

RECEIVED

FEB 12 2015

Kia Motors America
P.O. Box 52410
Irvine, CA 92619
Attn: Customer Relations

CONSUMER AFFAIRS

February 6, 2015

To Whom it May Concern:

Per a conversation with one of your customer service reps today, I am sending in photos of my 2014 Kia Soul which caught on fire this morning while I was driving it. These were taken with my cell phone, so they are not the best.

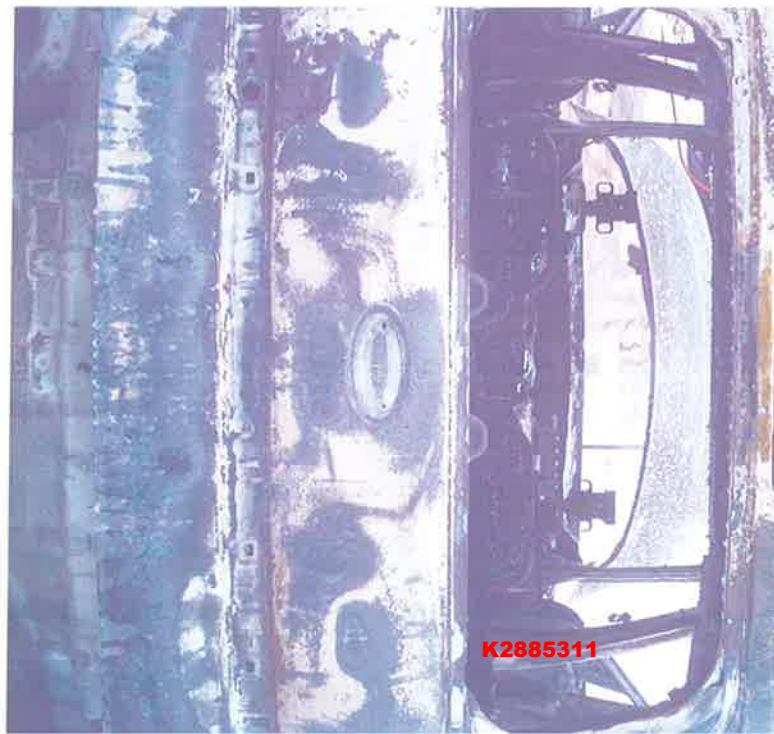
The vin # for this vehicle [REDACTED]
[REDACTED] was purchased on June 14, [REDACTED] has had no known problems. The fire started very quickly in the front of the vehicle this morning and spread to the whole car within minutes. The fire started so quickly that by the time I realized what was going on, I was unable to get out of my driver's side door because that whole side of the car was on fire. I had to climb over to the passenger door to get out and then get my daughter, who was riding in the back, out. My daughter, who has Down Syndrome, did not know to get out on her own. It was a very frightening experience and one that could have ended very badly if we had not gotten out in time. I am requesting that you look into this incident. This should not have happened and I worry that it may happen to someone else.

My insurance claims adjustor is Gina Carstens with Geico and her phone number is 1-800-841-9160 ext. 2792 and she can arrange for an investigator from Kia to look at the vehicle. You can also contact the Glenford Fire Dept. and ask for Chief Chris Helser to request a copy of the fire report. Their phone number is 740-659-2262.

I have been a loyal Kia owner for over ten years. This is my third Kia vehicle and I am devastated about what has happened to it. More importantly, I want to know why it happened. I want to know that I can trust Kia again in the future.

I look forward to your help in this matter. Please feel free to contact me at my home ([REDACTED])
[REDACTED]
[REDACTED]
[REDACTED]

K2885311





K2885311

THE WORLD'S LARGEST

RICART

2614381

CAUSE:

510 PREP SOUL									
9132 WRK	1.27	0.90	1980	8496			84.96	84.96	
P/A PREP ADDITIONALS TO INTERNAL									
9132 IPKT	0.00	0.00	0	0			0.00	0.00	
1 H PREP									
NUTS, BOLTS, FLUIDS, FUSES			0	995	0	9.95	9.95	9.95	
			0		0 TPARTS				
			1980	8496	TLABOR				

VERSION 1 (EMP# 9132, 14JUN14 09:21): 8 PERFORM NEW CAR PREP
COMPLETED NEW CAR PREP

B GASOLINE CHARGES									
GAS GASOLINE CHARGES									
9132 IGKT	0.00	0.00	0	0			0.00	0.00	
1 KGAS FILLUP			0	5000	0	50.00	50.00	50.00	

C INSTALLED MUD FLAPS									
NWD NO WORK DONE									
9132 IKT	0.00	0.00	0	0			0.00	0.00	

VERSION 1 (EMP# 9132, 14JUN14 09:21): 8 NO WORK DONE NO WORK DONE

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
06-13-14	10:00	11:16	1.27	W	9132	A	
06-14-14	09:21	09:21	0.00	W	9132	A	
	09:21	09:21	0.00	W	9132	B	
	09:21	09:21	0.00	W	9132	C	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
1/1457200	8496	1980		1/1457300	0	0	
1/1354700	995	0		1/1470301	5000	0	
1/1411400	13496	*****		1/1470301	995	*****	
1/1413100	0	*****					

COST, SALE, & COMP TOTALS 1980 14491 0

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.	DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	*SHOP SUPPLY COSTS: We have added a charge equal to 15% of the total labor cost, not to exceed \$30.00, to the Repair Order for shop supplies used in connection with this repair.	DESCRIPTION	TOTALS
				ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	LABOR AMOUNT	0.00
					PARTS AMOUNT	0.00
					GAS, OIL, LUBE	0.00
					SUBLET AMOUNT	0.00
					MISC. CHARGES *	0.00
					TOTAL CHARGES	0.00
					DISCOUNT	0.00
					SALES TAX	0.00
					PLEASE PAY THIS AMOUNT	0.00

THE WORLD'S LARGEST

NIMKCP1 NEW FIRST MAINTENANCE OIL CHANGE - KIA

9600	CRK	0.00	0.30	0	120	1.20	1.20
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1 H-26300-35503 FILTER

ASSY ENGINE OIL	379	500	0	6.12	5.00	5.00
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5 5W20 ENGINE OIL	1325	1375	0	2.75	2.75	13.75
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VERSION 1 (EMP# 1,26SEP14 11:37): 4115 LOF CHANGED OIL AND FILTER

9600

B QUICK LANE MULTIPOINT INSPECTION

Q99P QUICK LANE MULTIPOINT INSPECTION

9600	CRK	0.00	0.00	0	0	0.00	0.00
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GBATT GOOD BATTERY TEST

9600	CRK	0.00	0.00	0	0	0.00	0.00
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GBK BRAKE CONDITION IS GOOD AT THIS TIME

9600	CRK	0.00	0.00	0	0	0.00	0.00
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GTIRE TIRE CONDITION IS GOOD AT THIS TIME

9600	CRK	0.00	0.00	0	0	0.00	0.00
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VERSION 1 (EMP# 1,26SEP14 11:38): 4115 INSP G BATT G BRAKE G TIRES

CUSTOMER PAY SHOP CHARGE FOR REPA	0	200	2.00
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WAIT created 2014-06-17

09:22:00am taken by Jer emy

Rodock

*** NO RO PUNCH TIMES ON FILE ***

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
1/1457000	120	0		1/1354300	500	379	
1/1054300	1375	1325		1/1467000	200	0	
1/1021510	165	0		1/1877309	2360	*****	0901

* COST, SALE, & COMP TOTALS 1704 2195 0

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By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

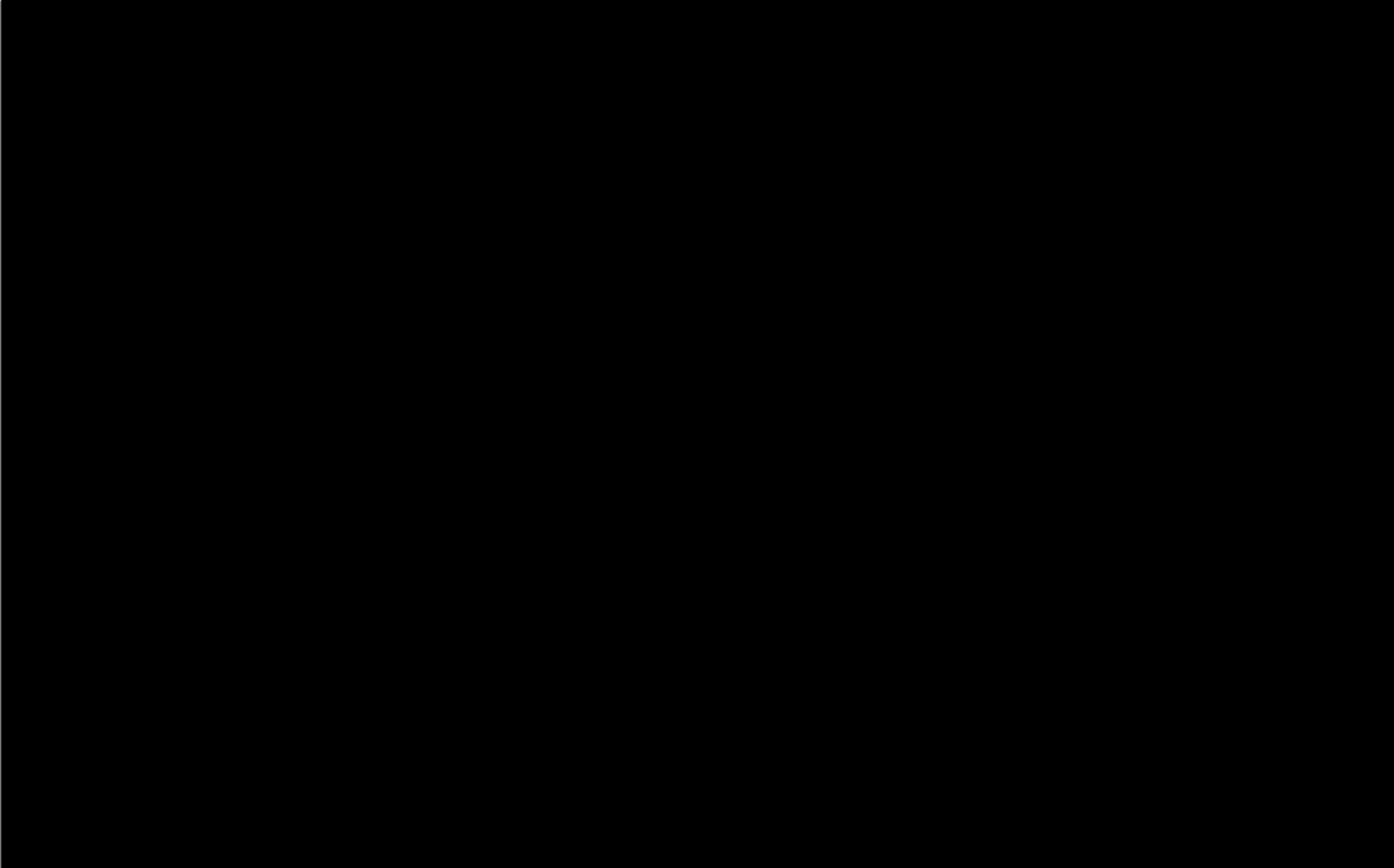
*SHOP SUPPLY COSTS:
We have added a charge equal to 15% of the total labor cost, not to exceed \$30.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	1.20
PARTS AMOUNT	18.75
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	2.00
TOTAL CHARGES	21.95
DISCOUNT	0.00
SALES TAX	1.65
PLEASE PAY THIS AMOUNT	23.60

DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE
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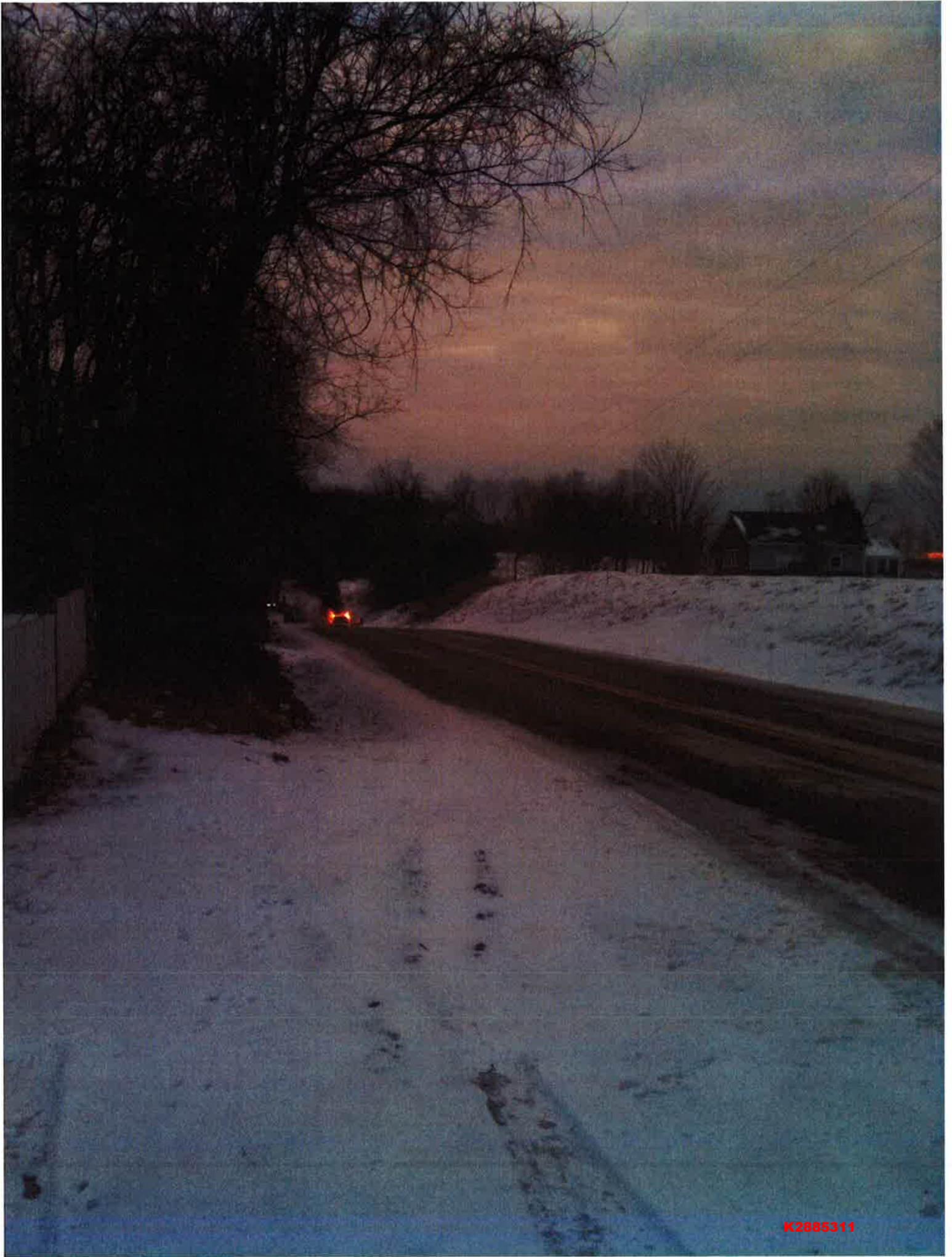
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