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KIA VOQ ASSESSMENT (DP18-003)
RESPONSE TO 10(f)

ODI #	REPORT DATE	INCIDENT DATE	CUSTOMER NAME	VIN	MODEL	MY	KIA ASSESSMENT
[redacted]	10/12/2011	07/12/2011	[redacted]	[redacted]	SOUL	2010	IN VOQ dated 10/12/11, customer stated driver's side door caught on fire while backing out of parking space. Customer alleges burned hand while pressing down on brake. Customer contacted KMA Consumer Affairs (CA) on [redacted] stating driver side door caugh on fire when backing out of the parking spot. Customer also stated husband's "right hand was a little burned but not bad at all; just needs some antiseptic." KMA offered customer rental during time of repair. Customer ultimately decided did not want vehicle back and wanted to trade it in. KMA assisted customer with trade-in for another vehicle and provided goodwill in the amount of $2,000.00. Vehicle fire occurred prior to completion of the recall 10v388.
[redacted]	11/28/2011	11/27/2011	[redacted]	[redacted]	SOUL	2011	In VOQ dated, 11/28/11, customer stated vehicle caught fire when allowing engine to warm. No injuries reported. The day after filing a VOQ with NHTSA, customer contacted KMA Consumer Affairs on [redacted] and reported "car started on fire as it was warning up." KMA requested photos, reports and maintenance records, which customer provided. KMA and independent fire investigator inspected vehicle 1/31/12. Exact cause of fire could not be determined due to fire damage. Investigator identified engine compartment fire likely caused by components leaking such as power steering fluid, water ethylene glycol from heater lines or brake fluid as all 3 sources in close proximity to ignition source. KMA advised customer of investigation results and referred customer to insurance.
[redacted]	12/29/2011	12/17/2011	[redacted]	[redacted]	SOUL	2010	In VOQ dated 12/29/11, customer reports daughter driving when she noticed smoke and then fire from passenger side speaker/light area. Inside of door around speaker melted. Customer alleges incident occurred despite having recall repair conducted. No injuries reported. Customer contacted KMA Consumer Affairs (CA) on [redacted] stating speaker caught on fire and burned the door even after having recall done. Multiple attempts to reach customer following initial contact. KMA offered to trade vehicle in for a new vehicle on 1/18/12. Customer accepted offer and traded into a 2012 Rio 5. No record located as to whether cause of fire determined.

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[redacted]	02/09/2012	01/09/2012	[redacted]	[redacted]	SOUL	2011	In VOQ dated 2/9/12, customer alleged whole front of car was on fire. Customer contacted KMA Consumer Affairs (CA) on [redacted] and stated she parked the vehicle, went to sleep and when she went got out of the vehicle it was on fire. Customer claimed fire marshall advised something under hood malfunctioned. Customer identified she had already settled with the insurance company. KMA subsequently advised customer that the photos and information had been reviewed but cause of fire could not be determined due to the extent of the fire damage. No further contact by customer.
[redacted]	05/15/2012	04/04/2012	[redacted]	[redacted]	SOUL	2011	In VOQ dated 5/15/12, customer alleges she was driving 5mph when she crashed into another vehicle, exited the vehicle and vehicle "engulfed in flames". No injuries reported. Customer contacted KMA Consumer Affairs (CA) on [redacted] alleging she "slightly bumped the car in front" with no damage to vehicle in front and small scratch her vehicle. Customer provided photos. KMA engineers reviewed photos provided on 4/17/12 and determined impact to front end was hard enough to bend the reinforcement beam, which then caused a post-collision fire. Customer referred to insurance company. No further contact by customer. This VOQ is outside of the scope of DP18-003, since this incident involved a post-collision fire.
[redacted]	05/18/2012	05/18/2012	[redacted]		SOUL	2012	In VOQ dated 5/18/12, customer reports that front defroster was noted to be stuck on after getting oil change and car washed. Customer noted flame under the hood. Vehicle "went up in flames". No injuries reported. VIN not provided in VOQ. Kia unable to confirm whether customer contacted Kia regarding incident.

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[redacted]	12/03/2013	12/27/2012	[redacted]	[redacted]	SOUL	2014	In VOQ dated 12/3/13, customer reports that a year prior, the passenger side heated seat in rental vehicle caught on fire and burned two holes through the seat. No injuries reported. Customer contacted KMA Consumer Affairs on [redacted], a year after the incident on [redacted] stating that the passegner seat started to melt and white smoke was coming from it and claims rental company is blaming customer. KMA CA contacted rental company who advised no evidence of a factory defect. KMA engineers also reviewed photos provided by customer and determined no evidence any manufacturer's defect; fabric affected externally. Customer referred to insurance company. No further contact
[redacted]	07/07/2014	06/14/2013	[redacted]	[redacted]	SOUL	2012	In VOQ dated 7/7/14, customer alleged engine compartment fire after driving it for 25 minutes. No injuries reported. Customer contacted KMA CA on [redacted] stating she had been driving for 25 minutes, turned vehicle off and was subsequently told by someone else 3-4 minutes later that car was on fire. KMA CA requested photos and maintenance records, which were provided on 6/18/14. On 6/20/14, KMA receives subrogation letter from customer's insurer. KMA unable to join inspection. Customer contacted KMA on 7/2/14 and reported inspection conducted by insurance company identified fire started in engine compartment due to a fuel leak. No further contact by customer.
[redacted]	08/18/2014	08/17/2014	[redacted]	[redacted]	SOUL	2014	In VOQ dated 8/18/14, customer reports he parked vehicle after driving for 20 minutes. When he glanced back he saw smoke "pouring out from under hood" and "flames dripping from underneath front end". Customer claimed husband cut face during incident but did not seek medical attention. Customer contacted KMA Consumer Affairs on [redacted] stating vehicle caught on fire and wanted to get reimbursed for out of pocket rental car costs. KMA CA contacted customer on 8/19/14 seeking additional information and photos re incident. Multiple communications pertaining to location of vehicle and coordination with customer's insurer. On 9/2/14, KMA CA receives notice of subrogation. Records indicate insurer inspected vehicle but there is no record of KMA receiving a cause and origin report. KMA settled with customer's insurer for items damaged during fire.

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[redacted]	03/09/2015	02/06/2015	[redacted]	[redacted]	SOUL	2014	In VOQ dated 3/9/15, customer reports started to smell smoke while driving and then black smoke started pouring out of air vents. Customer pulled vehicle over and driver's side door locked up. Customer and passenger both exited. No reported injuries. Customer contacted KMA Consumer Affairs on [redacted] stating vehicle caught on fire while driving. Customer requested KMA inspect the vehicle to determine cause. KMA CA contacted customer on 2/11/15 to obtain additional information and photos and customer advised she settled with insurance company. KMA engineers reviewed photos provided by customer on 2/12/15 and decided to inspect vehicle. Multiple communications between customer and KMA CA during February and March 2015 regarding inspection. ON 3/6/15, KMA CA contacted customer to advise status of confirmation on inspection date. Vehicle inspected by KMA on 3/31/15. Cause could not be determined due to extent of fire damage.
[redacted]	06/30/2015	06/29/2015	[redacted]	[redacted]	SOUL	2014	IN VOQ dated 6/30/15, customer reports smelled smoke while driving and then saw smoke coming through vents. Customer opened hood and saw a fire. No reported injuries. KMA Consumer Affairs (CA) identified customer's social media post of [redacted] of vehicle fire. KMA CA contacted customer on same day to gather additional information regarding the incident. Customer identified normally serviced vehicle at Pep Boys. KMA CA requested photos, fire report and maintenance records. Customer provided photos. Customer's insurer sent letter to KMA CA stating they would be conducting an inspection. Multiple attempts by KMA CA to obtain inspection date details. No further contact from insurance company or customer.

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[redacted]	05/16/2016	04/18/2016	[redacted]	[redacted]	SOUL	2013	IN VOQ dated 5/16/16, customer reported vehicle caught on fire while driving. Customer was flagged down by other driver. No reported injuries. KMA Consumer Affairs (CA) received letter from customer on [redacted] stating vehicle had caught fire 8 months after having engine replaced. Customer advised KMA CA that he had settled with insurance company but it did not cover the costs lost personal belongings due to the fire. Customer further explained his belief that fire caused by inproper engine replacement due to not tightening fuel line. On 6/10/16, KMA CA requested that customer provide photos and copies of any fire report. Follow-up letter to customer requesting documentation sent on 7/14/16. No further contact from customer. Cause of fire could not be determined since customer did not provide
[redacted]	08/25/2016	08/24/2016	[redacted]	[redacted]	SOUL	2015	In VOQ dated 8/25/16, customer reports car caught on fire under the hood when arriving home. No injuries reported. Customer contacted KMA Consumer Affairs (CA) on [redacted] stating that her and her boyfriend smelled smoke as they were pulling up to their driveway. When they opened the hood they saw it was on fire so they used a blanket to put it out. KMA CA offered customer alternative transportation. Upon vehicle being towed to dealer, it was determined that the cause of the fire was due to a rodent's nest. Customer agreed. KMA CA referred customer to her insurance company.
[redacted]	09/06/2016	08/27/2016	[redacted]	[redacted]	SOUL	2015	In VOQ dated 9/6/16, customer reports that after parking and while exiting vehicle noticed smoke rising from passenger side of hood at the windshield which turned into a flame. By the time fire department arrived 13 minutes later, car was consumed by the fire. Customer contacted KMA Consumer Affairs (CA) on [redacted] a little over two weeks after the incident stating vehicle caught on fire. Customer reported the same information as reported in the VOQ. KMA CA requested photos and fire report. Customer provided photos and was still waiting for fire investigation report. Case was closed on 10/14/16 pending receipt of all documentation from customer. No further contact from customer.

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[redacted]	10/31/2017	10/25/2017	[redacted]	[redacted]	SOUL	2014	In VOQ dated 10/31/17, customer reported vehicle caught on fire while driving on highway. No reported injuries. KMA Consumer Affairs (CA) contacted customer on 10/26/17 after being notified by dealer about incident. Customer unable to talk at that time. KMA CA reached out several times but no return phone call. Customer filed VOQ with NHTSA on 10/31/17. Customer contacted KMA CA on 11/1/17 requesting compensation for vehicle fire. KMA CA requested photos and any other documentation in cusotmer's possession so matter could be reviewed. Multiple attempts to contact customer's son, as instructed by customer. KMA CA reached out again to customer on 11/21/17 to advise no photos or documentation had been received. Customer advised son was very busy. Customer sent photos on 1/2/18. On 1/4/18, KMA CA contacted customer's insurer and was advised vehicle had been inspected and cause could not be determined. Insurer advised it had settled with customer. KMA CA subsequently advised customer of insurer's investigation results. No further contact by customer or insurer.
[redacted]	12/18/2017	12/07/2017	[redacted]	[redacted]	SOUL	2015	In VOQ dated 12/18/17, customer reported vehicle caught on fire while parked. No reported injuries. Customer contacted KMA Consumer Affairs (CA) on [redacted] and reported vehicle caught on fire in the driveway within a few minutes after she turned the vehicle off. Insurance company would be providing customer value of the vehicle. Customer sought extra compensation from Kia. Kia advised that an offer would be the value of the vehicle. On 1/16/2018, customer advised that she would contact her insurer. No further contact from customer until 3/16/18 when KMA CA receved notice of a small claims trial. Judgment for defendant. No further action. Cause of fire unknown since vehicle was not inspected.
[redacted]	02/04/2018	01/20/2018	[redacted]	[redacted]	SOUL	2012	In VOQ dated 2/4/18, customer reports vehicle "suddenly burst into flames." No reported injuries. Customer did not contact Kia. Kia was not given an opportunity to inspect this vehicle and thus a determination of the cause could not be made.

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[redacted]	03/19/2018	03/03/2018	[redacted]	[redacted]	SOUL	2014	In VOQ dated 3/19/18, customer reported was driving in cruise control, heard a loud bang and then vehicle caught on fire. No reported injuries. Customer contacted KMA Consumer Affairs on [redacted] and reported vehicle caught on fire while driving. KMA CA sought documentation and photos from customer. Customer's ex-wife and owner of vehicle claimed ex-husband intentionally set vehicle on fire. KMA CA subsequently reviewed fire investigation report which identified the cause of fire determined to be a broken gas line. Customer's claim for assistance was denied.
[redacted]	04/06/2018	04/02/2018	[redacted]	[redacted]	SOUL	2015	IN VOQ dated 4/6/2018 customer reported vehicle caught on fire while parked. No injuries reported. Customer did not contact Kia prior to filing VOQ with NHTSA. KMA Consumer Affairs (CA) contacted customer after receiving notice that a VOQ had been filed. Customer reported vehicle caught on fire after being parked for several hours and that the fire department stated fire was electrical. KMA CA requested photos and documentation from fire. Based on information available, KMA engineers unable to determine the cause of fire. Customer referred to insurance company.
[redacted]	04/20/2018	04/05/2018	[redacted]	[redacted]	SOUL	2015	In VOQ dated 4/20/18, customer reports vehicle made a noise, lost acceleration, starting smoking and then caught on fire. No injuries were reported. KMA Consumer Affairs (CA) received a letter from customer on 5/9/18 requesting that Kia cover the $500.00 deductible to his insurance. Customer settled with insurance company. KMA CA explained the subrogation process. Investigation report conducted by insurer identified cause of fire likely due to a blown engine cylinder. KMA CA is currently working with customer's insurer to bring vehicle to KMA for further evaluation.
[redacted]	06/18/2018	06/13/2018	[redacted]		SOUL	2011	In VOQ dated 6/18/18, customer reports while exiting vehicle from driveway there was "an explosion and the vehicle caught on fire without warning". Customer did not notify Kia of incident. No injuries reported. VIN not provided in VOQ. Kia unable to confirm whether customer contacted Kia regarding incident.

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[redacted]	07/11/2018	03/03/2018		[redacted]	SOUL	2014	See assessment for # [redacted] above.
[redacted]	07/19/2018	07/13/2018	[redacted]	[redacted]	SOUL	2012	In VOQ dated 7/19/18, customer reported son heard a ticking noise then a loud noise from the engine and subsequently saw flames. No reported injuries. Customer contacted KMA Consumer Affairs (CA) on [redacted] and reported vehicle caught fire while son was driving it. Customer requested that Kia pay the difference on the vehicle as to what payments remained and what the insurance was paying. KMA inspected the vehcle and determined fire caused by connecting rod bearing seizure. KMA offered and customer accepted one-time goodwill offer to pay off remainder of vehicle.