been to a dealer yet.
3 Customer is requesting Kia to replace sun***ROOF***.
4 Please review and follow up accordingly

*** 05/25/2018 13:53:35 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin = Review for Dispatch to Queue National CA by Tracey Icenhour
Reason:

*** 05/29/2018 08:16:54 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 05/29/2018 09:12:53 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 24/24 of Samuel Kim by Jeff Stroup
Reason:

*** 05/29/2018 11:08:07 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 24/24 and Sub Status of Assigned

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2011 SORENTO 5XYKU4A25B[redacted]	[redacted]	75,000
,	,	10/11/2010	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

*** Phone - Call - Inbound created on 05/29/2018 11:12:32 (GMT-07:00) Arizona and created by Robert Bauer ***
Customer states:
1. I am calling for an update on the case.

Writer states:
1. Advised that the case has been sent to NCA due to your concerns.
2. Advised that Samuel will be your CSR.
3. Advised that they request 2-3 business days for contact.
4. Advised that he will provide his information to you.

Customer states:
1. This is the only vehicle that I have.
2. There is a hole in the sun***ROOF*** and I cannot drive it.
3. What do I do?

Writer states:
1. Apologized.
2. Advised that if customer has to rent a vehicle Samuel can review for reimbursement.
3. Advised that this is never guaranteed but we can review it.
4. Advised that Samuel will be in contact with you as soon as he can.

Customer states:
1. Thanked writer.

*** Phone - Call - Outbound created on 05/30/2018 12:23:12 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called customer and left message:
1. Calling in regards to a 2011 Kia Sorento
2. Requested photos
3. Left call back number and email address
4. Once I receive it, I will follow up with you

*** 05/30/2018 12:24:10 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 5/30 (Wednesday) and Sub Status of Assigned

*** Phone - Call - Inbound created on 05/31/2018 05:12:43 and created by Edward Hunter ***
Customer called
1. I am in an electronically challenged area
2. I will go to the dealer and take photos there and have them call in to get instructions as to ways to upload or who to email to.
3. The State Police have a case, their phone number for the local Barracks is: 603-539-2011 Patrolwoman Kim Hatch has the information
4. Customer is at Summer location zip code: [redacted]

*** 05/31/2018 17:19:41 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Pictures / Police Report and Sub Status of Assigned

*** Phone - Call - Inbound created on 05/31/2018 17:20:04 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received message from customer:
1. Hi Samuel

Last name	First name	VIN of 2011 SORENTO	Case Number	Mileage
[redacted]	[redacted]	5XYKU4A25BG1[redacted]	[redacted]	75,000
,	,	10/11/2010	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

2. This is [redacted] with a blown out Santa Fe
3. Yea sorry, with a Kia Sorento, blown out sun***ROOF***
4. I called, I talked to somebody earlier today and about those pictures
5. The email they gave me to send these pictures was ehunter@kiaconsumeraffairs.com
6. I just want to know, you know, double check on that address right there
7. To make sure that I'm not sending them to the wrong place
8. So if it's right, you don't have to call me back
9. But if it's not, give me a call and give me with a correct address
10. Thank you, bye

*** Phone - Call - Inbound created on 06/01/2018 08:24:49 (GMT-05:00) Eastern Time (US & Canada) and created by Kristi Smith ***
cust states:

1. Calling to get an update.

wrt states:

1. apologized.
2. Advised case has been escalated to National level and do see that he notated your voicemail in the notes yesterday and should be returning your call soon.
3. will update case notes and request a call back.

cust states:

1. Ok, thank you.

*** 06/04/2018 16:29:52 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 5/31 (Thursday) and Sub Status of Assigned

*** Phone - Call - Inbound created on 06/04/2018 17:28:44 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received message from customer:
1. This is [redacted]
2. Case number [redacted]
3. This is the blown out sun***ROOF***, now it's over a week now
4. I've called you several times with no return calls
5. So I don't know what the status of this case is
6. So please give me a call at ([redacted]

*** Phone - No Callback created on 06/08/2018 06:57:02 (GMT-07:00) Mountain Time (US & Canada) and created by Octavia Murray ***
Customer States:
1. I have been trying call to Samuel Kim
2. I have called and not got an a call back
3. I need to know what is going
4. I need to know this today
5. Its about to be the weekend and next week will make this a 3rd week
6. My wife had an accident and needs therapy
7. She has not been since we do not drive the car

Writer States:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2011 SORENTO 5XYKU4A25BG[redacted]	[redacted]	75,000
,	,	10/11/2010	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

1. Apologized
2. I will note this in the case
3. Samuel is higher up
4. I will make sure he knows you are requesting a call back.

Customer States:
1. Thank you

Writer states:
1. You're Welcome
2.Thank you for call KCAC

*** Phone - Call - Inbound created on 06/12/2018 08:18:27 (GMT-05:00) Eastern Time (US & Canada) and created by Tracey Icenhour ***
[redacted]

Cust states
1 [redacted]
2 What is status of case
3 It's been 3 weeks and not heard a thing.

Wrt states
1 Apologized
2 Reviewed notes
3 See wher NCA left VM for cust on 05/30
4 See that EHunter rec'd and uploaded 2 images of sun***ROOF***
5 Advised cust must speak with NCA assigned to case, Samuel Kim
6 Provided # and email that Mr Kim provided to cust the day cust was called on 05/30
(949) 468-1194 samuelkim@kiausa.com
7 Advised can send email to TL to request someone call cust back today

Cust states
1 He don't call back.
2 Thank you

Wrt states
1 Thank you

*** 06/13/2018 15:34:46 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 6/4 (Monday) and Sub Status of Assigned

*** 06/19/2018 10:17:57 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 6/13 (Wednesday) and Sub Status of Assigned

*** Phone - No Callback created on 06/21/2018 05:31:25 and created by Jacob Adams ***
Customer States
1 I have been trying call to Samuel Kim
2 I have called and not got an a call back
3 I need to know what is going

writer states
1 apologized

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2011 SORENTO 5XYKU4A25BG1[redacted]	[redacted]	75,000
,	,	10/11/2010	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

2 i can notify you are requesting a callback on the behalf of you case
3 but right now at this time we are still processing your requesting

*** 06/21/2018 15:53:06 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 6/19 (Tuesday) and Sub Status of Assigned

*** 06/25/2018 13:33:10 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 6/20 (Wednesday) and Sub Status of Assigned

*** Phone - No Callback created on 06/27/2018 07:25:33 and created by Sarah Samples ***
Cust states;
1. I have been trying for a month to get ahold of Samuel Kim concerning my case. I always get his VM and I have called you people several times and he is never available.
2. I would like to get this resolved

wrt states:
1. apologized
2. advised that CM is not available but will reach out to supervisor and have him give you a call back.

cust states:
1. I would like to have someone higher up than Samueal Kim give me a call.
2. Friends and family are asking me how Kia is taking care of this
and are appalled that it is taking so long to get this rectified.
3. Can you have them call me on my home phone[redacted]
4. Thank you

*** Phone - Call - Outbound created on 07/02/2018 11:51:01 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr spoke with customer
1. wtr apologized for lack of response
2. customer advised insurance already repaired the sun***ROOF*** with a $0.00 deductible
3. customer advised he is having concern with sunshade and quirk kia in NH had to order parts
4. customer asked if KMA would be willing to assist with deductible
5. wtr advised would contact dlr to find out and call customer back

wtr spoke with dlr
1. Rick is out of office
2. customer has appointment for Friday for repairs.

*** Phone - Call - Outbound created on 07/02/2018 11:58:53 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr spoke with customer 6[redacted]
1. customer will call wtr once vehicle has been dropped off at dlr

*** 07/05/2018 10:27:29 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 6/25 (Monday) and Sub Status of Assigned

*** Phone - Call - Inbound created on 07/11/2018 09:27:06 (GMT-07:00) Arizona and created by Chistopher Davis ***
Customer states:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2011 SORENTO 5XYKU4A25BG1[redacted]	[redacted]	75,000
,	,	10/11/2010	Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

1.I tried calling Jeff but it keeps saying # is no longer in service
2.Do you have another # for him?

Writer states:
1.Apologized
2.I do not have another #
3.I can document call and he will be notified via email that you are needing speak with him

Customer states:
1.Okay thanks

*** 07/11/2018 10:32:02 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Pictures / Police Report and Sub Status of Assigned

*** 08/28/2018 10:23:28 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin Inbox/Need To Call of Jeff Stroup by Samuel Kim
Reason: Followup

*** 08/28/2018 14:45:52 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Inbox/Need To Call and Sub Status of Assigned

*** Phone - Call - Inbound created on 09/17/2018 13:05:14 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr left voicemail in general service voicemail to call back.

*** 10/10/2018 12:14:10 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Jeff Stroup with Resolution Code : Concerns Recorded
[Resolution Summary]

Accident Report

Case [redacted]

Report Details

A-1) Name of vehicle owner:

[redacted]

A-2) Address of vehicle owner:

[redacted] CONWAY SC [redacted]

A-3) Phone number of vehicle owner:

[redacted]

A-4) Name of driver:

[redacted]

A-5) Address of driver:

[redacted] CONWAY SC [redacted]

A-6) Phone number of driver:

[redacted]

A-7) What is the age of the driver?

[redacted]

B-1) Does the vehicle have any history of any type of impacts

No

B-2) What was the date of the incident?

05[redacted]2018

B-3) What time of day did the incident occur?

12:30 pm

B-4) What was the weather condition (rain/sleet/hail, temperature, wind)?

Sunny warm day, no wind, 80 degrees

B-5) Where did the incident occur? (e.g., highway, road, garage, parking lot, etc.)

highway

B-6) Provide name of road, highway or address:

Route 16

B-7) What was the nearest mile market/exit name or cross-street from the incident location?

[redacted]

B-8) What direction was the vehicle facing/heading?

North

C-1) How fast was the vehicle moving (MPH/Stationary)?

MPH

D-1) Estimate the speed as a MPH.

55

E-1) Describe traffic conditions around you (how close was the nearest vehicle to you and what type

No vehicles around customer vehicle

F-1) What was the condition of the highway/interstate?

Decent smooth roads, no construction

H-1) Was the sunroof OPEN or CLOSED at the time of the incident?

Closed

H-2) Were you operating the sunroof switch at the time the glass broke?

No

H-3) Did you see and/or hear the sunroof glass break?

Yes

H-3-1) Please describe what you saw or heard at the time of the breakage.

Heard like a big explosion, like a shot gun and glass flew all over the place.

H-4) Which glass panel broke?

moving front panel

I-1) Was the sunshade OPEN or CLOSED at the time of the incident?

OPENED

K-1) Have you ever put anything on the roof of your vehicle (including items on the roof rack)?

No

M-1) Were there any passengers inside the vehicle at the time of the incident?

Yes

M-2) For each seating position, what was the age and name of who was in that position?

Front passenger was [redacted] yrs old

M-3) Did anyone get glass on them at the time of the incident?

Yes

N-1) Was anyone injured as a result of the incident?

Yes

O-1) Who was injured? (Name, address and phone number of who was/were injured.)

[redacted] received scratches from flying glass

O-2) Was the injury from glass or any other debris?

Injury from glass.

O-3) Describe the nature of the injuries.

slight scratches

O-4) Did any of the injured persons seek medical attention?

No

P-1) Were the police contacted?

Yes

Q-1) Please provide the name of the reporting officer:

Kim Hatch

Q-2) Officer's badge number:

Unknown

Q-3) Police report number:

Unknown

Q-4) Which police department and/or phone number:

Town of Ossipee / 603-539-2011

R-1) Was the insurance company contacted?

No

T-1) Was the vehicle driven or towed following the incident?

Driven

T-2) Where is the vehicle now?

Cust has vehicle

T-3) Have sunroof repairs been completed, or has the broken sunroof been altered since the incident

Broken glass in seats/floor have been vacuumed up and loose glass has been removed and they covered the sunroof with some type of cloth and duct tape is holding cloth up.

T-4) What action are you requesting of Kia?

Kia to replace sunroof.



[redacted]

EA14-002

KIA

10-30-2019

CA



Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2012 SORENTO 5XYKUDA27CG[redacted]	[redacted]	42,000
North , NJ 07060		11/30/2011	Dealer: NJ037 Global KIA	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Others
Kia Case Type Lvl4: Other

Case History

*** 08/12/2019 06:24:36 (GMT-07:00) Mountain Time (US & Canada) ***
Contact = [redacted] [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 08/12/2019 06:26:02 (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
Customer alleges
1 the sun***ROOF*** exploded while i was driving

Writer states
1 i will ask some questions about the incident
2 Completed Sun***ROOF*** script
3 I will get this up to the NCA department
4 They will contact you in 3 business days
5 If you'd like to add attachment on case
6 provided case number , verified email

Customer states
1. Ok thank you

Survey declined

*** Case 13304119 is sent on 8/12/2019 5:45:28 by Bethany Grombly
To: gkaras@kiausa.com
Cc: bgrombly@kiaconsumeraffairs.com
Title: NO ACTION REQUIRED - Case Escalation:NJ037, [redacted]

*** Case 13304119 is sent on 8/12/2019 5:48:9 by Bethany Grombly
To: BHernandez@kiaconsumeraffairs.com
Cc: bgrombly@kiaconsumeraffairs.com
Title: [redacted] Sun***ROOF***

*** Phone - Call - Inbound commitment created on 08/12/2019 06:48:37 (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 08/13/2019 and created by Bethany Grombly ***

*** Phone - Call - Inbound created on 08/12/2019 13:32:32 (GMT-07:00) Arizona and created by Brenda Hernandez ***

<For Internal Use Only
Approved>

*** 08/13/2019 06:17:20 (GMT-07:00) Mountain Time (US & Canada) ***
Dispatched from WIPBin = TL REview to Queue National CA by Bethany Grombly
Reason:

*** 08/13/2019 06:19:32 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 08/13/2019 06:20:16 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin Default of Jenna Simoncelli by Jeff Stroup
Reason:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2012 SORENTO 5XYKUDA27CG[redacted]	[redacted]	42,000

North , NJ 07060 | 11/30/2011 | Dealer: NJ037 Global KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Others
Kia Case Type Lvl4: Other

*** Phone - Call - Inbound commitment fulfilled on 08/13/2019 09:03:39 (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 08/13/2019 closed by Bethany Grombly ***

*** Web - Note created on 08/13/2019 10:42:12 (GMT-08:00) Pacific Time (US & Canada) and created by Esther Kong ***

NCA received the following VOQ below;

PANORAMIC SUN***ROOF*** SPONTANEOUSLY EXPLODED / ***SHATTER***ED WHILE DRIVING.

*** Phone - Call - Outbound created on 08/13/2019 15:43:33 and created by Jenna Simoncelli ***
Wtr called cust
Wtr states
1. Calling in regards to sun***ROOF SHATTER***
2. Please advise on incident

Cust states
1. I was just driving down the highway and I heard a loud bang and the sun***ROOF*** exploded
2. Luckily the shade was closed most of the way so only some of it fell and hit my hands.
3. Veh is in my garage

Wtr states
1. Apologized
2. Will need veh to be brought into dlr for inspection
3. Availability this week to bring it in?

Cust states
1. I can do Friday, either in the early morning or after lunch

Wtr states
1. Will call over to NJ037 tomorrow and make appt

cust thanked

*** 08/13/2019 15:52:37 ***
Case moved into WIPBin Default and Sub Status of Assigned

*** Phone - Call - Outbound created on 08/14/2019 09:58:44 and created by Jenna Simoncelli ***
Wtr called NJ037 spoke to Briana
1. Wtr states I want to make an appt for mutual cust this Friday. Availability?
2. Briana states 830 am or 12-1230 pm. Recommend morning since SM will be in
3. Wtr states will call cust to let him know. Will need inspected/photos/repair estimate
4. Briana states I will let my SM know, thank you

*** Phone - Call - Outbound created on 08/14/2019 10:01:45 and created by Jenna Simoncelli ***
Wtr called cust
LVM:
1. NJ037 has morning or afternoon appts
2. Please c/b to let me know which works best for you
3. Thank you

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2012 SORENTO 5XYKUDA27CG[redacted]	[redacted]	42,000

North , NJ 07060 | 11/30/2011 | Dealer: NJ037 Global KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Others
Kia Case Type Lvl4: Other

*** Phone - Call - Outbound created on 08/15/2019 10:03:22 and created by Jenna Simoncelli ***
Cust states:
1. Bringing my veh in later today
2. Are you the person who will be calling me after the inspection today?

Wtr states
1. Yes, if they have an update for me by the end of the day today, I will be the one calling you
2. Will be in touch with dlr

Cust thanked

*** Phone - Call - Outbound created on 08/15/2019 15:55:23 and created by Jenna Simoncelli ***
Wtr called NJ037
1. SM not in
2. All SA's are busy

*** Phone - Call - Outbound created on 08/15/2019 15:58:39 and created by Jenna Simoncelli ***
Wtr called cust
Wtr states
1. I have not heard back from the dlr, just wanted to check in on your dlr visit

Cust states
1. They took some photos and gave me a paper saying they looked at it
2. Was I supposed to do anything else?

Wtr states
1. No, that is fine
2. Will need to get more info from the dlr on their inspection
3. Will be ooo, but will have someone follow up with you once info is rec'd from dlr

Cust states
1. Okay thanks Jenna I appreciate it

*** Phone - Call - Inbound created on 08/20/2019 15:12:34 and created by Ashley Vazquez ***
Wtr rec'd phone call from [redacted] at [redacted]

Customer states:
1. Hi Ashley
2. I am working with Jenna on this case
3. I wanted to know if there was an update because I haven't heard anything yet?

Wtr states:
1. Apologized
2. In reviewing notes, I see vehicle was taken to the dealer last week
3. I will go ahead and contact the dealer for further information regarding what they found
4. It will most likely be tomorrow

Customer states:
1. Okay thank you
2. Please let me know

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2012 SORENTO 5XYKUDA27CG[redacted]	[redacted]	42,000

North , NJ 07060 | 11/30/2011 | Dealer: NJ037 Global KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Others
Kia Case Type Lvl4: Other

*** Phone - Call - Outbound created on 08/21/2019 12:45:06 and created by Ashley Vazquez ***
Wtr called NJ037 and spoke with Joel:
1. Calling in ref to vehicle that it looks like you looked at last week
2. Requesting photos of inspection and anything else found that you can send over for our review

Joel states:
1. It would have to be with my svc manager

transferred to svc manager VM

1. Introduced self
2. Calling in ref to vehicle
3. Requesting photos of inspection and anything else found that you can send over for our review
4. Provided email and phone number for c'b
5. Thank you

*** Phone - Call - Outbound created on 08/26/2019 14:06:54 and created by Jenna Simoncelli ***
Wtr spoke to SM Jim at NJ037
1. Jim states sent photos to Ashley
2. Jim states there was outside influence - found chips and scratches on the paint, you can see in the photos
3. Would need to replace glass and sunshade
4. Wtr states do you have a repair est?
5. Jim states will send over repair estimate, not sure of it right now
Wtr thanked

*** Phone - No Callback created on 08/26/2019 14:29:56 (GMT-07:00) Arizona and created by Debra Rustin ***
Customer states
1.been calling a cpl weeks trying to get someone to respond to me
2.have left at least 15 messages
3.they never call me back
4. they really need to do a better j0b

Writer states
1.Apologized
2.i can put in a no call

Customer states
1.all im asking si for a call back

*** Phone - Call - Outbound created on 08/27/2019 10:18:34 and created by Jenna Simoncelli ***
Wtr called Jim at NJ037
LVM:
1. Requested photos but still have not received
2. Please send photos & repair est for us to review
3. Thank you

*** Phone - Call - Outbound created on 08/27/2019 10:43:15 and created by Jenna Simoncelli ***
Wtr called cust[redacted]
Wtr states
1. Apologized as I was OOO last week
2. Understand you spoke with Ashley
3. We are currently requesting documents from dlr to review

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2012 SORENTO 5XYKUDA27CG[redacted]	[redacted]	42,000

North , NJ 07060 | 11/30/2011 | Dealer: NJ037 Global KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Others
Kia Case Type Lvl4: Other

4. Once rec'd, will review and get back to you

Cust states
1. Okay thank you for calling
2. It has been 2 weeks and I think I have been more than patient
3. It has gotten urgent now
4. If you could give me a call tomorrow that would be great

Wtr states
1. Apologized
2. Will call you tomorrow
3. Thank you

*** Email - External Email Sent created on 08/27/2019 17:26:52 and created by Jenna Simoncelli ***
Wtr sent photos and case info to DPSM

*** Email - External Email Received created on 08/27/2019 17:28:02 and created by Jenna Simoncelli ***
DPSM states it's out of warranty and looks like outside influence
No assistance at this time

*** Phone - Call - Outbound created on 08/28/2019 14:56:27 and created by Jenna Simoncelli ***
Wtr called cust
Wtr states
1. Rec'd information from dlr and reviewed on our end
2. Unfortunately DPSM found rock chips and scratches on paint, indicating outside influence
3. We would not be offering any assistance at this time
4. Would be referring you to your insurance for these repairs

Cust states
1. There are no chips, I want to see these pictures. I don't know what they are talking about
2. I will just refer to an attorney then
3. This was a huge waste of time
*cust hung up

*** 08/28/2019 15:12:54 ***
Email is sent on 08/28/2019 15:08:49 by Jenna Simoncelli
To: [redacted]
Cc:
Title: Kia Consumer Assistance Center Case#[redacted]
Attachments:
[redacted] Photos.pdf

*** Email - External Email Sent created on 08/28/2019 15:08:49 and created by Jenna Simoncelli ***
Mr. [redacted] -Attached are the photos that Global Kia sent me, that show scratches and chips on the vehicle. I apologize that we are not able to offer any assistance.

Thank you,Jenna S.
Kia Motors America

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2012 SORENTO 5XYKUDA27CG[redacted]	[redacted]	42,000

North , NJ 07060 | 11/30/2011 | Dealer: NJ037 Global KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Others
Kia Case Type Lvl4: Other

08/28/2019 16:40:05
Email is received on 08/28/19 16:40:03 from [redacted]

*** Email - External Email Received created on 08/28/2019 16:40:04 and created by Jenna Simoncelli ***
That was caused from falling glass.

The shade was closed at the time the ***ROOF*** exploded.

Unfortunately i suffered cuts on my hands from glass.

Sent from my iPhone

Accident Report

Case [redacted]

Report Details

A-1) Name of vehicle owner:

[redacted]

A-2) Address of vehicle owner:

[redacted] Gillette NJ[redacted]

A-3) Phone number of vehicle owner:

[redacted]

A-4) Name of driver:

[redacted]

A-5) Address of driver:

[redacted] Gillette NJ[redacted]

A-6) Phone number of driver:

[redacted]

A-7) What is the age of the driver?

[redacted]

B-1) Does the vehicle have any history of any type of impacts

No

B-2) What was the date of the incident?

08[redacted]2019

B-3) What time of day did the incident occur?

200pm

B-4) What was the weather condition (rain/sleet/hail, temperature, wind)?

Sunny, 85

B-5) Where did the incident occur? (e.g., highway, road, garage, parking lot, etc.)

Highway

B-6) Provide name of road, highway or address:

Route 35

B-7) What was the nearest mile market/exit name or cross-street from the incident location?

[redacted]

B-8) What direction was the vehicle facing/heading?

North

C-1) How fast was the vehicle moving (MPH/Stationary)?

MPH

D-1) Estimate the speed as a MPH.

50

E-1) Describe traffic conditions around you (how close was the nearest vehicle to you and what type

Traffic was light, was not by another vehicle

F-1) What was the condition of the highway/interstate?

Freshly paved

H-1) Was the sunroof OPEN or CLOSED at the time of the incident?

Closed

H-2) Were you operating the sunroof switch at the time the glass broke?

No

H-3) Did you see and/or hear the sunroof glass break?

Yes

H-3-1) Please describe what you saw or heard at the time of the breakage.

It sounded like an explosion , the shade was closed so the glass stayed uo thee=re

H-4) Which glass panel broke?

Front panel

I-1) Was the sunshade OPEN or CLOSED at the time of the incident?

CLOSED

K-1) Have you ever put anything on the roof of your vehicle (including items on the roof rack)?

No

M-1) Were there any passengers inside the vehicle at the time of the incident?

No

M-2) For each seating position, what was the age and name of who was in that position?

NO

M-3) Did anyone get glass on them at the time of the incident?

Yes

N-1) Was anyone injured as a result of the incident?

Yes

O-1) Who was injured? (Name, address and phone number of who was/were injured.)

[redacted] Gillette NJ [redacted]

O-2) Was the injury from glass or any other debris?

Injury from glass.

O-3) Describe the nature of the injuries.

Some cuts from the glass, only some came through

O-4) Did any of the injured persons seek medical attention?

No

P-1) Were the police contacted?

No

R-1) Was the insurance company contacted?

Yes

S-1) Name of the insurance company?

New Jersey Manufactureres

S-2) Address of the insurance company?

301 Sullivan ln west Trenton nj 08628

S-3) Phone number to the insurance company?

18003676564

S-4) Insurance policy number?

[redacted]

S-5) Insurance claim number?

[redacted]

S-6) When was your insurance company contacted?

08/12/2019

S-7) Did you provide them with a recorded statement over the phone or a written statement?

No

S-8) Have you settled with the insurance company?

No

T-1) Was the vehicle driven or towed following the incident?

Driven

T-2) Where is the vehicle now?

[redacted] Gillette NJ[redacted]

T-3) Have sunroof repairs been completed, or has the broken sunroof been altered since the incident

Loose glass was removed

T-4) What action are you requesting of Kia?

To replace the sunroof







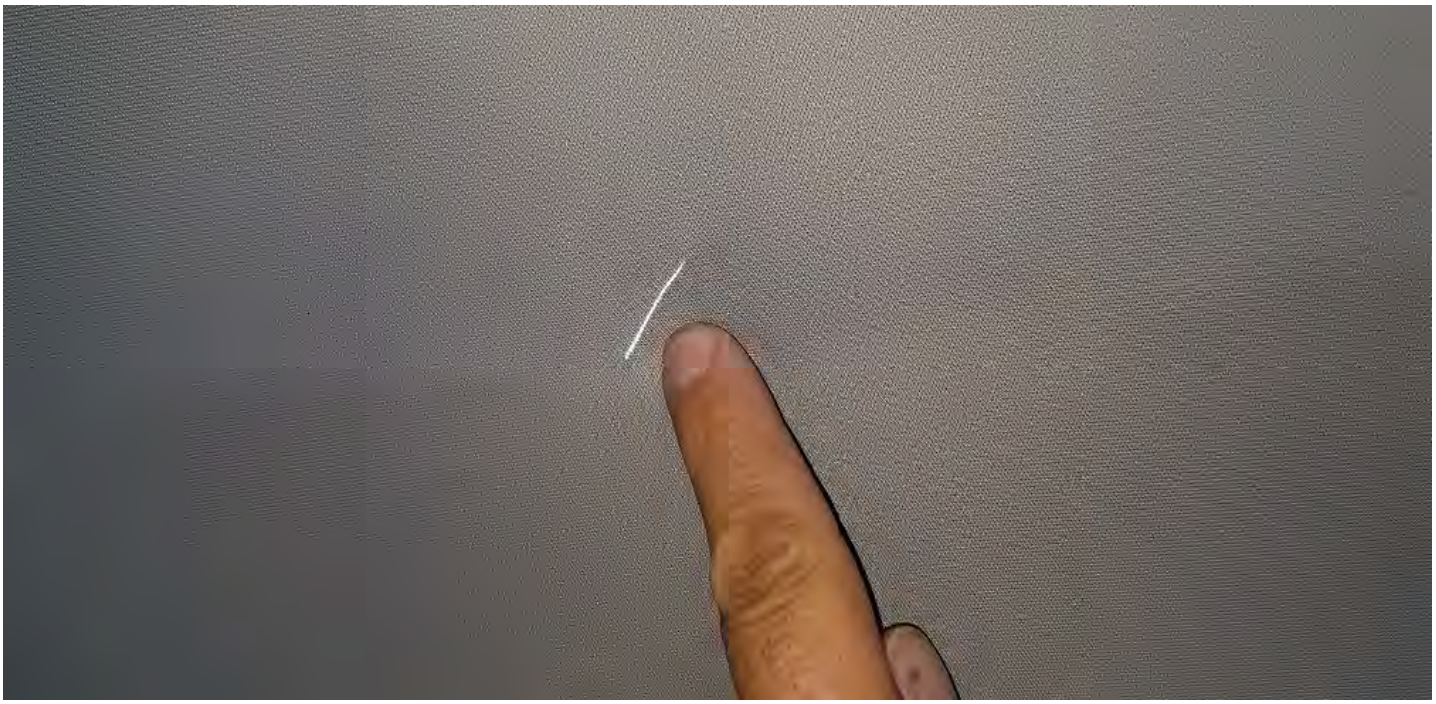
CUSTOMER PHOTOS

[redacted]


























435





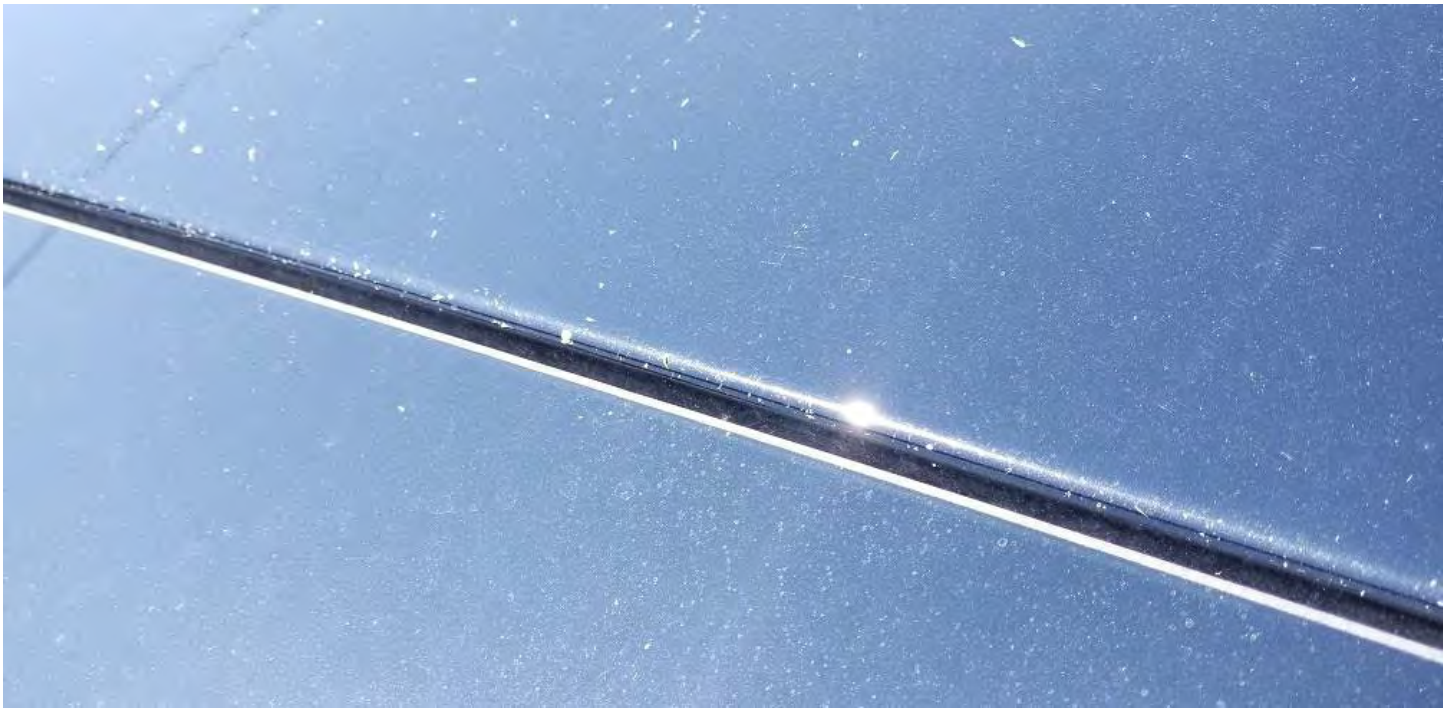












[redacted]

INFORMATION REDACTED PURSUANT TOTHE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)





[redacted]



