

Kia Motors America
Consumer Affairs Department

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2010 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					150,000
		05/07/2010	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Recall/Service Campaign

Kia Case Type Lvl2: Service

Kia Case Type Lvl4: Not Applicable

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

Case History

*** 07/18/2018 16:09:40 (GMT-07:00) Arizona ***

= Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 07/18/2018 16:04:11 (GMT-07:00) Arizona and created by ***

Cust states:

1. calling about the fire on the veh last year
2. Is there a recall regarding that on my veh

Writer states:

1. Apologized
2. Verified cust info
3. There are no open SCs on your veh
4. If there was something found that Kia needed to be responsible for the concern there would have been a SC done and cust would have received a letter informing cust of what to do
 - at this time which is about a year later there are no SCs regarding this concern

Cust states:

1. That makes me feel better
2. Wouldnt the dlrshp have told me anyway

Writer states:

1. That is correct
2. They would have looked up your vin to see if there were any SCs on your veh and had them done

Cust states:

1. Ok, thank you so much

*** 07/18/2018 16:09:59 (GMT-07:00) Arizona ***

Closed by with Resolution Code : Information Given
[Resolution Summary]

Kia Motors America
Consumer Affairs Department

Page 1 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2010 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					0
		05/28/2010	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Not Applicable

Kia Case Type Lvl2: Fire

Kia Case Type Lvl4:

Case History

*** PHONE LOG 09/28/2010 10:51 AM US Mountain Standard Time

David Uliana from REC stated:

1. Am investigating fire damage to veh with Erie Insurance.
2. I work with R.E.C. as an engineer.
3. We were hired be Erie Insurance.
4. Am looking to see if the NHTSA recall on the wiring applies to this vehicle.

Writer Stated:

1. Asked to hold while I check on this.
2. Because is not the owner of the vehicle, will have to forward the case.
3. Can forward it to have different dept call back.
4. They would have to discuss that with you.
5. Asked for call back number.

stated:

1. My daytime number is .
2. Thank you for your help.

Writer Stated:

1. Will request someone give you a call back on this.

*** NOTES 09/28/2010 10:52 AM US Mountain Standard Time RBriones Action Type:Manager review

Dispatched for:

1. requesting information on recall Sc083.
2. Stating he is investigating veh fire for insurance company.
3. Requests call back regarding whether recall Sc083 applies to vehicle.
4. Call back ph number is

*** PHONE LOG 09/29/2010 09:14 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr called from REC (Fire Investigator for Erie Insurance) (410) 880-0127 and left a detailed VM stating:

1. Name, company, case no., customer's name, VIN, model/year and reason for calling.
2. Wtr advised that Recall SC083 does apply to this vehicle.
3. Wtr advised that recall notice was mailed to customer, on 9/13/2010.
4. Any questions, please contact wtr at (877) 220-3189 x7848.

*** CASE CLOSE 09/29/2010 09:15 AM Pacific Daylight Time MHillegas

*** PHONE LOG 10/07/2010 11:05 AM US Mountain Standard Time BBauer Action Type:Incoming call

Customer states:

1. Brother had purchased a kia soul
2. It caught on fire and melted my car 2010 Mitsubishi Lancer
3. Fire Marshall cannot determine what the official cause was whether it was related to wiring harness svc campaign
4. I have a rental car through my insurance but is up on Saturday
5. My vehicle not supposed to be ready for 2 more weeks

Kia Motors America
Consumer Affairs Department

Page 2 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2010 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
████	████	████████████████	████████████████	████████	0
		05/28/2010	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Not Applicable

Kia Case Type Lvl2: Fire

Kia Case Type Lvl4:

6. Wondering if Kia can assist with rental

Writer states:

1. Apologized for problem
2. Took fire report
3. Advised writer will send to appropriate office to investigate further and see if any rental assistance can be given
4. Advised customer to send in any pictures to National Consumer Address
5. Advised customer (████████) will be contacted in 24-48 business hours

*** NOTES 10/07/2010 11:07 AM US Mountain Standard Time BBauer Action Type:Manager review

Dispatching for:

1. Customer alleges vehicle caught fire
2. Brother of customer requesting rental because of damage caused by fire
3. Assist determination
4. Customer contact

*** PHONE LOG 10/11/2010 03:01 PM Pacific Daylight Time MHillegas Action Type:Outgoing call

████ called customer, ██████████ Jr.

1. Woman who answered phone stated that customer is not home, however, should return in about 30 minutes.
2. Wtr to call back at a later time.

*** PHONE LOG 10/12/2010 10:30 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

████ spoke with customer, ██████████ at approx. 5:20 pm on Monday, October 11, 2010 and stated:

1. Name, company and reason for calling.
2. Wtr is the person handling your case here from the corporate office.
3. Wtr is very sorry to hear about the incident that occurred with your vehicle, however, certainly glad no one was injured.
4. Wtr understands that your brother, ██████████ called us last Thursday requesting rental assistance.
5. Wtr advised customer that in most cases fires and accidents are not covered by your manufacturer's warranty; they are covered by your insurance policy.
6. Since you have already filed a claim with the insurance company and they have begun their investigation process, we will not be taking any action on your claim until we receive formal notification and supporting documentation from your insurance company.
7. Therefore, unfortunately at this time we will not be able to provide any rental assistance to you or your brother.
8. Wtr discussed details of incident and inspections performed on Kia Soul.
9. Wtr reviewed details of damages and status of repairs to 2010 Kia Soul, 2010 Mitsubishi Lancer and Nissan Titan truck with customer.
10. Were there any aftermarket parts installed in your vehicle?
11. Was your vehicle declared a total loss?
12. Has Erie Insurance paid out on your claim?

Customer stated:

1. My father went outside to put out his cigarette at approx. 12:45 am and there was no evidence of fire at that time.
2. At approx. 1:15 am my brother saw that the Kia Soul was on fire so we called the Fire Dept.
3. Fire Dept. arrived at approx. 1:35 am.
4. The Kia Soul is a total burn down to the metal and rims.
5. There's very little left of it; just some computer chips from the radio.
6. The Fire Marshall came out on the date of incident 9-10-10.

Kia Motors America

Consumer Affairs Department

Page 3 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2010 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					0
		05/28/2010	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Not Applicable

Kia Case Type Lvl2: Fire

Kia Case Type Lvl4:

7. Fire Marshall stated that he thought fire started in wiring up under the passenger side dashboard.
8. Fire Marshall also stated that all glass was blown from inside out, no glass was found inside vehicle and no accelerants were found inside vehicle.
9. On 9-13-10 Erie Insurance Adjuster inspected Kia Soul and Nissan truck.
10. Kia Soul was declared a total loss and damages to Nissan truck was estimated at \$8,000.
11. My father's Nissan truck is being repaired and should be done in a few days.
12. Erie Insurance has not paid out on the claim for my Kia Soul; they keep telling me they need to complete their investigation first.
13. My rental car runs out in two weeks.
14. Erie Insurance would not agree to cover the cost to repair my brother's Mitsubishi Lancer because they are still conducting their investigation.
15. Progressive Insurance, insurance company for Mitsubishi Lancer, is paying to repair my brother's vehicle totalling \$12,000 and paid for his rental for 30 day which has expired.
16. Erie Insurance sent a cause and origin fire investigator to inspect vehicle on or about 9-17-10.
17. Erie's fire investigator cut and removed wiring harnesses from dashboard on driver's side and passenger side and wiring harnesses from speakers in driver's door and passenger door.
18. There were no aftermarket installed on my vehicle.
19. I didn't receive the recall notice until about 10 days after my vehicle caught fire and burnt to the ground.
20. I was thinking about hiring a lawyer but decided to wait until my insurance company finishes their investigation.
21. Erie Insurance had the Kia Soul towed from our home to their salvage yard.

Wtr stated:

1. Wtr is so sorry for the loss of your vehicle.
2. Wtr is not aware of any incidents related to Recall SC083 that have occurred while engine was turned off.
3. Wtr's best advice to you is to keep calling your insurance company on a daily basis to check status of your claim and express to them that you need to get into another vehicle before your rental car coverage expires in two weeks.
4. Wtr explained to customer that the person or entity that currently owns vehicle and has possession of vehicle can make a claim with the manufacturer.
5. Wtr advised customer that the person or entity that files a claim with the manufacturer must provide adequate proof that a manufacturer's defect caused the fire (i.e. cause & origin report).
6. Wtr advised customer that Erie Insurance Company will subrogate to KMA to request reimbursement for all expenses incurred related to this incident if they have determined that a manufacturer's defect caused the fire.
7. Wtr advised customer that he is more than welcome to send in photos and fire report for review by a KMA engineer.
8. Please contact wtr if you should have any additional questions or information you want to submit to us.

Customer stated:

1. Okay, thank you.

*** NOTES 10/25/2010 06:04 PM Pacific Daylight Time MHillegas Action Type:Manager review

NCA REVIEWED CASE WITH KMA LEGAL DEPARTMENT AND WAS ADVISED:

1. KMA WILL NOT TAKE ANY ACTION ON THIS CASE AT THIS TIME.
2. WTR TO CLOSE CASE PENDING SUBROGATION DOCUMENTS FROM ERIE INSURANCE.

*** CASE CLOSE 10/25/2010 06:06 PM Pacific Daylight Time MHillegas

1. Pending subrogation documents from insurance company.

Kia Motors America

Consumer Affairs Department

Page 1 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2010 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					59,384
		03/25/2010	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** PHONE LOG 08/04/2014 08:55 AM US Mountain Standard Time JUTrotta

Customer called and States:

1. My car caught on fire

Writer states:

1. Apologized
 2. will need to get some more info from you
- **took accident scripting**
3. i will forward this case for you
 4. you will be getting a call back in 2 business days
 5. gave case number

Customer states:

1. thank you

*** NOTES 08/04/2014 08:57 AM US Mountain Standard Time JUTrotta Action Type:Dealer contact

Forward case to NCA

Customer alleges vehicle caught fire while parked and vehicle turned off

Please review and follow up accordingly

*** PHONE LOG 08/04/2014 09:32 AM US Mountain Standard Time BHardt Action Type:Incoming call

Cust states:

1. Was told to c/b with VIN.

Wrt states:

1. Checked availability of JUTrotta.
2. Unavailable.
3. What is the VIN?

Cust states:

■ VIN is ■

Wrt states:

1. Advised info would be forwarded.

Cust states:

1. No further concerns.
2. Thank you.

Wrt states:

1. Thanked for calling KMA.

*** PHONE LOG 08/06/2014 01:00 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr:

1. Calling in reference to vehicle.

Customer:

1. Yes, I think I misinformed the other agent I was speaking to.
2. I told him the car had been parked for about 2 hours, but thinking about it it was actually 20-30 minutes or so.

Kia Motors America

Consumer Affairs Department

Page 2 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2010 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					59,384
		03/25/2010	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Wtr:

1. Thanked customer for info.
2. Does customer have pictures and copy of police report?

Customer:

1. I have not been able to get a copy of the police report.
2. Nobody answers my calls.
3. I only have 2 pictures and you can't see anything in them.
4. I have been trying to get envelopes and stamps from my mom because I have no money to send these to you because of this.
5. I just found out I am pregnant today.
6. What if we had all been in the car when this happened?
7. I told one of the agents that I talked to before that I saw online that there is a recall for some of the wiring.
8. She said that not everything online is true.

Wtr:

1. Apologized, unfortunately wtr cannot evaluate claim based on a hypothetical situation.
2. Wtr has to go based off the facts.
3. Informed customer that open SC098 is for stoplamp switch.
4. This is not a known result of that recall.
5. What type of terrain was customer parked on?

Customer:

1. We were parked on a sand bar.
2. The fire stated in the bottom right side of the car.

Wtr:

1. Has customer contacted the ins. co.?

Customer:

1. Yes, they are going to look at it tomorrow.
2. I will check with them to see if they can send you the pictures they take.

Wtr:

1. That would be great.
2. Thanked customer and disconnected.

*** PHONE LOG 08/12/2014 02:28 PM Pacific Daylight Time JMoJica Action Type:Incoming call

Customer left VM:

1. I do have pictures but I want to talk to you first.
2. Please c/b.

*** PHONE LOG 08/13/2014 01:24 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr left VM for customer requesting c/b.

*** PHONE LOG 08/18/2014 01:58 PM Pacific Daylight Time JMoJica Action Type:Ltr/email/fax rec'd

Wtr received pictures from customer.

Kia Motors America

Consumer Affairs Department

Page 3 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2010 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					59,384
		03/25/2010		Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** PHONE LOG 08/18/2014 02:08 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr:

1. Calling to f/u with customer.
2. Confirmed receipt of pictures.
3. Does customer know when fire report will be available?

Customer:

1. I found out there is no fire report.
2. The people that went out there from the fire dept. were volunteers.
3. I didn't sign anything that day.
4. They didn't put out the fire, they just let it burn.
5. The car I think is in Louisville, KY right now.

Wtr:

1. Wtr does not understand why the fire dept would send someone out but they wouldn't put out the fire.
2. How long has customer owned vehicle?

Customer:

1. Me neither.
2. I don't understand any of this.
3. This car should not have just burst into flames.
4. I am pregnant and I have been having to walk everywhere.

Wtr:

1. Sorry to hear that.
2. What is customer's status w/Ins. co.?
3. Have they inspected the vehicle yet?
4. Have they not provided customer w/ a rental?

Customer:

1. I think that is the next thing they are going to do.
2. They have not given me a rental.

Wtr:

1. Does customer have copies of service/maintenance records?
2. How long has customer owned the vehicle?

Customer:

1. I did, but they were in the car.
2. I took it to Midas the first time.
3. Then, my old man changed the oil on it about a month ago.
4. I only get one check a month because I am on Social Security Disability.
5. He said he would do it for me so I wouldn't have to spend money on it.
6. Lets see, I have been making payments on the car for a year.
7. So, I have owned it for a year.

Wtr:

1. Ok, well wtr will review case with KMA Engineer tomorrow.
2. Wtr will contact customer asap after review.
3. Thanked customer and disconnected.

Kia Motors America

Consumer Affairs Department

Page 4 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2010 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					59,384
		03/25/2010	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** PHONE LOG 08/21/2014 11:31 AM Pacific Daylight Time J Mojica Action Type:Incoming call
Customer left VM requesting c/b with status update.

*** PHONE LOG 08/25/2014 01:55 PM Pacific Daylight Time J Mojica Action Type:Outgoing call
Wtr:

1. Calling in reference to vehicle.
2. Informed customer that wtr reviewed case with KMA Engineer.
3. Engineer reviewed all the info/docs provided and at this point in time, KMA is unable to determine that this incident was caused by a manufacturer's defect.
4. Therefore, KMA will be referring customer to ins. co.

Customer:

1. Ok, well I talked to my ins. co. and they said more than likely it was a mechanical issue but the car is so badly burned that they would not be sending someone to look at it.

Wtr:

1. Ok, well KMA is referring customer to ins. co.
2. Should customer settle with ins. co, and should the ins. co. feel this was a result of a manufacturer's defect then they will contact KMA.
3. At that point, it would be a claim between KMA and ins. co.

Customer:

1. Ok, then I may have to take further action.
2. Thanks.

Wtr:

1. Thanked customer and disconnected.

*** CASE CLOSE 08/25/2014 01:56 PM Pacific Daylight Time J Mojica
No further action required.

*** CASE CLOSE 09/30/2014 03:11 PM Pacific Daylight Time J Mojica
TREAD REVIEW COMPLETE.