

**Kia Motors America**  
**Consumer Affairs Department**

| <u>Last name</u> | <u>First name</u> | <u>VIN of</u> | <u>2014 SOUL</u> | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|---------------|------------------|--------------------|----------------|
| [REDACTED]       |                   |               |                  | 12479808           | 82,000         |

1. I left the service the department and got in the car and went on the freeway and the veh caught fire  
2. Its completely burned up

Writer states:  
1 .Apologized  
2. Ran fire script

- Cust states:  
1. I asked for a rental and they told me no to go with the insurance  
2. I asked if I could reimbursed for the seatbelt they installed and they told me to take it up with my insurance  
3. I feel that if they would of taken the veh for a test drive that would of happened to DLR or they would of noticed something wrong.  
4. I will get the fire report info  
5. I have extreme anxiety over this

- Writer states:  
1. Informed case will be sent to another department for handling  
2. Please allow 2-3 business days for follow up  
3. Provided case #

Cust thanked

- 1 Customer alleges the veh caught fire  
2 Vehicle is currently with insurance company  
3 Customer is requesting unsure -wants her car back  
4 Please review and follow up accordingly

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2. Please advise

Cust states

1. The day this happened is the same day I had work done at the dlr
2. They replaced a seat belt mechanism
3. And also replaced the valve cover gasket
4. Insurance did a fire investigation and found it to be due to the dealer
5. I need a rental car
6. Dlr will not provide one and insurance only offers a discount

Wrt states

1. Apologize
2. Unable to provide assistance with rental at this time.
3. Seems like this is a discussion with dlr and your insurance
4. Please contact me if you have any questions

Cust states

1. Okay thank you.

\*\*\* Phone - Call - Inbound commitment fulfilled on 09/20/2017 09:34:11 (GMT-08:00) Pacific Time (US & Canada) with

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(AP - DID A CRASH OCCUR?) TL\* THE CONTACT OWNED A 2014 KIA SOUL. THE CONTACT HAD THE VALVE COVER GASKET AND SEAT BELT RETRACTOR REPLACED AT FOLSOM LAKE KIA (12751 FOLSOM BLVD, FOLSOM, CA 95630). AFTER LEAVING THE DEALER, WHILE DRIVING 65 MPH, THE CONTACT APPLIED THE BRAKE PEDAL AND IT TRAVELED TO THE FLOORBOARD. THE VEHICLE CAUGHT FIRE WITHOUT WARNING. THE VEHICLE WAS TOWED AND DEEMED A TOTAL LOSS. THE CONTACT SUSTAINED NECK STRAIN, HEADACHES, AND INJURED HER LEFT KNEE. MEDICAL ATTENTION WAS REQUIRED. A POLICE REPORT WAS FILED. THE CONTACT CALLED A LOCAL DEALER, BUT WAS REFERRED TO THE INSURANCE AGENCY. THE MANUFACTURER WAS NOTIFIED OF THE ISSUE AND OPENED CASE NUMBER: 12479808. NO FURTHER ASSISTANCE WAS OFFERED. THE FAILURE MILEAGE WAS UNKNOWN.

[Resolution Summary]  
Pending further contact.

\*\*\* 09/29/2017 16:50:21 (GMT-08:00) Pacific Time (US & Canada) \*\*\*  
Reopened with Sub Status of Working

\*\*\* Note - Others created on 09/29/2017 16:50:26 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*  
Tread review completed this date

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working on together. I have attached our Subrogation paperwork as well as a synopsis of the Fire Cause Analysis. If you need to schedule an examination of our vehicle please feel free to contact Sarah Moody who will assist in coordinating this with all involved parties. Ms. Moody can be reached at 602-738-0626. Please do not hesitate to contact me to discuss any questions/concerns you may have.

Best Regards,

2. Contacting you in regards to claim
3. Made contact with customer and she advised the dealer replaced a seat belt mechanism and valve cover
4. On the day of pick up, thermal event occurred
5. Customer advised that insurance completed investigation and found to be due to dealer workmanship

Subrogation Resolution Specialist

\*\*\* Phone - Call - Inbound commitment fulfilled on 10/09/2017 16:17:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/10/2017 closed by Alex Villalpando \*\*\*

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Reopened with Sub Status of Working

\*\*\* Letter - Letter Received created on 10/18/2017 10:46:21 (GMT-08:00) Pacific Time (US & Canada) and created by

\*\*\* 10/18/2017 16:24:15 (GMT-08:00) Pacific Time (US & Canada) \*\*\*  
Accepted, from Queue = National CA to WIPBin Inbox/Need To Call

\*\*\* 10/18/2017 16:29:19 (GMT-08:00) Pacific Time (US & Canada) \*\*\*  
Closed with Resolution Code : Concerns Recorded  
[Resolution Summary]  
Pending further contact.

\*\*\* 03/14/2018 13:53:15 (GMT-08:00) Pacific Time (US & Canada) \*\*\*  
Reopened with Sub Status of Working

\*\*\* 03/14/2018 14:00:26 (GMT-08:00) Pacific Time (US & Canada) \*\*\*  
Closed with Resolution Code : Concerns Recorded  
[Resolution Summary]  
Pending further contact.

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\*\*\* Assigned to WIPBin default of Amanda Cromer on 02/13/2018 07:06:21 (PST)

\*\*\* Phone - Call - Inbound created on 02/13/2018 10:31:59 (GMT-07:00) Arizona and created by [REDACTED]

[REDACTED]

[REDACTED]  
[REDACTED] [REDACTED]

[REDACTED] [REDACTED] \*\*\*

Writer called customer @ (502) 235-1478: Left VM

1. Introduced self
2. adv cust calling to follow up on veh
3. adv cust to call back with further questions or concerns
4. gave case#, KCA#

\*\*\* Phone - Call - Inbound created on 02/16/2018 10:10:50 (GMT-07:00) Arizona and created by Amanda Cromer \*\*\*  
Forward to NCA:

1. Part on UPER since 2/12/2018
2. Part has not shipped, still on Back Order

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\*\*\* Email - Internal Email Received created on 02/16/2018 16:25:02 (GMT-08:00) Pacific Time (US & Canada) and created by Shelby Jocelyn \*\*\*  
NCAA verified with MPA the ETA for PART NUMBER: 264V2 2EH00AR/ ORDER NUMBER: 905797 to dlr OH080 is March

Dispatching to CE ECR for further case handling.

\*\*\* 02/16/2018 16:25:31 (GMT-08:00) Pacific Time (US & Canada) \*\*\*  
Dispatched from WIPBin = UPER ETA to Queue Central Region ECR by Shelby Jocelyn  
Reason:

\*\*\* 02/19/2018 05:42:02 (GMT-07:00) Arizona \*\*\*  
Accepted from Queue Central Region ECR to WIPBin default-1 by Randy Chacon

\*\*\* 02/19/2018 06:42:31 (GMT-07:00) Arizona \*\*\*  
Assigned to WIPBin Default of Steve Larez by Randy Chacon  
Reason:

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MY and Mileage: 2014 Soul Mileage: 76473  
Most recent RO# Open Date and Close date (if applicable): RO #905797 opened 1/29/18  
Days Down at initial Service Alert report (if applicable):  
Most recent Repair Issue: vehicle leaking oil and has loud knocking noise  
and Diagnosis: needed new engine  
Customer says, vehicle leaking oil and has loud knocking noise  
Able to Duplicate (Y or N): Y  
Repeat Repair (Y/N), if so, how many times?: N  
Repair History of current concern with RO#, Open and Closed dates with mileage:  
ETA for completion of repairs (if applicable): after parts received would take about 2 days  
Parts on order (Y/N), if so obtain part#, order#: Part #264V2 2EH00AR Order # 905797  
Techline Case (if applicable): Y  
Rental / Loaner Provided? If so, since when?: Y as of 2/1/18  
Dealer contacted DPSM (if needed): N  
Vehicle repaired?: N  
Customer has possession?: N  
Dealer Code/Selling Dealer (Y or N): OH080 N  
Original Owner (Y or N): Y  
What is current Customer Request (if needed): N/A



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1. Thank you, That helps.

Writer states.

1. The first thing we want to do is fix the vehicle.
2. I will call you in a few weeks.
3. Feel free to call us back any time.

Customer thanked writer for contact.

\*\*\* Phone - Call - Inbound commitment fulfilled on 03/06/2018 13:43:09 (GMT-07:00) Mountain Time (US & Canada)  
with Commitment Date 03/22/2018 closed by Steve Larez \*\*\*

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Writer contacted customer left VM

1. Introduced Self with Kia Regional Office
2. Calling back about back-ordered engine.
3. Advised ETA late March-Early April, still.

1. Hello this is Eddie with the Kia Regional Office
2. Advised current eta on part
3. Apologized for any inconvenience and the delay
4. Advised I will be in touch until dealer has part
5. Please feel free to give me a callback if needed
6. My contact info 800-333-4542 EXT 45040 and case number

\*\*\* Phone - Call - Outbound created on 04/19/2018 10:22:36 and created by Edward Blair \*\*\*  
Writer

1. I see veh part was placed in upper status
2. Was calling to get eta
3. Any updates that i need to know about
4. Thanks for the help

\*\*Service advisor Christian \*\*

1. The motor is in (Short block)
2. Its in progress now to be done
3. I have a few in front of this one
4. I hope to have it done by next week some time

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\*\*\* Phone - Call - Inbound commitment created on 04/19/2018 10:27:03 with Commitment Date 04/27/2018 and created by Edward Blair \*\*\*

\*\*\* Phone - Call - Inbound commitment updated on 04/19/2018 10:28:19 with Commitment Date 04/27/2018 and updated by Edward Blair \*\*\*

Customer States:

1. I am just wondering on Kia's policy when a vehicle catches fire?
2. My car caught fire, they werent very thorough in explaining what exactly happened I dont know
3. But they said my car was on fire for 5 minutes because it is not moveable
4. They are saying they dont want to use insurance and they can try to get me into a new car
5. I dont feel I should have to send my info to all these banks and what not for something that is KMA's fault

Writer Advised:

1. Did they provide any other details about the fire?
2. Was it related to your vehicle or something else and your vehicle was consequential?

Customer states:

1. I have know idea

Writer Advised:

1. Well, it depends on what exactly happened KMA's involvement
2. KMA will review with dealer, and possibly get case escalated from customer
3. The fact dealer mentioned their insurance sounds like they are accepting liability, however, will need to contact them to determine what happened and what the resolution options are
4. Once we are able to confirm some information with the dealer, we can F/U with a direction

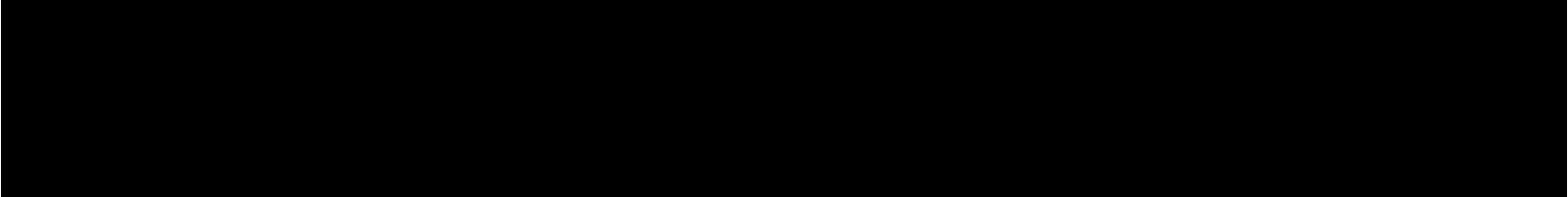
Customer States:

1. ya it seems they are being shady
2. I dont want a new car, I want my car fixed
3. I only owe 2 more years on this car, and I am 4 and a half months pregnant, getting into a new car i not something I necessarily want to do

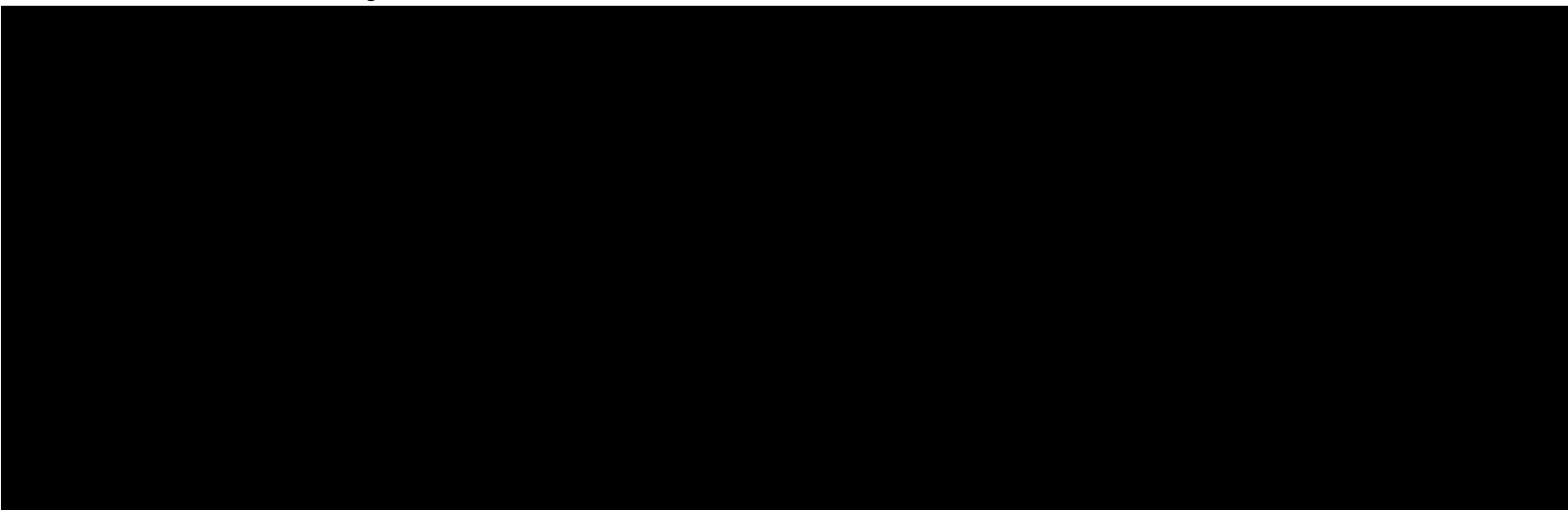
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- 
- 1.I was calling to get update on cust veh  
2.I see the part was placed on NBO  
3.Do you have any updates at all on veh ?  
4.Thanks for your help

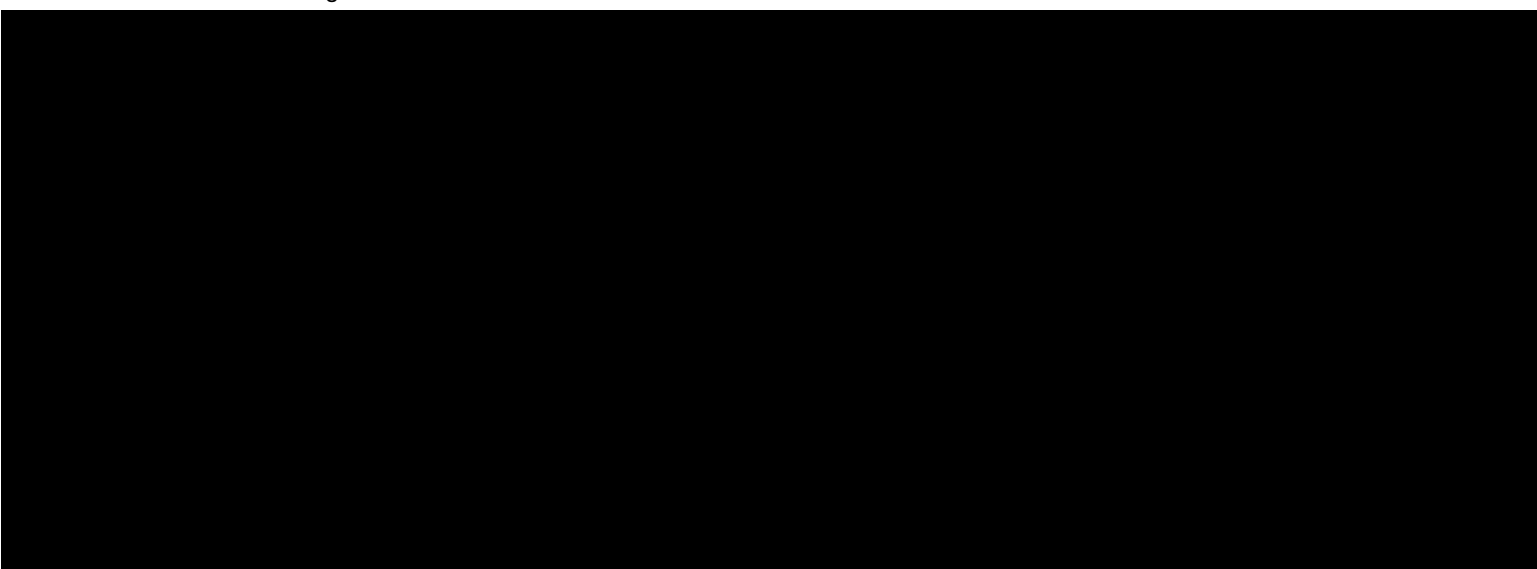
Service

- 1.I was just checking on that part as we speak  
2.It has arrived / veh did catch on fire for a few mins , Kia is taking care of this situation here at the dealer  
3.I will follow up with the cust as well once we get update on veh  
4.Thanks for calling
- 

created by Samuel Gottstein \*\*\*

\*\*\* Phone - Call - Inbound commitment fulfilled on 05/23/2018 10:48:08 with Commitment Date 05/23/2018 closed by Samuel Gottstein \*\*\*

\*\*\* Note - Others created on 05/23/2018 10:48:39 and created by Samuel Gottstein \*\*\*  
Forward to NCA  
1 Vehicle caught fire for 4-5min while down at OH080



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Dispatching to NCA

\*\*\* 05/23/2018 14:03:55 (GMT-08:00) Pacific Time (US & Canada) \*\*\*  
Assigned to WIPBin Inbox/Need To Call of Jeff Stroup by Shelby Jocelyn  
Reason:

\*\*\* 05/25/2018 08:00:22 (GMT-08:00) Pacific Time (US & Canada) \*\*\*  
Assigned to WIPBin default of Alex Villalpando by Jeff Stroup  
Reason:

\*\*\* Phone - Call - Outbound created on 05/25/2018 10:40:11 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*  
Wrt attempted contact with cust. Left message for CB

\*\*\* Phone - Call - Outbound created on 05/25/2018 10:42:55 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*  
Wrt contacted Kristin at dlr. Dlr advised  
1. Thermal event happened months ago  
2. Cust has since traded out of vehicle

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\*\*\* Note - Others created on 05/04/2018 09:08:29 (GMT-07:00) Arizona and created by Chistopher Davis \*\*\*

Forward to NCA

- 1 Customer alleges the vehicle caught fire
- 2 Vehicle is currently down at Terrys Towing
- 3 Customer is requesting other vehicles be inspected so other customer cars don't catch fire
- 4 Please review and follow up accordingly

\*\*\* 05/04/2018 10:34:25 (GMT-07:00) Arizona \*\*\*

Dispatched from WIPBin = 1.Default to Queue National CA by Chistopher Davis  
Reason:

\*\*\* 05/07/2018 08:01:11 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

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

\*\*\* 05/07/2018 08:12:17 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Assigned to WIPBin 1. Intro Calls of Ryan Ristow by Jeff Stroup  
Reason:

\*\*\* Phone - Call - Outbound created on 05/07/2018 14:59:03 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow \*\*\*

Wrt contacted the customer:

1. I am happy to review the case.
2. could you please send photos of the vehicle?

The customer replied;

1. I will.
2. I will also send the forensic report my insurance did.

Wrt replied:

1. Have you settled with the insurance?

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\*\*\* Email - External Email Received commitment updated on 05/14/2018 14:23:35 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/16/2018 and updated by Ryan Ristow \*\*\*

\*\*\* Email - External Email Received commitment fulfilled on 05/16/2018 08:32:07 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/16/2018 closed by Ryan Ristow \*\*\*  
Wrt left a VM for the customer requesting docs.

\*\*\* 05/16/2018 08:32:24 (GMT-08:00) Pacific Time (US & Canada) \*\*\*  
Closed with Resolution Code : No Cust Contact  
[Resolution Summary]  
Case closed pending customer contact.

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Svc Mgr David Briggs States:

1. We were test driving the customer's car when it caught fire on the highway.
2. The technician had to pull over and it just went up in flames.
3. We had just finished a transmission repair and needed to test drive the vehicle.

Writer States:

1. Apologized.
2. We need to fill out a fire report and have the customer call back with the Fire Report number.

Svc Mgr David Briggs States:

1. Thanks, we will have him call back in.

<For Internal Use Only

David Briggs S>

\*\*\* Note - Others created on 08/28/2018 16:17:03 and created by Eric Fenrick \*\*\*

Forward to NCA

- 1 Customer alleges the car caught fire during test drive post repair
- 2 Vehicle is currently down at ID014
- 3 Customer is requesting .....
- 4 Please review and follow up accordingly

\*\*\* 08/28/2018 16:19:03 \*\*\*

Dispatched from WIPBin = 0-Default to Queue National CA by Eric Fenrick  
Reason: Customer Alleges Car Caught Fire During Test Drive

\*\*\* 08/29/2018 07:43:44 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

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

\*\*\* 08/29/2018 07:56:52 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Assigned to WIPBin 1. Intro Calls of Ryan Ristow by Jeff Stroup  
Reason:

\*\*\* Phone - Call - Outbound created on 08/29/2018 09:34:49 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow \*\*\*

Wrt requested photos from the dealer.

\*\*\* Phone - Call - Inbound commitment created on 08/29/2018 09:35:30 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/30/2018 and created by Ryan Ristow \*\*\*

\*\*\* 08/29/2018 09:36:17 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

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



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Wrt left a VM for the customer.

\*\*\* Phone - Call - Inbound commitment created on 08/31/2018 08:37:45 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/07/2018 and created by Ryan Ristow \*\*\*

\*\*\* Phone - Call - Inbound commitment fulfilled on 09/05/2018 16:03:48 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/07/2018 closed by Ryan Ristow \*\*\*

The customer contacted wrt:

1. Calling you back in regards to the case.

Wrt replied;

1. Thank you, I was seeking photos for review with the KMA engineers.

The customer replied:

1. I do not have any, but you can find info on the news and news's Facebook.

Wrt replied:

1. Okay, I Googled it and can see the info you are referring to.
2. I can use this.
3. Where is the vehicle now?

The customer replied:

1. We have been in contact with the dealer's insurance.
2. They are investigating, but we are afraid that what they will offer is just to payoff the car.

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\*\*\* Research - Others commitment fulfilled on 09/11/2018 16:08:00 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/11/2018 closed by Ryan Ristow \*\*\*  
Wrt reviewed with the KMA engineers.

\*\*\* Phone - Call - Outbound commitment created on 09/11/2018 16:08:20 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/12/2018 and created by Ryan Ristow \*\*\*

\*\*\* Phone - Call - Outbound commitment fulfilled on 09/12/2018 10:33:08 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/12/2018 closed by Ryan Ristow \*\*\*  
Wrt left a VM for the insurance.

\*\*\* Phone - Call - Inbound commitment created on 09/12/2018 10:33:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/19/2018 and created by Ryan Ristow \*\*\*

\*\*\* 09/13/2018 16:38:19 (GMT-08:00) Pacific Time (US & Canada) \*\*\*  
Case moved into WIPBin 2. Pending Customer Callback and Sub Status of Assigned

\*\*\* Phone - Call - Inbound commitment updated on 09/19/2018 10:21:00 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/19/2018 and updated by Ryan Ristow \*\*\*  
Wrt left a VM for the insurance requesting a C/B.

\*\*\* Phone - Call - Inbound commitment updated on 09/19/2018 10:21:05 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/26/2018 and updated by Ryan Ristow \*\*\*

\*\*\* Phone - Call - Inbound commitment fulfilled on 09/24/2018 15:00:17 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/26/2018 closed by Ryan Ristow \*\*\*  
The insurance called back:  
1. Returning your call.

Wrt replied:  
1. Thank you.  
2. I was calling in to get an update.  
3. The customer was requesting assistance, so I informed them I would contact you.

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\*\*\* 09/25/2018 14:58:08 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Closed by Ryan Ristow with Resolution Code : Concerns Recorded

[Resolution Summary]

Case closed pending further contact.

\*\*\* 09/26/2018 09:58:36 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Reopened by Ryan Ristow with Sub Status of Working

\*\*\* Phone - Call - Inbound created on 09/26/2018 09:58:49 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow \*\*\*

The customer called in:

1. I just wanted to check the status and see what you found?

Wrt replied:

1. I spoke with the dealer's insurance and they advised that they were handling the concern.

2. Did they give you any other indication?

The customer replied:

1. They did not.

2. So the insurance is addressing it.

Wrt replied:

1. That is what they informed me.

Customer replied:

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1. CUSTOMER CONTACT.
2. CUSTOMER ALLEGES VEHICLE CAUGHT FIRE WHILE DRIVING.
3. REVIEW OF CASE FOR ADDITIONAL ASSISTANCE DETERMINATION.

\*\*\* PHONE LOG 02/06/2015 01:51 PM US Mountain Standard Time HSanchez

Customer states:

1. I am calling about a concern I have.
2. Provided VIN.
3. I am calling because my vehicle caught fire while driving.
4. I want KMA to inspect the vehicle and determine what could of caused this.

Writer states:

1. Apologized.
2. Verified contact info.
3. Verified no open SC's.
4. Completed accident questionnaire with customer.
5. Advised customer to send any available photos to KMW correspondence address.
6. Provided address.
7. Informed customer case will be forwarded to NCA for further review.
8. NCA will follow up with customer accordingly.
9. Recommended customer allow a minimum of at least 2 business days before expecting a response.
10. Offered additional assistance.

Customer states:

1. No other concerns, thank you.

\*\*\* NOTES 02/06/2015 01:51 PM US Mountain Standard Time HSanchez Action Type:Manager review

DISPATCHED FOR:

1. CUSTOMER CONTACT.
2. CUSTOMER ALLEGES VEHICLE CAUGHT FIRE WHILE DRIVING.
3. REVIEW OF CASE FOR ADDITIONAL ASSISTANCE DETERMINATION.

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Customer stated:

1. We loved the car; it's been great with no issues.
2. We drive vehicle a lot so I'm upset over losing it.
3. The Soul was our third Kia.
4. We purchased 2014 Sedona and 2014 Soul in June 2014.
5. We had an older Sedona and gave it to my father-in-law; it has over 300k miles on it.
6. We owe \$17k on the car; GEICO is paying off \$14k on the loan and Gap insurance is paying off balance of \$3k.
7. I was on a country road travelling 30-35 mph; road was clear and temp was 5 degrees; there was snow on the ground on the side of road from it snowing the Sunday before.
8. I had just passed a car then smelled smoke and all warning lamps lit up on the dash in a about a minute.
9. I pulled into a driveway and car felt sluggish.
10. I don't think I put gear in park because it completely lock up and locks were clicking on and off and radio got really loud.
11. I didn't hear any unusual noises prior to the fire.
12. I couldn't get out on driver's side because there were flames coming from underneath; I think fire started more on driver's side.
13. I had to crawl over center console and exit on the front passenger side then I opened rear pass door to get my daughter out.
14. She didn't know what to do because she is 13 and has Downs Syndrome.
15. I called 911 and within five minutes windows blew out and tires popped.
16. I had just filled up tank with gas the night before.
17. I had just dropped off my boys at school and was halfway on my way back home.
18. I live 10 mins / 8-10 miles from school so I was about 4 miles from home.
19. Vehicle is a total burn; it's like a metal shell.

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\*\*\* NOTES 02/12/2015 11:14 AM Pacific Daylight Time SGuindi Action Type:NCA Corresp. rec'd

NCA rec'd letters and photos from customer. Customer states:

1. Per a conversation with one of your customer service reps today, I am sending in photos of my 2014 Kia Soul which caught fire this morning while I was driving it.
2. The first started very quickly in the front of the vehicle this morning and spread to the whole car within minutes.
3. I had to climb over to the passenger to get out and then get my daughter, who was riding in the back, out.
4. I have been a loyal Kia owner for over 10 years.
5. This is my 3rd Kia vehicle and I am devastated about what was happened to it.
6. More importantly, I want to know why it happened, I want to know that I can trust Kia again in the future.

Attaching to case and reassigning to MHillegas.

\*\*\* NOTES 02/12/2015 03:54 PM Pacific Daylight Time MHillegas Action Type:Internal

NCA reviewed case with KMA engineer:

1. KMA to inspect vehicle.
2. Wtr to obtain all service/maintenance records from dealer.

\*\*\* NOTES 02/16/2015 12:38 PM Pacific Daylight Time MHillegas Action Type:Dealer contact

Wtr spoke with SA Nick at OH028 and stated:

1. Wtr requested all service records for vehicle and provided VIN.

SA stated:

1. I did the prep for vehicle on 6-11-14 and first oil change was performed on 9-26-14 at 4,115 miles.
2. I can fax RO's to you.

Wtr stated:

1. Wtr provided NCA's fax number to SA.
2. Thank you.

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[REDACTED]

Wtr received VM from Gina Carstens at GEICO (478) 722-2792.

\*\*\* PHONE LOG 02/18/2015 09:16 AM Pacific Daylight Time MHillegas Action Type:Ltr/email/fax rec'd  
Wtr received email from customer, Sharon Lott stating:

[REDACTED]

Subject: Re: Last batch of Kia Soul photos

Michele,

It's been a week since we last spoke. Have you heard anymore about whether the engineers will be able to look at my vehicle to see if they can determine a cause?  
Please let me know what, if anything, you have found out.

Thank you,  
Sharon Lott

[REDACTED]

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Sharon Lott



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Thank you,  
Sharon Lott

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3. Any further questions please give wtr a call back.

Thank you for your patience and cooperation in this matter.

Michele Hillegas

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Wtr stated:

1. Thank you.

\*\*\* NOTES 03/10/2015 11:08 AM Pacific Daylight Time MHillegas Action Type:Other (external)

Wtr left a detailed VM for Gina Carstens at GEICO (478) 722-2792 stating:

1. Wtr gave you the incorrect name of engineer who will be inspecting vehicle.
2. Wtr provided correct name of engineer who will be inspecting vehicle on 3/31/15.
3. Wtr apologized for the misinformation.

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Michele,

I saw where the Kia Souls were being recalled for the break pedals falling apart. My Kia Soul was manufactured and purchased during the dates listed for those recalls. I was curious to see if my Soul would be part of that recall. I am also very interested to hear what your engineer says when he goes out next week to look at my vehicle. Please keep me posted.

Thank you,

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says it is \$16,878.84, which will leave a difference of \$1,480.77. I have already made 2 payments on this vehicle since it burned down. I have emailed the Kia dealership regarding the GAP insurance and papers that I needed and no one has gotten back to me. This whole thing has been a nightmare. I am not paying anymore on a vehicle that burned up. I am already out 9 payments, plus a down payment and no one (other than yourself) from Kia or Ricart Kia has gone out of their way to offer help. Please let me know what needs to be done to rectify this situation.

Thank you.

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\*\*\* NOTES 04/02/2015 07:33 AM Pacific Daylight Time MHillegas Action Type:Other (external)  
Wtr received VM from Gina Carstens at GEICO (478) 722-2792.

\*\*\* NOTES 04/02/2015 07:39 AM Pacific Daylight Time MHillegas Action Type:Other (external)  
Wtr spoke with Gina Carstens at GEICO (478) 722-2792 and stated:

1. Wtr is returning your call in regard to Sharon Lott.
2. KMA engineer inspected the vehicle.
3. Wtr will be reviewing case with KMA engineer when he returns to the office and should have a determination on case by tomorrow Fri. 4-3-15.
4. Wtr will contact you back with engineer's findings and Kia's position in this matter.

GEICO Rep stated:

1. Okay, thank you.

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1. Wtr is calling to provide you with an update on your case.
2. Wtr wanted to give you the results of KMA engineer's inspection.
3. KMA engineer performed a full physical inspection of vehicle.
4. KMA engineer was unable to determine exact cause of fire due to the extent of the fire and burn damage to the vehicle.
5. Basically there was little or no evidence remaining to inspect.
6. Based on KMA's inspection cause of fire is being classified as "undetermined".
7. Wtr has advised insurance company of our findings.
8. Wtr is not sure if GEICO has sent a fire investigator to inspect vehicle or not.
9. Wtr has not heard back from insurance company.

Customer stated:

1. Thank you for calling me with updated information on my case.

Wtr stated:

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Yes it wasn't a good day. @KiaConsumerCare

KiaConsumerCare ?@KiaConsumerCare

@truthisnikkirox We received your DM. A member of our consumer assistance team will contact you shortly. ^MW

\*\*\*\*\*

Direct Messages › with Nicole Miller

Nicole Miller

KNDJN2A25E7002441 717-385-8118

\*\*\* PHONE LOG 06/29/2015 03:01 PM US Mountain Daylight Time KCampos Action Type:Outgoing call

Writer called cust states

1. I am calling in regards to a social media post
2. I see that the veh caught on fire and wanted to gather some information in regards to this incident

Cust state

1. Ok, thank you



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Link to tweet with customer's picture

<https://twitter.com/truthisnikkiroxx/statuses/615645918612754432>>!]

\*\*\* PHONE LOG 07/01/2015 03:55 PM Pacific Daylight Time JMOjica Action Type:Outgoing call

Wtr:

1. Calling in reference to vehicle.
2. I received the pictures that you uploaded, but I also need a copy of the fire report along with a copy of the maint records.

Customer:

1. The fire report is not available yet.
2. The problem with the maintenance records is that they burned up.
3. They were in the glove box.

Wtr:

1. I am sorry to hear that.
2. Where did you normally service the vehicle?

Customer:

1. At Pep Boys.

Wtr:

1. If you have their info I can give them a call and request a copy, or if you want to reach out to them that's fine too.

Customer:

1. I am going to look online.
2. I looked up the last record for the ins. co. because they wanted that info too.

Wtr:

1. Ok, that works too.
2. Provided email address.
3. What is your status with your ins. co.?

Customer:

1. The adjuster declared it a total loss..
2. They are going to take the car to a salvage yard, or something like that.

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\*\*\* NOTES 07/07/2015 11:51 AM US Mountain Standard Time MWindsor Action Type:NCA Web Contact  
SOCIAL MEDIA POST:

Can I get some answers on why this happened to my 2014 Kia Soul? And with only 14,000 miles on it - Now i'm out the equity that I had put into my lease

Nicole Miller

I reported the fire to the safer cars gov website. lawyers won't touch the case because no one was physically injured.

Nicole Miller

As they aren't calling me back, i'm trying your suggestion of social media

.Kia Motors America Hi Nicole - We will message your analyst so she can contact you as soon as possible. When did you email your documents? ^MW

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Thank you,  
Nicole

Sent from my iPhone

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Wtr left VM for customer:

1. I did receive your emails.
2. I will be reviewing your case with my engineer, and once I have more info for you I will c/b.
3. In the mean time, if you have any questions, please c/b.
4. Provided c/b # and case # for reference.
5. Thanked and disconnected.

\*\*\* NOTES 07/14/2015 06:10 PM Pacific Daylight Time SGuindi Action Type:NCA Corresp. rec'd

NCA rec'd letter from Esurance. Letter states:

1. Please be advised that I represent Esurance Insurance Company.
2. The above vehicle was involved in a fire.
3. As you may have an interest in this matter, from both a safety precaution standpoint and as potential defendants in litigation, you are invited to have an expert attend and participate in the inspection and testing procedures.

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\*\*\* NOTES 07/20/2015 09:44 AM US Mountain Standard Time MWindsor Action Type:NCA Web Contact  
SOCIAL MEDIA POST:

Nicole Miller  
?@truthisnikkiroxx

Also, @KiaConsumerCare your car almost killed us. Think twice about buying any @Kia - report shows your car malfunction.

So @Kia get your act together. You're not getting another payment until this is resolved. Your car almost killed us.

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\*\*\* CASE CLOSE 04/22/2016 01:35 PM Pacific Daylight Time GVillela  
CML sent to Atty: Pending further customer contact

\*\*\* NOTES 07/13/2016 01:55 PM Pacific Daylight Time JeffStroup Action Type:Dealer contact  
wtr recieved same fax from atty

wtr spoke with Erica at atty office  
1. Atty is not available  
2. Atty does not have paralegal to assist  
3. wtr gave phone and email address to Erica

\*\*\* PHONE LOG 07/14/2016 08:06 AM Pacific Daylight Time JeffStroup Action Type:Ltr/email/fax rec'd  
Good Morning Mr. Stroup:

I will be in the office until 5:00 p.m. EST. Please contact me at your earliest convenience so that we can arrange for the inspection of the Kia Soul driven by my client. We would prefer all parties be in attendance at the same inspection namely Kia, Hertz and our firm's engineer.

Thank you for your anticipated cooperation.

1. she is representing both Maya Willis and Darryl Brown
2. vehicle caught on fire
3. atty is trying to cordinate KMA, Hertz, and their expert for an investigation

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7. customer advised vehicle first started at tail pipe then engulfed whole vehicle  
8. wtr asked for photos, vehicle location, VIN, and demand  
9. atty advised demand would come once all treatments are completed but wanted to get vehicle inspected

\*\*\* PHONE LOG 08/08/2016 09:33 AM Pacific Daylight Time GVillela Action Type:Outgoing call

Wtr sent email to Tom Hannon, at ced tech.:

1."Tom,

I am looking over this case for Jeff Stroup. I will review dates with our engineer.

However, we would need photos of the vehicle to move forward with finalizing the inspection.

Please reply back with photos of the vehicle.

Thank you,"

1. "Gustavo,

Thank you for the return message.

We do not have any photos of the vehicle at this time, as I have explained to Jeff. We are attempting to coordinate a joint party inspection with KIA and Hertz. Please provide a definite indication that KIA will or will not attend the



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inspection. As I mentioned in my messages to Jeff, we will be proceeding with the inspection in the next few weeks. We will attempt to coordinate with KIA's representative's availability if KIA is planning on attending. We need to know in the next few days if you will be in attendance.

Please feel free to contact me directly .

Thank you,

Tom"

In order for our engineers to move forward with an inspection, they would need pictures and documentation of the incident with the vehicle. We would like to inspect, but we would need that information before we do.

Thank you,"

Leanne stated:

1. I can send over fire report
2. We dont have pictures at this time

Wtr stated;

1. Okay
  2. We will review once we receive it
- Wtr gave fax #

call ended

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\*\*\* PHONE LOG 09/14/2016 02:46 PM Pacific Daylight Time GVillela Action Type:Outgoing call  
Wtr sent email to thomas hannon with info to contact engineer

\*\*\* PHONE LOG 09/27/2016 02:51 PM Pacific Daylight Time GVillela Action Type:Outgoing call  
Engineer spoke with Thomas Hannon & was notified inspection took place on 9/8 at Windsor Locksm CT.

\*\*\* CASE CLOSE 09/27/2016 02:51 PM Pacific Daylight Time GVillela  
Pending further contact

\*\*\* CASE CLOSE 10/02/2016 12:37 PM Pacific Daylight Time AnReyes