

Kia Motors America
Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2011 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					128,000
		04/01/2011	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

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

Case History

*** 05/02/2018 09:37:13 ***

Contact = , Priority = Standard, Sub Status = Working

*** Note - Others created on 05/02/2018 09:55:15 and created by ***

Forward to NCA

1 Customer alleges vehicle caught fire while in park in driveway

2 Vehicle is currently down at customer home address pending to be moved to unknown location

3 Customer is requesting to have everything that was damaged due to the fire replaced that includes the 2007 Ford F-150, electric wheelchair, car port, and storage shed and everything that was in the shed

4 Please review and follow up accordingly

*** 05/02/2018 09:58:44 ***

Dispatched from WIPBin = Default to Queue National CA by

Reason:

*** Phone - Call - Inbound created on 05/02/2018 14:50:20 and created by ***

cust states

1 calling to get case number

wrt states

1 provided case number

2 NCA agent will be reaching out to you within 2-3 days with more information

cust states

1 thank you

*** 05/03/2018 08:01:42 (GMT-08:00) Pacific Time (US & Canada) ***

Accepted, from Queue = National CA to WIPBin Inbox/Need To Call

*** 05/03/2018 08:43:26 (GMT-08:00) Pacific Time (US & Canada) ***

to WIPBin 1. Intro Calls of by

Reason:

*** Phone - Call - Outbound created on 05/03/2018 09:05:49 (GMT-08:00) Pacific Time (US & Canada) and created by

Ristow ***

Wrt contacted the customer:

1. Calling in regards to the vehicle.

2. Looking to get photos and fire report for review.

The customer replied:

1. Okay send me an email and I will get back to you later.

*** Email - External Email Sent created on 05/03/2018 09:25:45 (GMT-08:00) Pacific Time (US & Canada) and created

Per our conversation, please send all the photos you have regarding the incident. This includes the vehicle and the pictures of the scene. Also, please send the fire report and any other information you believe is pertinent to the concern.

Best,

Kia Motors America

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2011 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
████	████	████████████████	████████████████	██████████	128,000
		04/01/2011	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Email - External Email Received commitment created on 05/03/2018 09:26:12 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/10/████ and created by ██████████ ***

*** 05/03/2018 09:26:25 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Assigned

*** Email - External Email Received commitment fulfilled on 05/04/2018 08:09:07 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/10/2018 closed by ██████████ ***
Docs attached.

*** Others - Others commitment created on 05/04/2018 08:09:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/04/2018 and created by ██████████ ***

*** Others - Others commitment fulfilled on 05/04/2018 15:23:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/04/2018 closed by ██████████ ***
Wrt reviewed with KMA engineers:
1. Refer customer to insurance.

*** Phone - Call - Outbound commitment created on 05/04/2018 15:24:14 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/07/2018 and created by ██████████ ***

*** Phone - Call - Outbound commitment fulfilled on 05/07/2018 09:57:48 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/07/2018 closed by ██████████ ***
Wrt contacted the customer:
1. Calling to let you know that I reviewed with the KMA engineers.
2. They informed me that there is not any information that indicates this is a manufacturing defect.
3. If your insurance would like to proceed with the investigation, they will subrogate us if they find a manufacturing defect.
4. Explained subrogation.

The customer replied:
1. okay, I may get an attorney.

Wrt replied:
1. Well, whatever route you elect to go, please provide your insurance company or your attorney with my contact info as they will be speaking with me.

The customer replied;
1. okay, thanks for the call.

*** 05/07/2018 09:58:16 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Information Given
[Resolution Summary]
Case closed pending customer/insurance/attorney contact.

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Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2011 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
Valdosta	GA	01/04/2011	Dealer: GA079	Langdale KIA of Valdosta	100,000

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** 08/29/2018 13:08:49 ***

Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 08/29/2018 13:05:50 and created by ***
cust states;

1. Calling because I was wondering what service campaigns are open on my vehicle
2. My vehicle caught on fire with me and my grandbaby in it

wrt states:

1. apologized
2. inquired about safety of everyone.

custg states:

1. Yes we got out about 4 min before the whole thing was engulfed in flames
2. I am just wanting some sort of compensation for this as cars dont just catch on fire

wrt states:

1. advised of case # and callback information
2. advised case is being escalated and someone will reach out in the next 3-5 business days concerning this

cust states

1. Thank you

Script Obtained.

*** Note - Others created on 08/29/2018 13:09:07 and created by ***

Forwarding to NCA

1. Customer alleges veh caught on fire while driving
2. Vehicle is currently at a tow yard
3. Customer is requesting compensation for damages
4. Please review and follow up accordingly

*** 08/29/2018 13:12:36 ***

Dispatched from WIPBin = Default to Queue National CA by Sarah Samples

Reason:

*** 08/30/2018 08:25:40 (GMT-08:00) Pacific Time (US & Canada) ***

from Queue National CA to WIPBin Inbox/Need To Call by

*** 08/30/2018 09:04:05 (GMT-08:00) Pacific Time (US & Canada) ***

to WIPBin 1. Intro Calls of by

Reason:

*** Phone - Call - Outbound created on 08/30/2018 10:49:11 (GMT-08:00) Pacific Time (US & Canada) and created by
Ristow ***

Wrt contacted the customer:

1. Requested photos.

*** Email - External Email Received commitment created on 08/30/2018 10:51:54 (GMT-08:00) Pacific Time (US &
with Commitment Date 09/06/2018 and created by ***

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2011 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
Valdosta	GA	01/04/2011	Dealer: GA079	Langdale KIA of Valdosta	100,000

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** 08/30/2018 10:55:08 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 1. Intro Calls and Sub Status of Assigned

*** Email - External Email Received commitment fulfilled on 09/06/2018 09:01:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/06/2018 closed by [REDACTED] Photos received. ***

*** Others - Others commitment created on 09/06/2018 09:01:50 (GMT-08:00) Pacific Time (US & Canada) with Date 09/11/2018 and created by [REDACTED] ***

*** Others - Others commitment fulfilled on 09/11/2018 16:03:09 (GMT-08:00) Pacific Time (US & Canada) with Date 09/11/2018 closed by [REDACTED] Get current location of the vehicle. ***

*** Phone - Call - Outbound commitment created on 09/11/2018 16:03:30 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/13/2018 and created by [REDACTED] Ristow ***

*** Phone - Call - Outbound commitment fulfilled on 09/13/2018 11:55:05 (GMT-08:00) Pacific Time (US & Canada) with Date 09/13/2018 closed by [REDACTED] ***

Wrt contacted the customer:

1. We are interested in inspecting the vehicle.
2. Has it been moved?

The customer replied;

1. It has been moved by the insurance.

Wrt replied:

1. Okay, can you provide the insurance contact and claim #.
2. I will reach out to them for permission to inspect.

The customer replied:

1. no problem.
2. I need a car to drive.

Wrt replied;

1. I can authorize one.
2. It is up to \$35.00 a day, but you are responsible for gas and insurance.

the customer replied;

1. I cannot pay out of pocket.

Wrt replied:

1. I will see if the dealer near you is able to approve one.

*** Phone - Call - Outbound created on 09/13/2018 11:57:24 (GMT-08:00) Pacific Time (US & Canada) and created by [REDACTED] Ristow ***

Wrt left a VM for Kia service.

*** Phone - Call - Inbound commitment created on 09/13/2018 11:58:01 (GMT-08:00) Pacific Time (US & Canada) with Date 09/17/2018 and created by [REDACTED] ***

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2011 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
Valdosta	GA	01/04/2011	Dealer: GA079	Langdale KIA of Valdosta	100,000

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** 09/13/2018 16:24:14 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 3. Pending Customer Photos/Docs/Reports and Sub Status of Assigned

*** Phone - Call - Inbound commitment created on 09/13/2018 11:57:42 (GMT-08:00) Pacific Time (US & Canada) with
Date 09/18/2018 and created by ***

*** Email - External Email Received created on 09/18/2018 14:55:58 (GMT-08:00) Pacific Time (US & Canada) and
by ***

Date of loss 08/26/2018

Esurance insurance

claim

claim rep-George Origlia at 813 386-6298

Thank you

*** Phone - Call - Outbound commitment created on 09/18/2018 14:56:58 (GMT-08:00) Pacific Time (US & Canada)
with Commitment Date 09/19/2018 created by ***

*** Phone - Call - Inbound commitment created on 09/13/2018 11:57:42 (GMT-08:00) Pacific Time (US & Canada) with
Date 09/21/2018 and created by ***

*** Phone - Call - Outbound commitment created on 09/18/2018 14:56:40 (GMT-08:00) Pacific Time (US & Canada)
Commitment Date 09/21/2018 and created by ***

*** Phone - Call - Inbound created on 09/21/2018 13:13:42 and created by ***

Cust states:

1. I am trying to get in touch with my case manager.
2. I need him to help me get a rental car or something.
3. Can you get me on the phone with him??

Writer states:

1. Apologized.
2. Just a moment, let me try to reach him or get you to his voicemail.

Cust states:

1. Please, thanks.

writer calls RRistow & xfers cust to VM

*** Phone - Call - Outbound created on 09/21/2018 13:19:02 (GMT-08:00) Pacific Time (US & Canada) and created by
Ristow ***

Wrt contacted the customer:

1. I have not heard back from the dealer yet.
2. I will try to get ahold of them today.

The customer replied:

1. okay.

*** Phone - Call - Outbound commitment updated on 09/21/2018 13:23:25 (GMT-08:00) Pacific Time (US & Canada)
with Commitment Date 09/21/2018 and updated by ***
Wrt left a VM for the insurance.

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Valdosta	GA	01/04/2011	Dealer: GA079	Langdale KIA of Valdosta

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Phone - Call - Outbound commitment updated on 09/21/2018 13:23:32 (GMT-08:00) Pacific Time (US & Canada)

Commitment Date 09/24/2018 and updated by ***

*** Phone - Call - Inbound commitment fulfilled on 09/21/2018 13:30:16 (GMT-08:00) Pacific Time (US & Canada) with

Date 09/21/2018 closed by ***

Wrt contacted svc mgr:

1. Approved a rental vehicle for the customer.

*** Phone - Call - Outbound created on 09/21/2018 13:30:17 (GMT-08:00) Pacific Time (US & Canada) and created by

Ristow ***

Wrt contacted the customer:

1. Hello, Greg at Langdale Kia said he can help with a rental on Monday.

The customer replied;

1. okay, thanks for reaching out.

*** Phone - Call - Outbound commitment fulfilled on 09/24/2018 14:06:01 (GMT-08:00) Pacific Time (US & Canada) with

Date 09/24/2018 closed by ***

Wrt left a VM for the insurance rep. The vehicle is now located at a Copart in Tifton, GA.

*** Phone - Call - Inbound commitment created on 09/24/2018 14:06:24 (GMT-08:00) Pacific Time (US & Canada) with

Date 09/28/2018 and created by ***

*** Phone - Call - Inbound commitment fulfilled on 09/25/2018 10:44:17 (GMT-08:00) Pacific Time (US & Canada) with

Commitment Date 09/28/2018 closed by ***

Insurance contact wrt:

1. Returning your call.

Wrt replied;

1. We are seeking permission to inspect.

Insurance replied:

1. Okay, I provided it to the Copart.

*** Others - Others commitment created on 09/25/2018 10:44:53 (GMT-08:00) Pacific Time (US & Canada) with

Date 09/25/2018 and created by ***

*** Others - Others commitment created on 09/25/2018 10:44:19 (GMT-08:00) Pacific Time (US & Canada) with

Commitment Date 09/28/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 09/25/2018 10:44:19 (GMT-08:00) Pacific Time (US & Canada) with

Date 10/02/2018 and created by ***

*** Others - Others commitment created on 09/25/2018 10:44:19 (GMT-08:00) Pacific Time (US & Canada) with

Date 10/05/2018 and created by ***

*** Others - Others created on 10/02/2018 16:49:20 (GMT-08:00) Pacific Time (US & Canada) and created by

Tread Review Completed.

*** Others - Others commitment created on 09/25/2018 10:44:19 (GMT-08:00) Pacific Time (US & Canada) with

Date 10/09/2018 and created by ***

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
Valdosta	GA	51602	01/04/2011	Dealer: GA079 Langdale KIA of Valdosta

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Others - Others commitment created on 09/25/2018 10:44:19 (GMT-08:00) Pacific Time (US & Canada) with
Date 10/12/2018 and created by ***

*** Phone - Call - Outbound created on 10/15/2018 11:20:29 (GMT-08:00) Pacific Time (US & Canada) and created by
Ristow ***

Wrt left a VM for the insurance:

1. want to follow up in regards to inspection.
2. Please call back.

*** Others - Others created on 10/15/2018 11:21:31 (GMT-08:00) Pacific Time (US & Canada) and created by

Wrt reviewed with the KMA engineers.

*** Others - Others commitment created on 10/15/2018 11:22:04 (GMT-08:00) Pacific Time (US & Canada) with
Commitment Date 16/2018 and created by ***

*** Others - Others commitment created on 09/25/2018 10:44:19 (GMT-08:00) Pacific Time (US & Canada) with
Date 10/15/2018 and created by ***

*** Others - Others commitment fulfilled on 10/15/2018 13:05:16 (GMT-08:00) Pacific Time (US & Canada) with
Date 10/15/2018 closed by ***

Wrt reviewed with the KMA engineer.

*** Others - Others created on 10/15/2018 13:05:59 (GMT-08:00) Pacific Time (US & Canada) and created by

PER LEGAL - WE HAVE BEEN INFORMED ABOUT THE OPERATIVE FACTS OF CASE WE BELIEVE
THAT THERE IS A REASONABLE PROSPECT THAT THIS CASE MAY END UP IN LITIGATION AND REQUEST CA TO
PERFORM AN INSPECTION TO PROTECT THE COMPANY IN THE EVENT OF LITIGATION. THIS WILL CONFIRM
THAT ANY INSPECTION REPORTS WILL BE SUBJECT TO THE ATTORNEY CLIENT PRIVILEGE.

*** Phone - Call - Outbound created on 10/16/2018 13:14:22 (GMT-08:00) Pacific Time (US & Canada) and created by
Ryan Ristow ***

Wrt left a VM for the insurance.

1. pending a C/B

*** Others - Others commitment updated on 10/16/2018 13:14:54 (GMT-08:00) Pacific Time (US & Canada) with
Date 10/17/2018 and updated by ***

*** Others - Others commitment fulfilled on 10/17/2018 10:32:41 (GMT-08:00) Pacific Time (US & Canada) with
Date 10/17/2018 closed by ***

Wrt contacted insurance rep and requested extension on the vehicle hold and confirmation that EFI will be inspecting the
vehicle.

1. insurance provided confirmation.

*** Others - Others commitment created on 10/17/2018 10:37:33 (GMT-08:00) Pacific Time (US & Canada) with
Date 10/23/2018 and created by ***

*** Others - Others commitment updated on 10/22/2018 08:56:09 (GMT-08:00) Pacific Time (US & Canada) with

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
Valdosta	GA	01/04/2011	Dealer: GA079	Langdale KIA of Valdosta

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Fire/Explosion

Date 10/23/2018 and updated by
Inspection scheduled for 10/22/18.

*** Others - Others commitment fulfilled on 10/22/2018 08:56:12 (GMT-08:00) Pacific Time (US & Canada) with
Date 10/23/2018 closed by

*** Others - Others commitment created on 10/22/2018 08:56:29 (GMT-08:00) Pacific Time (US & Canada) with
Date 10/29/2018 and created by

*** Phone - No Callback created on 10/23/2018 07:00:32 and created by
customer states:
1 I need an update on my case
2 I have not heard from in a few days.

writer states:
1 apologize
2 adv I attempted to call RRistow and got voicemail
3 I can notate case and let him know you have called
4 I can also let you leave him a message.

customer states:
1 no, I want to speak with someone about this
2 i need a supervisor

*transferred to

*** Phone - Call - Inbound created on 10/23/2018 10:08:54 (GMT-05:00) Eastern Time (US & Canada) and created by
SUP CALL
introduced myself

wrt states
1. how may i help ?

Cust states
1. i need to know what is going on with my case
2. i havent heard anything and 8/26/18 is when i lost everything

wrt states
1. apologized
2. advised cust that we will note case and reach out to case manager and he should be back in contact

cust states
1. ok thank you

*** Email - External Email Received created on 10/29/2018 08:47:02 (GMT-08:00) Pacific Time (US & Canada) and
by
Will you please give me a call or an update on the claim please

Sent from Yahoo Mail for iPhone

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2011 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
Valdosta	GA	01/04/2011	Dealer: GA079	Langdale KIA of Valdosta	100,000

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

*** Email - External Email Sent created on 10/29/2018 08:47:18 (GMT-08:00) Pacific Time (US & Canada) and created by [REDACTED] ***
Eldra,

Our investigator inspected the vehicle. I am currently pending info back from him. Once I have an update, I will give you a call.

Best,

*** Others - Others commitment updated on 10/29/2018 08:47:44 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/01/2018 and updated by Ryan Ristow ***

*** Others - Others commitment created on 10/22/2018 08:56:13 (GMT-08:00) Pacific Time (US & Canada) with Date 11/05/2018 and created by [REDACTED] ***

*** Others - Others commitment created on 10/22/2018 08:56:13 (GMT-08:00) Pacific Time (US & Canada) with Date 11/06/2018 and created by [REDACTED] ***

*** Others - Others commitment created on 10/22/2018 08:56:13 (GMT-08:00) Pacific Time (US & Canada) with Date 11/09/2018 and created by [REDACTED] ***

*** Others - Others commitment fulfilled on 11/12/2018 16:03:23 (GMT-08:00) Pacific Time (US & Canada) with Date 11/09/2018 closed by [REDACTED] ***

Wrt reviewed with the KMA engineers:

1. Based off of the results of the inspection.
2. The cause is undetermined.

*** Phone - Call - Outbound commitment created on 11/12/2018 16:03:53 (GMT-08:00) Pacific Time (US & Canada) Commitment Date 11/13/2018 and created by [REDACTED] ***

*** Phone - Call - Outbound commitment fulfilled on 11/13/2018 09:49:13 (GMT-08:00) Pacific Time (US & Canada) with Date 11/13/2018 closed by [REDACTED] ***

Wrt contacted the customer:

1. Hello, calling in regards to the vehicle.
2. I wanted to advise that I have had your information reviewed.
3. It was found that the cause was undetermined.
4. Because of this, we would not be taking responsibility for the claim.
5. It looks like you have settle with the insurance.

The customer replied;

1. That is correct.

Wrt replied;

1. Do you still have the rental car?

The customer replied;

1. I do.

Wrt replied;

1. okay, please return the rental car by tomorrow or it becomes customer pay.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2011 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
Valdosta	GA	01/04/2011	Dealer: GA079	Langdale KIA of Valdosta	100,000

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

The customer replied;

1. okay.

Wrt replied:

1. Do you have any out of pockets or things that the insurance did not cover?

The customer replied:

1. Yes I do.

Wrt replied;

1. Okay, email me what you have and I will review for possible GW.

The customer replied:

1. Will do.

*** Email - External Email Received commitment created on 11/13/2018 09:54:03 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/20/2018 created by ***

*** Phone - Call - Outbound created on 11/13/2018 09:54:06 (GMT-08:00) Pacific Time (US & Canada) and created by Ristow ***

Wrt contacted svc mgr and advised that the rental vehicle needs to be retuned by tomorrow.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2011 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	██████████	██████████	██████████	50,000
Los Angeles	CA	██████████	03/02/2011	Dealer: CA140	Glendale KIA

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 06/14/2013 10:32 AM US Mountain Standard Time SCoder

██████████ states:

1. I am calling today because my vehicle burst into flames
2. Have already talked to my insurance company
3. My insurance agent told me to call you and let you know what happened
4. It happened this morning between 5am-5:02am I filled the vehicle up with gas, and drove to work
5. When I got to work I went to the bathroom and then 2 managers approached me after informing me that my vehicle was on fire in the parking lot
6. When I got out to the vehicle just a few minutes later my vehicle was in flames as well as the vehicle next to mine which was a Corvette
7. I received a SC098 notice a few days ago and wanted to know if they are related

Writer states:

1. Apologized
2. Advised will gather information on incident and get that to the appropriate office for review for assistance

Customer states:

1. All of this happened with in 10 minutes this morning
2. I do not have a copy of the police report they just gave me the number
3. My insurance agent had the vehicle towed off of my work's property to one of their lots
4. He told me to have Kia call him and Gary will be able to let you know where the vehicle will be located

Writer states:

1. Gave case #
2. Please allow up to 2 business days for contact back
3. Will get all information to the appropriate office to assist in concerns with vehicle

Customer states:

1. Thank you
2. I just want either my vehicle paid off or a new vehicle
3. That could have been my life
4. I was very lucky that I was no longer in the vehicle

*** PHONE LOG 06/14/2013 12:18 PM US Mountain Standard Time SCoder Action Type:Outgoing call

██████████ called ██████████ and states:

1. Apologized for forgetting to ask for work address
2. Requested work address

Customer states:

1. ██████████
██████████ CA ██████████

*** NOTES 06/14/2013 12:59 PM US Mountain Standard Time SCoder Action Type:Manager review

DISPATCHING CASE:

1. Customer contact
2. Please review customer alleges vehicle caught on fire
3. Please review for any additional assistance to customer on vehicle pay out or new vehicle

*** PHONE LOG 06/18/2013 02:29 PM US Mountain Standard Time MBurgess Action Type:Incoming call

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2011 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	██████████	██████████	██████████	50,000
Los Angeles	CA	██████████	03/02/2011	Dealer: CA140	Glendale KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

██████████ stated

1. Calling regarding my case
2. Sara told me if i was not contacted in 48hrs to call back
- 3 Its been 48hrs

Wtr stated

1. Apologized
2. Advised wtr can check if ██████████ gas is available

Placed on hold

Contacted MHillegas Advised customer on back line

Warm transferred to MHillegas for assistance

*** PHONE LOG 06/18/2013 04:36 PM Pacific Daylight Time MHillegas Action Type:Incoming call

██████████ spoke with customer, ██████████ and stated:

1. Name and company.
2. We received your case along with photos in our office for further review.
3. Wtr is the person that has been assigned to your case to further assist you with resolving this matter.
4. We were sorry to hear about the incident involving your 2011 Kia Soul, however, certainly glad to hear that there were no injuries as a result of it.
5. In order for us to begin our investigation we will need to review the photos and fire and/or police report with one of our corporate engineers.
6. Based on our initial review of the information requested we will make a decision on whether or not we will be sending a KMA engineer to inspect the vehicle.
7. Wtr advised customer that typically fires and accidents are insurance company matters, however, from time to time we may conduct our own investigation of these types of incidents.
8. Since fires are not typically covered under the manufacturer's warranty we do not inspect every vehicle that is involved in a fire.
9. Has the insurance company inspected the vehicle?
10. Where is the vehicle currently located?
11. Are there any after market parts or accessories installed in the vehicle?
12. Wtr requested maintenance records from the customer.
13. Did the insurance company provide you with a rental car?
14. Gave wtr's name and phone number and NCA's fax number to customer.

Customer stated:

1. I just moved and I'm getting married in 3-1/2 months at the end of Sept.
2. This happened at the most inopportune time.
3. State Farm picked up the vehicle from the tow company today.
4. I don't know where the vehicle is being stored by State Farm.
5. There are no after markets on the vehicle.
6. I don't have my maintenance records handy since I just moved.
7. My aunt's husband is my mechanic and has done all of the oil changes.
8. The other insurance company picked up the Corvette.
9. Windshield was replaced because of a crack.
10. I had all 4 tires replaced.
11. I purchased the upgraded sound system with subwoofer and amplifier from Kia.
12. I had the windows tinted.
13. The tranny is techtronic so you can switch from auto to manual shift.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2011 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
Los Angeles	CA	9	03/02/2011	Dealer: CA140	Glendale KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

14. I'm in an Enterprise rental since 6-14-13 through the insurance co.
15. Insurance pays 80% of daily rate of \$36.00 up to \$500.00.
16. I gave the tow company authorization to release vehicle to State Farm today at 12 noon.
17. Thank you for your assistance in this matter.

Wtr stated:

1. Please request maintenance records from your mechanic.
2. Once we receive the information requested wtr will review your case with one of our corporate engineers to determine Kia's next steps.

Customer stated:

1. Thank you.

*** PHONE LOG 06/21/2013 04:58 PM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr called Gary Nagasawa, State Farm Rep (877) 774-8138 ext 9167465477.

1. Voicemail stated State Farm Rep is out of the office until July 2, 2013.

Wtr spoke with Glynne Rochon, State Farm Rep and stated:

1. Name, company and reason for calling.
2. Wtr gave claim number and insured's name to SF Rep.
3. Wtr is calling to obtain current location of the vehicle.
4. Has State Farm inspected the vehicle yet?
5. Do you have a copy of the police and/or fire reports?
6. Do you have any information regarding the other vehicle that caught fire which was a Corvette?

SF Rep stated:

1. State Farm has not inspected the vehicle yet.
2. We will be sending an adjuster to inspect vehicle next week.
3. We've requested a copy of the fire and police reports.
4. We do not have any information regarding the other vehicle just that it's an unknown Corvette.
5. Vehicle is currently located at IAA in Fontana, CA, stock no. [REDACTED].

Wtr stated:

1. Thank you for the information.

*** PHONE LOG 06/22/2013 11:51 AM Pacific Daylight Time MHillegas Action Type:Incoming call

[REDACTED] spoke with customer, [REDACTED] early evening on Friday, June 21, 2013 and stated:

1. Wtr was able to review the photos with one of our corporate engineers who specializes in these types of events.
2. Based on our review of the photos it appears that the Corvette caught on fire first.
3. Our engineer is requesting that we obtain the fire and/or police report and maintenance records prior to setting up an inspection.
4. Wtr contacted the insurance company and was advised that the vehicle is being held at IAA in Fontana, CA.
5. Gary Nagasawa, SF Claim Rep is out of the office until July 2, 2013.
6. SF Rep Glynne Rochon advised wtr that SF would be sending an adjuster to inspect the vehicle next week.
7. Most likely SF will hire a third party fire investigator to perform a C&O inspection to determine the exact cause and origin of the fire.

Customer stated:

1. Police and Fire Dept both stated that the Soul caught fire first because of the wind direction at the time of the incident.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2011 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
Los Angeles	CA	03/02/2011	Dealer: CA140	Glendale KIA	50,000

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

2. Corvette sustained more damage because it's made of carbon fiber not metal.
3. There is no fire report because the fire dept. just came out to put the fire out.
4. I've requested a copy of the police report and should have it within 7-10 business days.
5. I'm trying to gather the maintenance records.
6. My aunt's husband did the first oil change so I don't have a receipt for that one.
7. The other oil changes were done by Valvoline, Jiffy Lube and Meineke.
8. The police dept. said that they are investigating the incident as a crime.
9. I don't have the receipt for the window replacement that I paid out of pocket to have replaced because it burned up in the car.
10. There was a crack in the windshield because of a rock that hit it.
11. It was cheaper for me to have it replaced then to go through my insurance company and pay the deductible.
12. As soon as I gather the maintenance records and receive a copy of the police report I will send them to you.

Wtr stated:

1. Thank you.

*** PHONE LOG 06/22/2013 12:13 PM Pacific Daylight Time [REDACTED] Action Type:Incoming call

Wtr ran Carfax report dated 6-22-13:

1. No accident or damage reported.
2. No title or mileage issues.
3. 10-31-11 11,223 miles oil and filter changed and tire condition and pressure checked at Glendale Kia.
4. 7-24-12 30,295 miles maintenance inspection completed, oil and filter changed, tires rotated at Meineke Car Care Centers, Inc., Costa Mesa, CA.
5. Wtr scanning document into case.

*** PHONE LOG 06/25/2013 05:22 PM Pacific Daylight Time [REDACTED] Action Type:Incoming call

NCA reviewed case with KMA engineers:

1. KMA engineers would like to inspect vehicle on Wed., July 3, 2013 at 10 am.
2. Wtr to obtain permission from insurance co. and IAA.

*** PHONE LOG 06/26/2013 11:19 AM Pacific Daylight Time [REDACTED] Action Type:Outgoing call

Wtr spoke with Kevin Ranchhod, SF Rep and stated:

1. Name, company and reason for calling.
2. Wtr gave insured's name and vehicle info to SF Rep.
3. KMA would like to inspect the vehicle next Wed., July 3, 2013 at 10 am at IAA.
4. Wtr is calling to obtain permission from SF and IAA for KMA engineers to inspect the vehicle.
5. Inspection would be non-destructive.
6. Have you received PR and/or fire reports?
7. Has SF or SF's fire investigator inspected the vehicle?

SF Rep stated:

1. I cannot give KMA permission to inspect the vehicle.
2. SF Claim Rep Gary Nagasawa or his manager would need to give KMA permission to inspect.
3. They are both out of the office until next week.
4. We have ordered the police and fire reports, however, we have not received them yet.
5. Due to the new privacy laws we will not be able to send the police and fire reports to you.
6. Vehicle has been inspected by a SF estimator and vehicle was deemed a total loss.
7. Claim number is [REDACTED].

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2011 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	██████████	██████████	██████████	50,000
Los Angeles	CA	██████████	03/02/2011	Dealer: CA140	Glendale KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Wtr stated:

1. Wtr to follow up with Gary Nagasawa next week.

*** PHONE LOG 07/01/2013 08:53 AM Pacific Daylight Time ██████████ Action Type:Incoming call

██████████ received email communication with oil change receipts attached from customer, ██████████ stating:

1. There are 4 total documents in this email that show the the 4 oil changes i performed through various shops.
2. On top of those 4 visits, there are 3 oil changes done at home; they were on 1/2012, 4/2012, and 10/2012.
3. There was a scheduled oil change for 6/2013 however my car burned down before I got a chance.
4. That's total of 7 oil changes and plus the scheduled one would have made it 8 oil changes.
5. I am still awaiting the Police Report.

*** PHONE LOG 07/01/2013 09:36 AM Pacific Daylight Time ██████████ Action Type:Outgoing call

Wtr spoke with Brad Komlenic, State Farm Claim Rep and stated:

1. Name, company and reason for calling.
2. Wtr gave claim number to SF Rep.
3. Wtr requested to speak with Gary Nagasawa or his manager.
4. KMA would like to inspect the vehicle on Wed., July 3, 2013 at 10 am.
5. Wtr would like to obtain permission from State Farm for KMA engineers to inspect vehicle.
6. SF will need to send authorization to IAA for KMA engineers to inspect.
7. Wtr gave names of KMA engineers who will be inspecting the vehicle.

SF Rep stated:

1. I will fax authorization to IAA for KMA to inspect the vehicle.

Wtr stated:

1. Wtr to follow up with IAA later today to confirm they received SF's authorization.
2. Thank you for your assistance in this matter.

*** PHONE LOG 07/01/2013 05:13 PM Pacific Daylight Time ██████████ Action Type:Incoming call

██████████ received a VM from customer, ██████████ stating:

1. I sent the oil change receipts to FCM Sara Coder, hopefully you received them.
2. I received the police and fire dept. reports.
3. Fire report specifically states that the fire started from my end of the car.
4. I will fax the police and fire reports to you.
5. Let me know what's going on.

*** PHONE LOG 07/02/2013 09:22 AM Pacific Daylight Time ██████████ Action Type:Incoming call

██████████ received faxed copies of fire and police reports from customer, ██████████

1. Wtr scanned documents into case.

*** PHONE LOG 07/02/2013 10:01 AM Pacific Daylight Time ██████████ Action Type:Outgoing call

Wtr spoke with Celia Solorio, IAA Fontana (909) 355-9400 and stated:

1. Name, company and reason for calling.
2. Wtr gave stock number to IAA Rep.
3. Wtr is calling to confirm that you received authorization from State Farm for two KMA engineers to inspect the vehicle at 10 am on July 3, 2013.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2011 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	██████████	██████████	██████████	50,000
Los Angeles	CA	03/02/2011	Dealer: CA140	Glendale KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

IAA Rep stated:

1. We have not received authorization from State Farm for KMA to inspect the vehicle.
2. We received authorization from Eric Cates, State Farm for Russ and Randy of Forensic Vehicle Investigations to inspect vehicle.

Wtr stated:

1. Wtr to contact State Farm to request that they send authorization to IAA for KMA engineers to inspect the vehicle.

*** PHONE LOG 07/02/2013 10:39 AM Pacific Daylight Time ██████████ Action Type:Outgoing call
Wtr called Gary Nagasawa, State Farm Rep (877) 774-8138 ext 9167465477 and left a detailed VM stating:

1. Name, company, claim number and reason for calling.
2. KMA engineers are scheduled to inspect the vehicle tomorrow, July 3, 2013 at 10 am.
3. IAA needs authorization from State Farm giving KMA permission to inspect.
4. Wtr spoke with Brad Komlenic, SF Rep yesterday and was advised that he would be faxing authorization to IAA after we ended our conversation.
5. Please fax authorization to IAA giving KMA engineers permission to inspect the vehicle tomorrow, July 3, 2013 at 10 am.
6. Please give wtr a call back at (949) 468-4618 asap to confirm authorization was sent to IAA for KMA to inspect vehicle.

*** PHONE LOG 07/02/2013 04:32 PM Pacific Daylight Time ██████████ Action Type:Outgoing call
Wtr called IAA Fontana (909) 355-9400:

1. Office closed at 5 pm.

*** PHONE LOG 07/02/2013 04:39 PM Pacific Daylight Time ██████████ Action Type:Outgoing call
Wtr spoke with Paul Carhartt, State Farm Rep and stated:

1. Name, company, claim number and reason for calling.
2. KMA engineers are scheduled to inspect vehicle tomorrow, July 3, 2013 at 10 am at IAA in Fontana, CA.
3. Wtr spoke with Thad Komlenic yesterday and was advised he would fax authorization to IAA.
4. IAA advised wtr this morning that they did not receive authorization from State Farm.
5. Wtr left a VM for Gary Nagasawa and have not heard back from him yet.

SF Rep stated:

1. Notes in the case reflect that Thad Komlenic faxed authorization to IAA yesterday at 9:11 am authorizing KMA to inspect vehicle.
2. I will check with Thad and Gary in the morning on the authorization.
3. We will refax the authorization to IAA by 8 am and will call them to confirm they received authorization.
4. Don't cancel the inspection; keep your plans to inspect the vehicle tomorrow, July 3, 2013 at 10 am.

Wtr stated:

1. Thanks for your help.

*** PHONE LOG 07/03/2013 08:32 AM Pacific Daylight Time ██████████ Action Type:Outgoing call
Wtr spoke with Celia Solorio, IAA Fontana (909) 355-9400 and stated:

1. Name, company and reason for calling.
2. Wtr gave stock no. to IAA Rep.
3. Wtr is calling to confirm that you received authorization from State Farm this morning for KMA engineers to

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2011 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
Los Angeles	CA	03/02/2011		Dealer: CA140	Glendale KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

inspect vehicle today at 10 am.

IAA Rep stated:

1. We received a call from State Farm this morning give us authorization for KMA to inspect the vehicle.

Wtr stated:

1. Thank you.

*** PHONE LOG 07/03/2013 08:53 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with customer, Rogel [REDACTED] and stated:

1. Name, company and case number.
2. Wtr is calling to give you an update on your case.
3. We received the oil change receipts and fire & police reports that you sent to us.
4. Wtr has attached the documents to your case file for review.
5. KMA engineers will be inspecting the vehicle today.
6. We should have the results back from the inspection early next week.
7. Wtr will be back in contact with you sometime next week with our determination and Kia's position in this matter.

Customer stated:

1. Thank you very much for the update.

*** PHONE LOG 07/03/2013 08:57 AM Pacific Daylight Time MHillegas Action Type:Incoming call

PER LEGAL - WE HAVE BEEN INFORMED ABOUT THE OPERATIVE FACTS OF CASE K2506551. WE BELIEVE THAT THERE IS A REASONABLE PROSPECT THAT THIS CASE MAY END UP IN LITIGATION AND REQUEST CA TO PERFORM AN INSPECTION TO PROTECT THE COMPANY IN THE EVENT OF LITIGATION. THIS WILL CONFIRM THAT THE PLIR WILL BE SUBJECT TO THE ATTORNEY CLIENT PRIVILEGE.

*** PHONE LOG 07/08/2013 05:23 PM Pacific Daylight Time MHillegas Action Type:Incoming call

NCA reviewed case with KMA engineers:

1. KMA engineers inspected vehicle on 7-3-13.
2. Cause & origin of fire is undetermined.
3. Could not determine exact cause and origin of fire because of extent of burn damage.
4. KMA to wait for insurance company's fire investigator's cause & origin report to further evaluate claim.

*** PHONE LOG 07/08/2013 05:26 PM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr called custom [REDACTED] and left a detailed VM requesting a call back.

*** PHONE LOG 07/09/2013 08:37 AM Pacific Daylight Time MHillegas Action Type:Incoming call

[REDACTED] received a return VM from customer, [REDACTED]

*** PHONE LOG 07/09/2013 11:03 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

[REDACTED] called customer, [REDACTED] and left a VM requesting a call back.

*** PHONE LOG 07/10/2013 09:29 AM Pacific Daylight Time MHillegas Action Type:Incoming call

Wtr received a call back [REDACTED] customer, [REDACTED] in late afternoon on 7-9-13 and stated:

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2011 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
Los Angeles	CA	03/02/2011	Dealer: CA140	Glendale KIA	50,000

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

1. Thank you for returning wtr's call.
2. Wtr received the results from the inspection performed by two KMA engineers on 7-3-13 and would like to review our findings with you.
3. Inspection consisted of a thorough examination of the exterior and interior of vehicle.
4. Our engineers were not able to determine the exact cause and origin of the fire because of the extent of burn damage to the vehicle, therefore, cause and origin of fire is undetermined at this time.
5. Since we were not able to determine the cause and origin of the fire, KMA will not be able to take responsibility for this incident.
6. Kia's next step is to wait for the insurance company's fire investigator's cause and origin report.
7. Unfortunately, KMA will not be able to offer you any assistance for the loss of your vehicle at this time.
8. We would need to refer you back to the insurance company to proceed with the insurance claim.
9. Fires are typically an insurance company concern first and foremost.
10. It is the insurance company's responsibility to cover the loss of your vehicle and complete a full investigation on what caused the fire by sending a fire investigator to perform a C&O inspection.
11. The burden of proof is on the insurance company to prove to the manufacturer that a vehicle defect caused the fire and file a subrogation claim with KMA.
12. This becomes a matter between the insurance company and KMA to settle once a subrogation claim has been filed.
13. Wtr understands that this may not be the outcome that you were looking for, however, it is Kia's decision and position in this matter based on the inspection performed by KMA engineers.
14. Have you settle with your insurance company?
15. We appreciate you contacting KMA and bringing this concern to our attention so that we could have an opportunity to complete an investigation and inspect the vehicle.
16. Should you have any other information pertaining to this incident that you would like us to review, feel free to send it to us for review.

Customer stated:

1. I am still in the process of trying to settle with the insurance company and I am still without a car.
2. Thank you for advising me of the results of the inspection by KMA engineers.

*** CASE CLOSE 07/10/2013 09:33 AM Pacific Daylight Time

Pending subrogation claim and/or further contact from insurance co.

*** CASE CLOSE 07/12/2013 11:15 AM Pacific Daylight Time

Tread reviewed.