

Kia Motors America

Consumer Affairs Department

Page 1 of 7

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2013 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					2
		05/23/2013	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

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

Case History

*** 04/06/2018 09:41:57 ***

Contact [REDACTED] Priority = Standard, Sub Status = Working

*** Letter - [REDACTED] Received created on 04/06/2018 09:48:30 and created by [REDACTED] ***

NCA rec'd letter from State Farm:

1. This notice is to advise of a loss that occurred.
2. The vehicle is held at an offsite location in Rogersville, MO.
3. Your cooperation is appreciated.

Attaching to case & dispatching to NCA.

*** 04/06/2018 09:52:56 ***

[REDACTED] from WIPBin = Default to Queue National CA by [REDACTED]
Reason:

*** 04/06/2018 09:53:20 ***

[REDACTED] from WIPBin = Default to Queue National CA by [REDACTED]
Reason:

*** 04/06/2018 09:53:41 ***

[REDACTED] from WIPBin = Default to Queue National CA by [REDACTED]
Reason:

*** 04/09/2018 08:08:12 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 04/09/2018 08:13:43 (GMT-08:00) Pacific Time (US & Canada) ***

[REDACTED] to WIPBin 24/24 of [REDACTED] by [REDACTED]
Reason:

*** 04/10/2018 11:13:09 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 24/24 and Sub Status of Assigned

*** Phone - Call - Outbound created on 04/11/2018 11:40:13 (GMT-08:00) Pacific Time (US & Canada) and created by [REDACTED] ***

Called StateFarm Insurance and [REDACTED] with [REDACTED] (480)842-4355
Writer states:

1. Calling in regards to your claim number [REDACTED]

Insurance states:

1. This vehicle was parked at the residence for an hour
2. The witness stated it caught fire near the rear interior near the gas tank
3. We didn't see any current recalls
4. We noted there is a potential for product liability
5. We weren't sure if you wanted to inspect the vehicle

Writer states:

1. Requested photos and a copy of the Fire Report
2. Once received, I will get it reviewed and follow up with you
3. Insurance already had writer's email address

Insurance states:

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		05/23/2013	Dealer:		

Kia Case Type Lvl1: Complaint

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Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

1. We ordered the fire report but nothing has come back
2. It did catch their other vehicle on fire and their driveway
3. Kia was \$9,700 and the other vehicle is \$20,000
4. Alright, thank you

*** Note - Others created on 04/11/2018 11:43:53 (GMT-08:00) Pacific Time (US & Canada) and created by ***

Copart Springfield location in Rogersville, MO. Lot number

*** 04/11/2018 11:47:18 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 4/11 (Wednesday) and Sub Status of Assigned

*** 04/11/2018 12:02:03 (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 04/11/2018 12:02:16 (GMT-08:00) Pacific Time (US & Canada) and
by ***
photos from Claim Specialist at StateFarm Insurance (statefarmclaims@statefarm.com)

Here are some photos of the damage to the 2013 Kia Soul. Our insured's statement is as follows " Insured was inside his house, his neighbor came over and started banging on the door and said the car was on fire. By the time insured went outside the fire had spread to his Tacoma. "

Who was the last person to drive vehicle. NI went to Sonic around 7pm. Prior to that the vehicle had not been driven for a month.

Where was the vehicle when fire started? Parked in residence

If parked, how long was the vehicle parked? 1.5 HRS

Was there other property involved, cars, buildings: Toyota Tacoma, Kia Soul and the driveway

Did the fire originate from the vehicle or the property. If the vehicle, what area: V1 rear interior near gas tank

Did you notice any smells? No smells, no issues when the vehicle was driven earlier

Please let me know if you have further questions.

Stephanie Loski | Claim Specialist

Property Complex Tier 2

Direct: 480-842-4355

Toll Free: 844-292-8615 ext 480-842-4355

State Farm Insurance

Marina Heights Building 1

re3markable™

Every Customer | Every Interaction | Every Day

"Choose a job you love, and you will never have to work a day in your life." – Confucius"

*** Note - Others created on 04/13/2018 15:13:45 (GMT-08:00) Pacific Time (US & Canada) and created by ***

Reviewed case with KMA Engineer:

1. Request photos of Toyota Tacoma

*** 04/13/2018 15:14:43 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Legal Review and Sub Status of Assigned

*** Email - External Email Sent created on 04/16/2018 11:20:23 (GMT-08:00) Pacific Time (US & Canada) and created

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					2
		05/23/2013	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

email to Claim Specialist at StateFarm Insurance (statefarmclaims@statefarm.com)
Hi Stephanie,

Could send us some photos of the Toyota Tacoma as well.

*** 04/16/2018 11:21:06 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 4/16 (Monday) and Sub Status of Assigned

*** 04/17/2018 10:16:44 (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 04/17/2018 10:17:18 (GMT-08:00) Pacific Time (US & Canada) and
by ***

Received photos from Claim Specialist Stephanie Loski at StateFarm Insurance (statefarmclaims@statefarm.com)

*** 04/17/2018 10:33:57 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin Legal Review and Sub Status of Assigned

*** Note - Others created on 04/17/2018 12:07:30 (GMT-08:00) Pacific Time (US & Canada) and created by ***

Reviewed case with KMA Engineer:

1. Obtain permission to inspect

*** Email - External Email Sent created on 04/17/2018 12:11:19 (GMT-08:00) Pacific Time (US & Canada) and created
by ***

email to Claim Specialist at StateFarm Insurance (statefarmclaims@statefarm.com)
Hi Stephanie,

Kia would like to participate in a joint inspection for both vehicles. Could you get us in contact with State Farm's representative.

*** Phone - Call - Inbound created on 04/17/2018 16:23:19 (GMT-08:00) Pacific Time (US & Canada) and created by

message from Claim Specialist at StateFarm Insurance:

Hello Mr.

2. This is Ste with StateFarm claims calling on your claim

3. I understand that you would like to inspect the vehicles at our salvage facility

4. Please let me know if it will be you that's inspecting or someone else

5. And I can go ahead and get that authorization sent through to the salvage vendor

6. My phone number, and I would need to know the name of the person that would be inspecting

7. My phone number here is

8. Claim

9. I'm in the office 7AM to 3:30PM Pacific time

10. Thank you for your time, again, your claim number is

11. Thank you

*** Phone - Call - Outbound created on 04/17/2018 16:27:09 (GMT-08:00) Pacific Time (US & Canada) and created by

Called StateFarm Insurance and left message for Claim Specialist

1. Calling in reference to your claim number

2. Left name(s) of KMA's representative

3. To clarify, is this going to be a joint inspection?

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2013 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					2
		05/23/2013	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

4. Left call back number

*** Phone - Call - Inbound created on 04/18/2018 10:29:49 (GMT-08:00) Pacific Time (US & Canada) and created by

message from Claim Specialist at StateFarm Insurance:

1. Hello, my name is Stephanie with StateFarm claims
2. Claim number
3. My StateFarm claim numbers
4. I received your information with the people who will be inspecting the vehicle's names
5. I was going to send the assignment for just them to go out
6. But if you'd like them to meet with someone, please give me a call so that I can verify what type of person to send out
7. If we want the estimator or a representative for the file
8. My number here is (480)842-4355
9. Claim number of
10. Thank you, bye

*** Note - Others created on 04/20/2018 12:20:07 (GMT-08:00) Pacific Time (US & Canada) and created by

Advised KMA Engineer

*** Phone - Call - Outbound created on 04/20/2018 12:23:26 (GMT-08:00) Pacific Time (US & Canada) and created by

StateFarm Insurance and Claim Specialist (480)842-4355

Writer states:

1. Calling in reference to your claim number

Insurance states:

1. If this inspection was to evaluate for the damages, I wanted to send an estimator
2. We have not hired anyone to do a C&O
3. I will contact Copart and let them know
4. The address is 1619 S Golden Ave, Springfield MO 65807-1020 (sublot)
5. The phone number is (417)753-3300
6. The stock number for the Kia is
7. The stock number for Tacoma is

*** Phone - Call - Inbound created on 05/03/2018 17:10:37 (GMT-08:00) Pacific Time (US & Canada) and created by

message from Claim Specialist at StateFarm Insurance:

Hello this message is for

2. This is Stephanie with StateFarm claims
3. I was following up regarding the inspection on the 2013 Soul for John
4. My phone number here is (480)842-4355
5. Your claim is
6. My file numbers
7. Thank you for your time, have a good day

*** Note - Others created on 05/04/2018 10:45:28 (GMT-08:00) Pacific Time (US & Canada) and created by

KMA Engineer to perform preliminary inspection of both vehicles on 5/17

*** Phone - Call - Inbound created on 05/04/2018 15:38:46 (GMT-08:00) Pacific Time (US & Canada) and created

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2013 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					2
		05/23/2013	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

message from Claim Specialist at StateFarm Insurance:

Hello this message is for

2. This is Stephanie with StateFarm calling on your file

3. My claim number is and

4. I do have both vehicles noted to hold for sale, I've had them noted to hold for sale for awhile

5. And I'll follow up with the tow company and let them know that it is, that there is a hold on it to confirm that they have that information correct

6. And we will inspect the vehicle or we'll wait for your inspection on the 17th

7. My phone number if you have questions is

8. Claim

9. Thank you, bye

*** Phone - Call - Inbound created on 05/16/2018 12:48:44 (GMT-08:00) Pacific Time (US & Canada) and created by

message from at StateFarm Insurance:

Yes Mr.

This is Leslie Aaron from claim department

I'm calling on behalf of John and claim numbers

4. And I sent you a pre-subrogation letter on back in April and just wanted to see if you all are accepting liability or were reply to that letter

5. Just need to get some information concerning the claim, but the subrogation letter was sent out April 11

6. You can reach me at (844)458-4300, my extension is (205)916-6511

7. And basically just need to see if you guys are going to accept liability or deny liability

8. And I'll know how to proceed with my claim handling process here

Again my name is Leslie and you can reach me (844)458-4300 extension, you can dial it direct actually (205)916-6511

10. If I am unavailable, you can press 0 for any claims specialist, they'll be able to assist you

11. Or you can leave me a voicemail and I'll give you a call as soon as I can

12. Thank you so much sir and have a great day

*** Phone - Call - Outbound created on 05/17/2018 10:09:37 (GMT-08:00) Pacific Time (US & Canada) and created by

StateFarm Insurance and spoke with (205)916-6511

Writer states:

1. Calling in regards to claim number

I have been in contact with

3. I did not receive a letter from you, only from

4. Kia is performing a preliminary inspection today

5. I will follow up with you once I have the opportunity to review

Insurance states:

1. She's on the auto portion of it and I am on the homeowner's portion of it

2. I'm going to resend it to you

3. We paid \$4,497 and their deductible is \$1,753, it's a percentage

4. Thanks for returning my call

*** Email - External Email Received created on 05/17/2018 16:27:25 (GMT-08:00) Pacific Time (US & Canada) and created by ***

letter from at StateFarm Insurance (kddo@statefarm.com)

D.

HCCS Stewardship Claim Specialist

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2013 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					2
		05/23/2013	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Birmingham Operations Center

*** 05/21/2018 15:50:32 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Legal Inspection and Sub Status of Assigned

*** Note - Others created on 05/21/2018 15:56:08 (GMT-08:00) Pacific Time (US & Canada) and created by ***

Reviewed case with KMA Engineer:

1. Initial inspection of both vehicles performed on 5/17
2. Vehicle of origin is undetermined
3. Cause is undetermined

*** Phone - Call - Inbound created on 05/22/2018 13:31:27 (GMT-08:00) Pacific Time (US & Canada) and created by ***

message from Claim Specialist at StateFarm Insurance:

Hello this message is for

2. This is Stephanie with StateFarm claims
3. I was just following up regarding the inspection of the vehicles that I believe took place on the 17th
4. Please give me a call at your earliest convenience
5. My phone number here is (480)842-4355
6. Claim number of yours to reference is
7. My claim number
8. Thank you very much, have a great day

*** Phone - Call - Outbound created on 05/22/2018 13:35:23 (GMT-08:00) Pacific Time (US & Canada) and created by ***

Called StateFarm insurance and left message Claim Specialist (480)842-4355

1. Calling in regards to your claim numbers 25-3469-Q75 and 25-3469-T16
2. Kia was able to inspect both vehicles on 5/17
3. Vehicle of origin and cause is undetermined
4. Kia is not making a settlement offer at this time
5. If you have any questions, please feel free to contact me
6. Left call back number

*** Phone - Call - Outbound created on 05/22/2018 13:46:25 (GMT-08:00) Pacific Time (US & Canada) and created by ***

Called StateFarm Insurance and spoke with

Writer states:

1. Calling in regards to claim number
2. Kia performed a preliminary inspection on 5/17
3. Vehicle of origin and cause is undetermined
4. Kia is not making a settlement offer at this time
5. Thank you

Insurance states:

she is out this week

2. I know she is still waiting for a Fire Report
3. I will make a note

*** 05/22/2018 13:48:52 (GMT-08:00) Pacific Time (US & Canada) ***

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2013 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					2
		05/23/2013	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Case moved into WIPBin 5/22 (Tuesday) and Sub Status of Assigned

*** 05/23/2018 11:16:05 (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : Concerns Recorded

[Resolution Summary]

Kia Motors America
Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2013 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	██████████	██████████	██████████	0
		03/14/2013	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 11/11/2014 09:28 AM Pacific Daylight Time ██████████
██████ created case per CAFOM ██████████

██████ PHONE LOG 11/11/2014 09:35 AM Pacific Daylight Time ██████████ Action Type:Ltr/email/fax rec'd
Writer was forwarded email sent to CAFOM from Chuck Cialoni, Area Maintenance Manager at The Hertz Corporation (ccialoni@hertz.com)
Good Morning Sir,
We have a Soul that caught on fire, the renter claimed that it happen while the car was parked. I see 3 people listed on our manufacturer contact list, would you like me to forward this request or should it go through you?
Thank you

Chuck Cialoni
Area Maintenance Manager
The Hertz Corporation
2170 South Mannheim Road
Des Plaines IL. 60018
USA
847-759-7410
866-777-0603 faxgate

██████ PHONE LOG 11/11/2014 09:36 AM Pacific Daylight Time ██████████ Action Type:Ltr/email/fax sent
Sent email to Chuck Cialoni, Area Maintenance Manager at The Hertz Corporation (ccialoni@hertz.com) and John Jameson (JJameson@hertz.com)
Good Morning,

Please be advised I will be assisting you from this point forward. Could I get photos of the vehicle, police and/or fire report, mileage and current location of vehicle. Also, do we have a statement of what happened? Is there a way I can reach the customer?

██████ PHONE LOG 11/13/2014 09:31 AM Pacific Daylight Time ██████████ Action Type:Ltr/email/fax rec'd
Received email from Chuck Cialoni, Area Maintenance Manager at The Hertz Corporation (ccialoni@hertz.com)

██████
Thank you for your quick response. While gathering more facts for this unit we were able to determined that the fire had been purposely set. Again, sorry to have alarmed and I thank you for your attention in this matter.

██████ PHONE LOG 11/13/2014 09:36 AM Pacific Daylight Time ██████████ Action Type:Ltr/email/fax rec'd
Received email from Chuck Cialoni, Area Maintenance Manager at The Hertz Corporation (ccialoni@hertz.com)

██████
Thank you for your quick response. While gathering more facts for this unit we were able to determined that the fire had been purposely set. Again, sorry to have alarmed and I thank you for your attention in this matter.

██████ PHONE LOG 11/13/2014 09:38 AM Pacific Daylight Time ██████████ Action Type:Ltr/email/fax sent
Sent email to Chuck Cialoni, Area Maintenance Manager at The Hertz Corporation (ccialoni@hertz.com), John Jameson (JJameson@hertz.com) and John Salerno (Js Salerno@hertz.com)
Charles,

Kia Motors America Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2013 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					0
		03/14/2013		Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

No problem, let me know if you need further assistance.

*** CASE CLOSE 11/13/2014 09:39 AM Pacific Daylight Time

PHONE LOG 11/13/2014 10:13 AM Pacific Daylight Time Action Type:Ltr/email/fax rec'd
Received email from Chuck Cialoni, Area Maintenance Manager at The Hertz Corporation (ccialoni@hertz.com)
I certainly will, thanks again.

CASE CLOSE 11/13/2014 10:13 AM Pacific Daylight Time

NOTES 12/23/2014 05:55 PM Pacific Daylight Time Action Type:Internal
Tread review complete.

*** CASE CLOSE 12/23/2014 05:55 PM Pacific Time

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2013 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					27,000
		08/06/2013	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 02/23/2015 08:44 AM US Mountain Standard Time WBurks

cust stated:

1. Getting ready to move
2. The engine started shaking last time I drove it
3. Had it towed by the insurance
4. The engine was damaged
5. Insurance is covering most of the fire damage
6. My insurance said to call Kia for the rest to be covered by warranty

writer stated:

1. Apologized
2. Explained that the car will need to go to a Kia dealer
3. Verified cust info
4. What Kia dealer will the car go to

cust stated:

1. I do not know
2. How am I going to get it there

writer stated:

1. Explained RSA will have car towed to nearest dealer
2. Provided case#

cust stated:

1. Ok thank you

writer stated:

1. Took accident scripting
2. Explained to call us back when car is towed to dealer
3. Explained to call when cust knows what dealer car is going to

cust stated:

1. The insurance will only cover the fire damage
2. Not any other repairs
3. Will call when I get the car towed

-----CALL TO ACTION-----

1. Sending to NCA for review
2. Cust alleges car was on fire
3. Car is not at a Kia dealer
4. Cust will be having towed from repair shop to Kia
5. Cust is requesting that Kia cover what the insurance did not cover

-----CALL TO ACTION-----

*** PHONE LOG 02/26/2015 11:28 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2013 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					27,000
		08/06/2013	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

left VM for customer, requesting a call back.

*** PHONE LOG 03/03/2015 03:53 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr left VM for customer, requesting a call back.

*** NOTES 03/27/2015 03:48 PM Pacific Daylight Time MHillegas Action Type:Internal
Tread review completed.

*** CASE CLOSE 03/27/2015 03:48 PM Pacific Daylight Time MHillegas
Pending further customer contact.

*** PHONE LOG 05/21/2015 09:34 AM US Mountain Standard Time MFlores Action Type:Incoming call
Sally @ Safeco Insurance company :
1. I am calling to check on the status of the reimbursement for trip interruption

Writer states:

1. Advised can connect to Kia claims
2. Gave case #

Customer states:

1. Ok thank you

*****connected to ext# 40472 - Claims department

*** CASE CLOSE 05/21/2015 09:34 AM US Mountain Standard Time MFlores

*** PHONE LOG 06/25/2015 12:27 PM US Mountain Standard Time SLarez Action Type:Incoming call
Sally from Insurance co. called in to check reimbursement status.

Writer states.

1. Reviewed case and transferred customer to Kia Claims

Writer states.

1. What fax number did you fax it to.

Sally states.

1. number.

Writer verified it was no any of KCC numbers.

Transferred to Kia r/a claims

*** CASE CLOSE 06/25/2015 12:27 PM US Mountain Standard Time

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2013 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					27,000
		08/06/2013	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 06/25/2015 12:46 PM US Mountain Standard Time JJenkins Action Type:Incoming call
Sally from Insurance co. called in to check reimbursement status.

1 as last two calls in

2 Doesn't want to speak with RSA claims they are not helping me they just are denying me

Writer states:

1 Apologized but we do not handle RSA claims here

2 You will have to work with that dept

3 Offered transfer

Sally states:

1 Repeats complaint and disconnects call

*** CASE CLOSE 06/25/2015 12:46 PM US Mountain Standard Time

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2013 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					0
		08/05/2013	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 03/27/2015 04:28 PM Pacific Daylight Time SGuindi

NCA rec'd letter from Borgelt Powell Peterson & Frauen SC. Letter states:

1. This law firm has been retained on behalf of Badger Mutual Insurance Company in connection with the fire that occurred on 3/5/15.
2. In investigating the cause and origin of the fire, it appears that materials, equipment, installation or other services performed by one or more of you may potentially have been involved in the cause and origin of the fire.
3. We have attempted to leave the fire scene undisturbed, without modification, as much as possible.
4. The inspection and investigation will commence on 4/16/15.
5. You are invited to attend and participate.

Attaching to case and dispatching to NCA.

*** PHONE LOG 03/30/2015 08:36 AM Pacific Daylight Time J Mojica Action Type:Ltr/email/fax rec'd

From: Cronin, Joshua [mailto:jcronin@borgelt.com]

Sent: Monday, March 23, 2015 7:02 AM

To: [REDACTED]

Subject: Badger Fire Loss: 1 of 4

We do not have any fire/police report at this time. Photographs are attached.

Joshua B. Cronin

Borgelt, Powell, Peterson & Frauen, S.C.

735 N. Water Street, Suite 1500

Milwaukee, WI 53202

PH: 414-287-9176

Email: jcronin@borgelt.com <mailto:jcronin@borgelt.com>

*** CASE CLOSE 03/30/2015 08:37 AM Pacific Daylight Time [REDACTED]

Legal handling case.

Kia Motors America
Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2013 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
Laurel	MS	04/11/2013		Dealer: MS003	KIA of Laurel

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 04/16/2015 09:43 AM US Mountain Standard Time

Customer states:

1 I have a 2013 Soul

2 Daughter was driving veh and it caught fire

Writer took incident report from) 3

Wrt stated:

1 Apologized

2 Took incident report

3 If you have any information like copy of police report, photos, etc please send them to Kia

4 Gave National Consumer Affairs PO Box. Gave case#

5 Will forward this information to our National dept that handles these matters for further research & review

6 Kia National office will contact you within 2-3 business days

7 At that time they will advise who your case mgr is, their contact info, & any status updates

Customer Mrs. Thigpen (daughter) states:

1 Thank you

*** NOTES 04/16/2015 09:53 AM US Mountain Standard Time JJenkins Action Type:Dealer contact

Dispatch for:

1 Cust alleges vehicle caught fire

2 Assist determination

*** PHONE LOG 04/17/2015 03:49 PM Pacific Daylight Time JMoica Action Type:Outgoing call

Wtr:

1. Calling in reference to vehicle.

2. I wanted to f/u with you and let you know your case was escalated to NCA.

3. I will be handling it from here.

4. Requested pictures and copy of fire/police report.

Customer ():

1. Thank you for calling.

2. I think you will need to talk to my dad.

3. He has all of that.

4. It was his car.

5. Do you want this #?

Wtr:

Is that (yes)

2. Ok, I have his contact info but thank you for offering.

3. I will make him my point of contact.

4. Thanked and disconnected.

*** PHONE LOG 04/22/2015 07:57 AM Pacific Daylight Time Action Type:Outgoing call

spoke to Mr. on 4/17/15

Wtr:

1. Calling in reference to vehicle.

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2013 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
Laurel	MS	04/11/2013	Dealer: MS003	KIA of Laurel	27,000

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

2. I apologize for the concern you experienced with the vehicle.
3. We want to look further into this, and in order to do so I need pictures and a copy of the fire report.

Customer:

1. Ok, I can look into getting that to you.

Wtr:

1. Ok.
2. Provided email address.
3. Please send me the docs and we will go from there.
4. Thanked and disconnected.

*** PHONE LOG 04/23/2015 09:29 AM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr:

1. Calling to f/u with the doc request.
2. I haven't gotten the docs from you.

Customer:

1. I can't figure out how to email the pictures.
2. I will have to mail them to you.
3. I'll get them in the mail today.

Wtr:

1. Ok, provided PO Box mailing address.
2. Thanked and disconnected.

*** NOTES 04/29/2015 01:25 PM Pacific Daylight Time SGuindi Action Type:NCA Corresp. rec'd
NCA rec'd incident report and photos from customer. Attaching to case and reassigning to JMoJica.

*** PHONE LOG 05/06/2015 03:10 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr attempted to contact customer at ()

1. No answer.
2. No VM.

*** PHONE LOG 05/13/2015 02:39 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr:

1. Calling in reference to vehicle.
2. We received the pictures that you sent over.
3. I wanted to see if you could also send me a copy of your maint. records.

Customer:

1. Those burnt up in the car.
2. I will get them and mail them to you.
3. I am meeting with my ins. co. on Saturday.

Wtr:

1. Ok, Kia will need the maint. records to further review your claim.
2. Have you settled with you ins. co.?

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2013 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
Laurel	MS	04/11/2013	Dealer: MS003	KIA of Laurel	27,000

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Customer:

1. No, not yet.
2. I will put the docs in the mail on Saturday.

Wtr:

1. Informed of subro process.
2. Provided mailing address.
3. Thanked and disconnected.

*** PHONE LOG 06/01/2015 12:53 PM Pacific Daylight Time JMoica Action Type:Outgoing call

Wtr:

1. Calling in reference to vehicle.
2. I wanted to f/u to see if you had sent me the docs yet?

Customer:

1. I put them in the mail on Friday.

Wtr:

1. Ok, I will OOO from 6/4/15 through 6/17/15.
2. I am sure they will be on my desk once I get back.
3. I will make sure to review them upon my return and then get back to you.

Customer:

1. Ok, that sounds good.

Wtr:

1. Thanked and disconnected.

*** NOTES 06/02/2015 02:40 PM Pacific Daylight Time SGuindi Action Type:NCA Corresp. rec'd
NCA rec'd service documents from customer. Attaching to case and reassigning to JMoica.

*** PHONE LOG 06/30/2015 09:18 AM Pacific Daylight Time JMoica Action Type:Outgoing call

Wtr:

1. Calling in reference to vehicle.
2. I got the docs you sent over.
3. Unfortunately, at this time we will be referring you to you ins. co.
4. Explained subro.

Customer:

1. My ins. doesn't want to cover it.
2. They are saying they dropped me.
3. They said they dropped me because my license is suspended but I told them its not suspended.
4. I have been going back and forth with them.

Wtr:

1. Apologized.
2. This would be an ins. claim.
3. I am sorry you are having a difficult time with them.

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2013 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
Laurel					27,000
MS		04/11/2013		Dealer: MS003	KIA of Laurel

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

4. Based on the pictures, I am unsure that a cause could be determined.

5. Regardless, I hope everything gets sorted out between you and your ins. co.

Customer:

1. Ok, thank you.

Wtr:

1. Thanked customer and disconnected.

*** CASE CLOSE 06/30/2015 09:19 AM Pacific Daylight Time JMOjica

Closing case pending further contact.

*** CASE CLOSE 06/30/2015 03:43 PM Pacific Daylight Time JMOjica

TREAD review complete.

Kia Motors America
Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2013 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					0
		09/21/2012	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 08/11/2015 10:12 AM Pacific Daylight Time SGuindi

NCA rec'd letter from Liberty Mutual Insurance. Letter states:

1. The purpose of this letter is to inform you that as a result of this loss, Liberty Mutual Fire Insurance Company has paid damages to our insured under their automobile coverage.
2. Our initial investigation shows that you may have contributed to this loss and we are placing you on notice of potential reimbursement of \$3,736.81 damages paid under our insured's policy.

Attaching to case and dispatching to NCA.

PHONE LOG 08/14/2015 11:54 AM Pacific Daylight Time Action Type:Incoming call

Received message from at Liberty Mutual Insurance:

1. Nick Brotzman calling from Liberty Mutual Insurance Subrogation Department
2. Returning your voicemail on your file number
3. Thank you for getting back to me on that one
4. I just wanted to touch base with you and let you know
5. I was getting everything ready to send out to you today
6. And the shop called me in for apparently a supplemental payment
7. So I didn't send everything out because i want to wait to see what that supplemental payment is before I get everything out
8. But I did want to let you know that I wasn't avoiding you or anything like that
9. That I do plan on sending everything over
10. I do have your email address, so once that payment is issued or I gotta see what that's for
11. I will get everything out to you
12. Again your file numbers my claim number here is 032131978, it's for a 2013 Kia Soul
13. Again, thanks for getting back to me and if you have any questions, feel free to give me a call at (800)521-0986, ext 73437
14. Thank you very much and have a good day

*** PHONE LOG 08/14/2015 03:24 PM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr left detailed VM for Nick Brotzman at Liberty Mutual Ins. requesting a call back.

[!<For Internal Use Only

Wtr unable to meet 24/24 due to high volume of new cases & case load.>!]

*** PHONE LOG 09/30/2015 10:40 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr left detailed VM for Nick Brotzman at Liberty Mutual Ins. requesting a call back.

*** NOTES 09/30/2015 03:48 PM Pacific Daylight Time MHillegas Action Type:Internal

Tread review completed.

*** PHONE LOG 10/14/2015 10:14 AM Pacific Daylight Time MHillegas Action Type:Incoming call

Wtr received return vm from Nick Brotzman at Liberty Mutual (800) 521-0986 x73437 stating:

1. Calling in regard to Claim# , W
2. Paperwork is forthcoming.
3. I need your email address.

*** PHONE LOG 10/14/2015 10:21 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2013 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					0
		09/21/2012	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Wtr spoke with Nick Brotzman at Liberty Mutual (800) 521-0986 x73437 and stated:

- Wtr is returning your call in regard to [REDACTED] wtr provided claim number.
- Wtr provided email address to send paperwork.

Nick-Liberty Mutual stated:

- I was waiting for supplemental documents, however, I was advised by my adjuster that all payments have been made.
- I'll email the paperwork regarding this claim.
- I have owned a Kia for 5 years and have never had a problem with it.

Wtr stated:

- That's good to hear.
- Wtr will be on the look out for the paperwork via email.
- Thanks.

*** PHONE LOG 10/28/2015 12:14 PM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr left detailed vm for Nick Brotzman at Liberty Mutual (800) 521-0986 x73437 stating:

- Name, company, claim number and insured's name.
- Wtr is calling to follow up on the status of the subrogation documents you were going to email to wtr.
- Wtr provided phone number and email address.

*** CASE CLOSE 10/28/2015 12:15 PM Pacific Daylight Time MHillegas

Pending receipt of subrogation documents.

PHONE LOG 07/14/2016 11:40 AM Pacific Daylight Time [REDACTED] Action Type:Ltr/email/fax rec'd

From: Chris Chance [<mailto:CChance@wilberggroup.com>]

Sent: Monday, July 04, 2016 6:16 AM

[REDACTED] [KMA]

[REDACTED] 1359126 Liberty Mutual [REDACTED]

Good morning,

The [REDACTED] airing facility confirmed the defect for my client but only wrote the estimate on [REDACTED] as it would not write a formal cause and origin report.

Thank you and please enjoy your day!

Christine Chance

Attorney at Law, CSRP

Wilber & Associates, P.C.

210 Landmark Drive

Normal, IL 61761

800-313-5169 x3211

800-313-5179

Tax ID: 42-1628021

www.wilberggroup.com <<http://www.wilberggroup.com/>>

PHONE LOG 07/14/2016 11:40 AM Pacific Daylight Time [REDACTED] Action Type:Ltr/email/fax sent

Kia Motors America
Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2013 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					0
		09/21/2012	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Christine,

I apologize as I was out of the office last week and just left a voicemail for you. May I receive the VIN number associated to your clients vehicle so I can further investigate?

Thank you,

PHONE LOG 07/14/2016 11:40 AM Pacific Daylight Time Action Type:Ltr/email/fax rec'd
Thank you.

*** CASE CLOSE 08/09/2016 09:12 AM Pacific Time

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2013 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					0
		06/22/2012	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 03/28/2017 09:30 AM Pacific Daylight Time BCrosby

NCA rec'd letter from Cozen O'Connor. Letter states:

1. Our firm was retained by State Farm Fire and Casualty Insurance.
2. Fire likely originated within a Kia.
3. Retain and preserve any and all documents related to manufacturing 2013 Kia Souls.

Attaching and dispatching to NCA.

*** PHONE LOG 03/29/2017 07:57 AM Pacific Daylight Time RRistow Action Type:Outgoing call
Wrt left VM for attorney Robert Phelan. Pending C/B.

*** PHONE LOG 03/29/2017 11:44 AM Pacific Daylight Time RRistow Action Type:Outgoing call
Attorney Bob Phelan left VM requesting a C/B.

*** PHONE LOG 03/29/2017 11:46 AM Pacific Daylight Time RRistow Action Type:Outgoing call
Wrt contacted Bob Phelan:

1. Calling to see if you had any other info you were able to provide.
2. Let you know we were in contact with your investigator.

Bob replied:

1. I am aware of that.
2. Whatever he gave you, is what I would be able to offer.
3. Give me a call on Friday and I will give you an updat.

Wrt replied:

1. Okay, thanks for the help.

*** NOTES 03/29/2017 11:46 AM Pacific Daylight Time RRistow Action Type:Dealer contact

[!<For Internal Use Only

Bob Phelan's cell phone is 732-861-9426.>!]

*** PHONE LOG 03/31/2017 08:43 AM Pacific Daylight Time RRistow Action Type:Outgoing call
Wrt left a VM for Bob Phelan. Awaiting a C/B.

*** PHONE LOG 04/03/2017 07:48 AM Pacific Daylight Time RRistow Action Type:Outgoing call
Wrt left a VM for attorney Rob Phelan. Awaiting C/B.

*** PHONE LOG 04/05/2017 07:19 AM Pacific Daylight Time RRistow Action Type:Outgoing call
Wrt left a VM for attorney Robert Phelan. Pending customer contact.

*** PHONE LOG 04/06/2017 09:11 AM Pacific Daylight Time RRistow Action Type:Outgoing call
Wrt attempted to contact Rob Phelan:

1. He will be out of the country until 4/17/17.

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2013 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					0
		06/22/2012	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

2. Contact his secretary for assistance at [REDACTED].

*** PHONE LOG 04/06/2017 09:11 AM Pacific Daylight Time RRistow Action Type:Outgoing call
Wrt left VM for Rob's secretary. Pending C/B.

*** PHONE LOG 04/07/2017 09:26 AM Pacific Daylight Time RRistow Action Type:Outgoing call
Wrt left a VM for investigator Bill Hayden. Awaiting C/B.

*** PHONE LOG 04/10/2017 07:57 AM Pacific Daylight Time RRistow Action Type:Outgoing call
Wrt left a VM for the attorney's secretary. Pending a C/B.

*** PHONE LOG 04/11/2017 08:39 AM Pacific Daylight Time RRistow Action Type:Outgoing call
Wrt left a message for investigator Bill Hayden.

*** PHONE LOG 04/12/2017 09:26 AM Pacific Daylight Time RRistow Action Type:Outgoing call
Wrt left a VM for Kelsha White(Rob's secretary). Pending C/B.

*** PHONE LOG 04/13/2017 12:08 PM Pacific Daylight Time RRistow Action Type:Incoming call
Scretaryu Kelsha white left a VM for wrt;;
1. I do not have the answer to your question.
2. Please wait for Rob to return in a week.

*** PHONE LOG 04/19/2017 08:42 AM Pacific Daylight Time RRistow Action Type:Outgoing call
Wrt left a VM for the attorney on his cell phone. Pending a C/B.

*** CASE CLOSE 04/19/2017 08:52 AM Pacific Daylight Time RRistow
Wrt was informed to reach out to attorney on 3/31 for an update on whether or not they would be pursuing leagal action against Kia. Wrt has made multiple attempts to reach the attorney and has not heard from him. Case closed pending attorney contact.

*** 06/30/2017 08:45:44 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened with Sub Status of Working

*** Others - Others created on 06/30/2017 08:45:48 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
TREAD review complete.

*** 06/30/2017 08:46:22 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : CA-No Cust Contact
[Resolution Summary]