

Kia Motors America
Consumer Affairs Department

Page 1 of 2

*** Email - Internal Email Sent created on 06/05/2017 17:26:01 (GMT-05:00) Eastern Time (US & Canada) and created by James Flick ***

Advise DPSM Michael Mulligan of escalation to NCA for visibility

*** Note - Others created on 06/05/2017 17:26:49 (GMT-05:00) Eastern Time (US & Canada) and created by James Flick ***

*****Call-to-Action*****

Forwarding to NCA.

1. Customer alleges veh caught fire while being towed.
2. Vehicle has been totaled out and location is not known
3. Customer is requesting to advise Kia of situation
4. Please contact the customer with resolution.

*** Others - Others commitment created on 06/05/2017 17:28:17 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 06/06/2017 and created by James Flick ***

*** Others - Others commitment created on 06/05/2017 17:28:17 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 06/06/2017 and created by James Flick ***

*** Phone - Call - Inbound created on 06/05/2017 17:33:43 (GMT-05:00) Eastern Time (US & Canada) and created by Jada Jones ***

<For Internal Use Only
approved for dispatch>

Kia Motors America

Consumer Affairs Department

Page 2 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
------------------	-------------------	---------------	------------------	--------------------	----------------

Customer states:

1. He's driving and he's going to be parking soon and I will have him call you back

*** 06/07/2017 12:22:59 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 24/24 and Sub Status of Assigned

*** 06/09/2017 11:58:53 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 6/09 (Friday) and Sub Status of Assigned

*** 06/12/2017 14:53:17 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Concerns Recorded
[Resolution Summary]
Closing case pending further customer contact.

Kia Motors America

Consumer Affairs Department

Page 1 of 2

Last name First name VIN of 2015 SOUL Case Number Mileage

- did not cover that kia should cover
5. Car just caught fire while he was driving.

Writer States:

1. Confirmed owner, caller info
2. Apology for situation
3. Will need to get details regarding incident
4. Fire report taken

Writer States:

1. Advised customer if requesting further investigation
from kia customer will need to send complete photo's
of vehicle and fire report

Customer States:

1. I purchased this car for my son and so I am also on
the ownership documents as well
2. Requesting kia follow up with me regarding this fire

Kia Motors America

Consumer Affairs Department

Page 2 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
------------------	-------------------	---------------	------------------	--------------------	----------------

*** Phone - Call - Outbound created on 10/31/2017 09:49:48 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt attempted contact. Left message for CB

*** Phone - Call - Inbound commitment created on 10/31/2017 09:50:29 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/01/2017 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 11/01/2017 08:24:59 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt attempted contact. Unable to leave message for CB

*** Phone - Call - Inbound commitment created on 10/31/2017 09:50:29 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/06/2017 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 11/06/2017 10:21:17 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Kia Motors America

Consumer Affairs Department

Page 1 of 11

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
------------------	-------------------	---------------	------------------	--------------------	----------------

*** Assigned to WIPBin Inbox of Melissa Hight on 03/28/2018 07:06:21 (PST)

*** Phone - Call - Outbound commitment created on 03/28/2018 07:23:57 with Commitment Date 03/29/2018 and created by Melissa Hight ***

Wtr checked AS400

1. Part No# : 264V2 2EH00AR

Order No# : SI0205

ETA None at this time

*** Phone - Call - Outbound commitment created on 03/28/2018 07:24:30 with Commitment Date 03/29/2018 and created by Melissa Hight ***

*** Phone - Call - Outbound commitment fulfilled on 03/29/2018 06:32:47 with Commitment Date 03/29/2018 closed by Melissa Hight ***

Kia Motors America

Consumer Affairs Department

Page 2 of 11

Last name	First name	VIN of	2015 SOUL	Case Number	Mileage
-----------	------------	--------	-----------	-------------	---------

Able to Duplicate (Y or N): Y
Repeat Repair (Y/N), if so, how many times?: N
Repair History of current concern with dates and mileage:
ETA for completion of repairs (if applicable): NONE AT THIS TIME
Parts on order (Y/N), if so obtain part#, order#: 264V2 2EH00AR ; SI0205
Techline Case (if applicable): 12623635
Rental / Loaner Provided? If so, since when?: Y ; 02/05/2018
Dealer contacted DPSM (if needed): N
Vehicle repaired?: N
Customer has possession?: N
Dealer Code/Selling Dealer (Y or N): GA086 / Y
Original Owner (Y or N): Y
What is current Customer Request (if needed): Unknown
If HEV vehicle, is dealer HEV certified (if needed): N/A

*** Phone - Call - Outbound created on 03/29/2018 06:42:50 and created by Melissa Hight ***

Wtr called customer

Wtr states

1. Introduced self
2. Advised escalating to next level of leadership to get the engine sent out as quickly as possible - no ETA at this time
3. Advised ECM has 3 business days to review case notes
4. Advised ECM will be following up as needed
5. Provided case # and contact info

Customer states

Kia Motors America Consumer Affairs Department

Page 3 of 11

Last name	First name	VIN of	2015 SOUL	Case Number	Mileage
-----------	------------	--------	-----------	-------------	---------

>

*** 03/29/2018 17:14:59 (GMT-08:00) Pacific Time (US & Canada) ***
Dispatched from WIPBin = UPER 264V2 2EH00AR to Queue Southern Region ECR by Shelby Jocelyn
Reason:

*** 03/30/2018 07:07:05 (GMT-07:00) Arizona ***
Accepted from Queue Southern Region ECR to WIPBin default-1 by Randy Chacon

*** 03/30/2018 07:11:02 (GMT-07:00) Arizona ***
Assigned to WIPBin Default of Tammy Shamburger by Randy Chacon
Reason:

*** 04/02/2018 16:05:20 (GMT-07:00) Arizona ***
Case moved into WIPBin Default and Sub Status of Assigned

*** Phone - Call - Outbound created on 04/03/2018 14:35:44 (GMT-07:00) Arizona and created by Tammy Shamburger ***
wrt called customer and stated
1 this is Tammy from Kia.
2 wanted to introduce myself to you
3 your case sent to our consumer affairs escalation dept.
4 due to the fact you are waiting on a BO engine.
5 we will call you periodically to give you an update
6 currently eta is mid to late April.
cust states
1 no problem. I am in a rental.

Kia Motors America

Consumer Affairs Department

Page 4 of 11

Last name	First name	VIN of	2015 SOUL	Case Number	Mileage
-----------	------------	--------	-----------	-------------	---------

*** Phone - Call - Inbound created on 04/18/2018 15:15:06 (GMT-05:00) Eastern Time (US & Canada) and created by Travis Widener ***

Writer contacted customer left VM

1. Hello this is Travis with the Kia Regional Office
2. Advised current No eta on part

Customer states

1. Ok Thank you for following-up
2. As long as I have the rental I am good
3. Thank you

*** 04/27/2018 13:25:07 (GMT-05:00) Eastern Time (US & Canada) ***

Case moved into WIPBin 2 ECR WED and Sub Status of Working

*** 05/01/2018 05:16:27 (GMT-05:00) Eastern Time (US & Canada) ***

Dispatched from WIP 1 ECR LITE INBOX to Queue Eric ECR Lite queue by Bonnie Bauer

*** 05/01/2018 05:23:06 (GMT-05:00) Eastern Time (US & Canada) ***

Accepted from Queue Eric ECR Lite queue to WIPBin 03-ECR Wednesday by Eric Swecker

Kia Motors America

Consumer Affairs Department

Page 5 of 11

Last name	First name	VIN of	2015 SOUL	Case Number	Mileage
-----------	------------	--------	-----------	-------------	---------

Customer states:

1. Veh caught fire
2. Almost killed my husband
3. Absolutely horrible
4. Everything is not fine
5. The dealership was nice was nice
6. Gave us a couple thousand dollars off a new veh
7. Insurance with gap had to pay the rest of my loan off
8. My husbands arm was burnt
9. Lost his work equipment
10. The dealership didn't give us anything for the inconvenience

Writer states:

1. Apologized

Customer states:

1. This car was my daughters car
2. Thank god my husband volunteered to test drive it before we let her drive it again
3. If my daughter would have been driving the veh when this happened
4. I would have went straight to a lawyer
5. 6 months worth of work for my husband is gone because his laptop burned
6. Its very scary to be driving 75 and 85 miles an hour on the highway, have your veh catch fire and try to find a safe way to pull over as quickly as possible to get out of the veh!

Writer states:

1. Apologized

Customer states:

1. I wont ever buy another KIA!
2. After this happened i started doing research
3. It seems like KIA has the worse vehs
4. I read about a person being locked in their veh and having to bust the window just to get out
5. I read about a lot of cars catching fire
6. This was just the worse experience

Kia Motors America Consumer Affairs Department

Page 6 of 11

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
------------------	-------------------	---------------	------------------	--------------------	----------------

Customer states:

1. Yes thank you
2. I will be looking for a call Tuesday

Thank you
Disconnected call.

*** Note - Others commitment created on 05/25/2018 11:57:32 with Commitment Date 05/29/2018 and created by Joi Orme ***
discuss goodwill

*** Phone - Call - Outbound commitment fulfilled on 05/25/2018 13:51:41 with Commitment Date 05/25/2018 closed by Joi Orme ***
Writer called customer, did fire interview, customer said she had already done a fire interview with another KIA agent who said they would escalate it. customer not sure what type of compensation can be offered since her husband almost died and there wasn't any warning. escalating to national

*** Note - Others created on 05/25/2018 13:53:51 and created by Joi Orme ***
Dispatching to NCA
Customer alleging vehicle caught fire

Kia Motors America

Consumer Affairs Department

Page 7 of 11

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
------------------	-------------------	---------------	------------------	--------------------	----------------

1. Calling to follow up on my case
2. Provided case #
3. Last week I was told that my case would be escalated to the National office and I would receive a call back shortly
4. My vehicle recently caught on fire and almost killed my husband
5. I have yet to receive any call backs from KIA
6. I would like to please speak with my escalated manager about my case

Writer states:

1. Apologized
2. Informed CSR is still working the case
3. Can attempt to contact CSR
4. Would you mind if I place you on a brief hold?

Customer states:

1. No, I do not mind holding
2. Thank you

****placed cust on hold

Kia Motors America

Consumer Affairs Department

Page 8 of 11

Last name	First name	VIN of	2015 SOUL	Case Number	Mileage
-----------	------------	--------	-----------	-------------	---------

Jeff Stroup ***

wtr spoke with Ms. Kay

1. customer advised they have performed C&O and determined to be manufacturing concern
2. customer advised she is waiting on insurance to send her the report and will forward it to wtr
3. Geico -- Aubrey Goodson 478-621-1371 claim 0511628040101057
4. customer advised insurance has paid off the loan and customer had a \$1,000 deductible
5. customer also advised she has some other out of pocket expenses that insurance did not cover
6. wtr advised would reach out to Geico to obtain a copy of the C&O as they have not subrogated as of yet
7. wtr advised will contact customer back after speaking with insurance

*** Phone - Call - Outbound created on 06/05/2018 13:05:36 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

wtr spoke with Aubrey at Geico

1. they have not performed a C&O as of yet
2. she will be passing along the file to the subrogation dept for review
3. subrogation dept will be reaching out to customer as well once case is assigned to that team
4. Aubrey does not know specific time from for subrogation dept to reach out to customer.

*** Phone - Call - Outbound created on 06/05/2018 13:12:34 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

wtr spoke with Ms. Kay and stated:

1. I was able to speak with Aubrey at the insurance company
2. she advised that they have not performed a C&O and she will be transferring the claim to the subro dept for review

Kia Motors America

Consumer Affairs Department

Page 9 of 11

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
------------------	-------------------	---------------	------------------	--------------------	----------------

*** 06/05/2018 14:11:00 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Pending Review and Sub Status of Working

*** Phone - Call - Inbound created on 06/06/2018 14:13:49 (GMT-08:00) Pacific Time (US & Canada) and created by

wtr left voicemail for Jennifer at insurance to call back.

*** Phone - Call - Inbound created on 06/07/2018 11:30:12 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

Jennifer from insurance called

1. she does not believe a C&O has been performed
2. she will research and call back.

*** Email - External Email Received created on 06/11/2018 14:18:38 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

Jeff,

I spoke with our fire/theft adjuster and Geico will not be doing a cause and origin report on this claim. I have placed a hold on the vehicle with IAA so if Kia wants to inspect and do their own report they can. Please contact me so I can get it set up for everyone to meet to inspect. I attached copies of the scene photos and our photos of the vehicle.

Thanks,

Kia Motors America Consumer Affairs Department

Page 10 of 11

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
------------------	-------------------	---------------	------------------	--------------------	----------------

*** Email - External Email Sent created on 08/14/2018 14:02:34 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
Jennifer,

I do apologize but KMA will not be inspect the vehicle at this time.

Thank you,

*** 08/14/2018 14:03:00 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Inbox/Need To Call and Sub Status of Working

*** 08/20/2018 14:12:54 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Jeff Stroup with Resolution Code : Information Given
[Resolution Summary]
wtr reviewed with DCAWO and NCAM. wtr closing case pending further contact

*** 08/22/2018 14:08:34 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened by Jeff Stroup with Sub Status of Working

*** Email - External Email Received created on 08/22/2018 14:08:47 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

Kia Motors America
Consumer Affairs Department

Page 11 of 11

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
------------------	-------------------	---------------	------------------	--------------------	----------------

I apologize as it doesn't appear we received the subrogation packet and demand. Can you please forward it to myself?
Once, received, we will review.

Thank you,

*** 08/22/2018 14:10:35 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Inbox/Need To Call and Sub Status of Working

*** 08/31/2018 13:37:41 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Jeff Stroup with Resolution Code : Information Given
[Resolution Summary]
wtr closing case pending further contact from insurance company

Kia Motors America

Consumer Affairs Department

Page 1 of 12

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
------------------	-------------------	---------------	------------------	--------------------	----------------

*** PHONE LOG 04/10/2015 08:25 AM US Mountain Standard Time BHilderbrand

Executive Assistant Deborah Levalds with Alamo/National Rent a Car called and alleges:

1. Vehicle caught on fire while parked on side of the road
2. I would like to call and start a report

Writer States:

1. Took scripting
2. Gave case number
3. Advised case being sent to NCA for further assistance

Deborah alleges:

1. Thanked and call ended

Hi, Deborah!

I hope all is well.

I wanted to reach out to you in reference to the vehicle in subject. Do you have pictures and a copy of the fire and/or police report? Also, do you know where the vehicle was parked at the time of the incident?

Thank you,

This is what I have so far...

- 1) pictures - attached
- 2) fire/police report - there is a police report, but we don't know which police dept. did it; our local people are trying to track it down
- 3) incident location: a side road off "Alligator Alley" in I'75 in FL is all we know; trying to track down a tow bill for a more accurate address.

Kia Motors America
Consumer Affairs Department

Page 2 of 12

Last name

First name

VIN of 2015 SOUL

Case Number

Mileage

If any other docs become available, please let me know. I will be reviewing this.

Thank you,

The renter pulled over long enough to use the restroom so I would assume minimal time away from the car. Have requested permission from the renter to release his phone number so you can ask the more detailed questions directly to him. Deborah

Kia Motors America
Consumer Affairs Department

Page 3 of 12

Last name

First name

VIN of 2015 SOUL

Case Number

Mileage

I just wanted to follow up on this. Please let me know if you have an update.

Thank you,

**Kia Motors America
Consumer Affairs Department**

Page 4 of 12

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
------------------	-------------------	---------------	------------------	--------------------	----------------

*** PHONE LOG 05/14/2015 08:34 AM Pacific Daylight Time JMOjica Action Type:Outgoing call

Wtr spoke to Gabriella w/ IAA:

1. Wtr provided lot #: 14620718
2. Gabriella stated KMA does not have permission to inspect, IAA will need something in writing from Enterprise.
3. Wtr thanked and disconnected.

Deborah,

Thank you for getting back to me so quickly. I just spoke to Gabriella w/IAA and she said KMA does not have authorization to inspect yet. They said they will need something in writing from Enterprise.

I am trying to schedule this for next week, but obviously we need to confirm Kia has permission before I set this up.

It may be easier to have the inspector call Scott MacDonald (cell 954-444-0393) so choose a date and time that works and then Scott can email/fax the written release direct to IAA. If you are able to pick a date/time the inspector will be open, you are welcome to call Scott yourself. Deborah

Kia Motors America
Consumer Affairs Department

Page 5 of 12

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
------------------	-------------------	---------------	------------------	--------------------	----------------

Are you sure that is his number? My call won't go through. My engineer will be inspecting 5/21/15 at 8:30am, so I really need to make sure we get permission today.

Let me know.

Thank you,

1. I just heard back from Scott.
2. He gave me the correct phone #: 954-444-0693
3. Also, he said he doesn't mean to be difficult, but Thursdays are the only days that don't work because that's auction day.

Wtr:

1. That's right, I remember your email now...
2. I guess we will have to change the date.
3. I will speak to my engineer and get back to you and Scott.
4. Thanked and disconnected.

Kia Motors America
Consumer Affairs Department

Page 6 of 12

Last name

First name

VIN of 2015 SOUL

Case Number

Mileage

Wtr:

1. I will send you an email now.
2. Thanked and disconnected.

*** PHONE LOG 05/19/2015 01:01 PM Pacific Daylight Time JMoJica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]

**Kia Motors America
Consumer Affairs Department**

Page 7 of 12

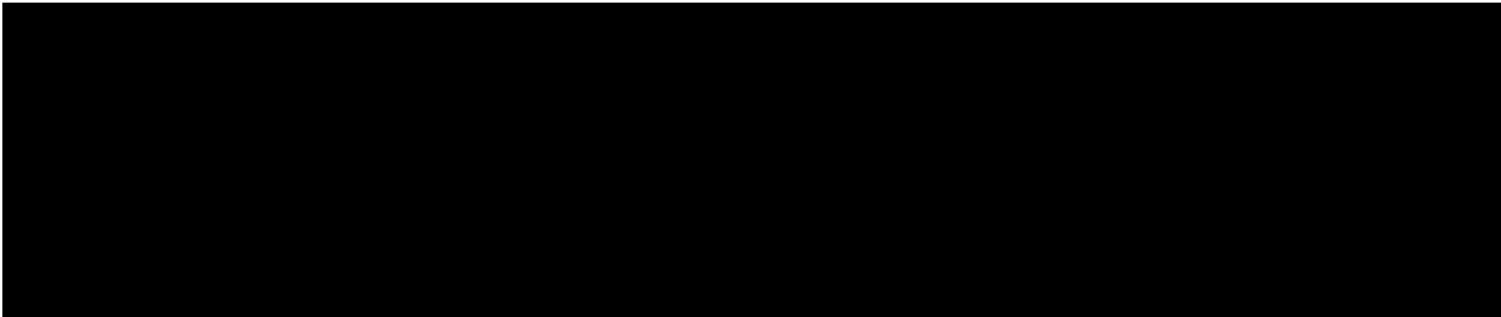
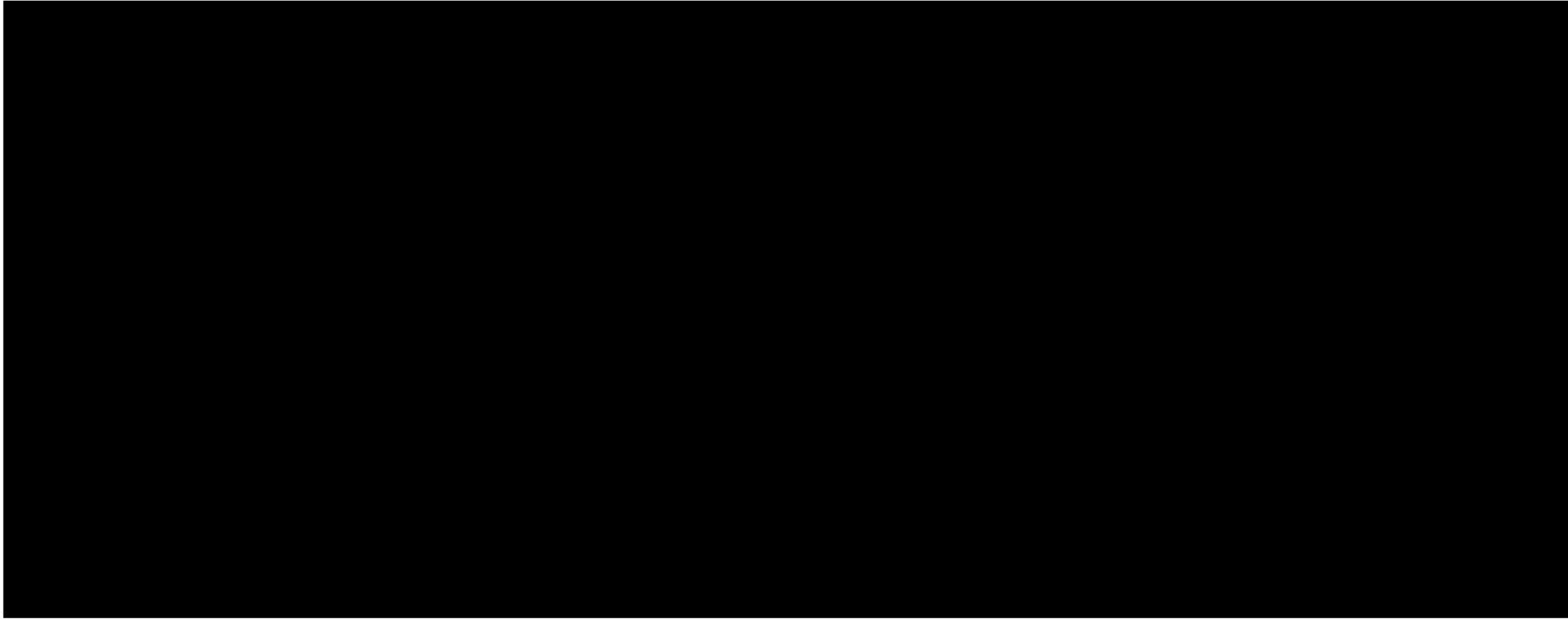
Last name

First name

VIN of 2015 SOUL

Case Number

Mileage



*** NOTES 06/03/2015 07:27 AM Pacific Daylight Time JMoJica Action Type:Internal

1. Initial inspection performed by KMA engineer
2. No evidence of a vehicle defect found
3. Given low mileage, wtr sending release for \$15,284 (Invoice \$17,084 minus incentive \$1,800)



Kia Motors America
Consumer Affairs Department

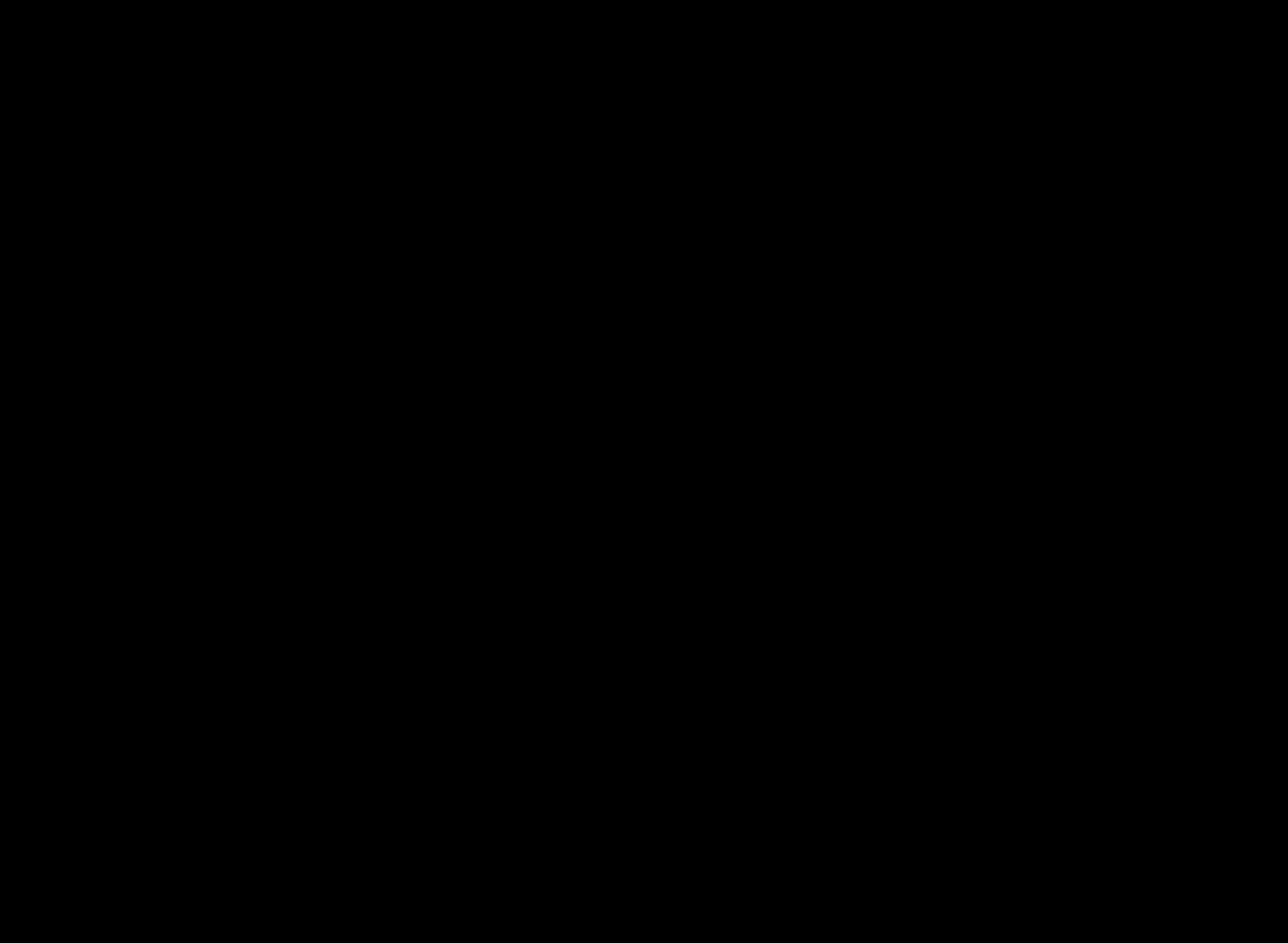
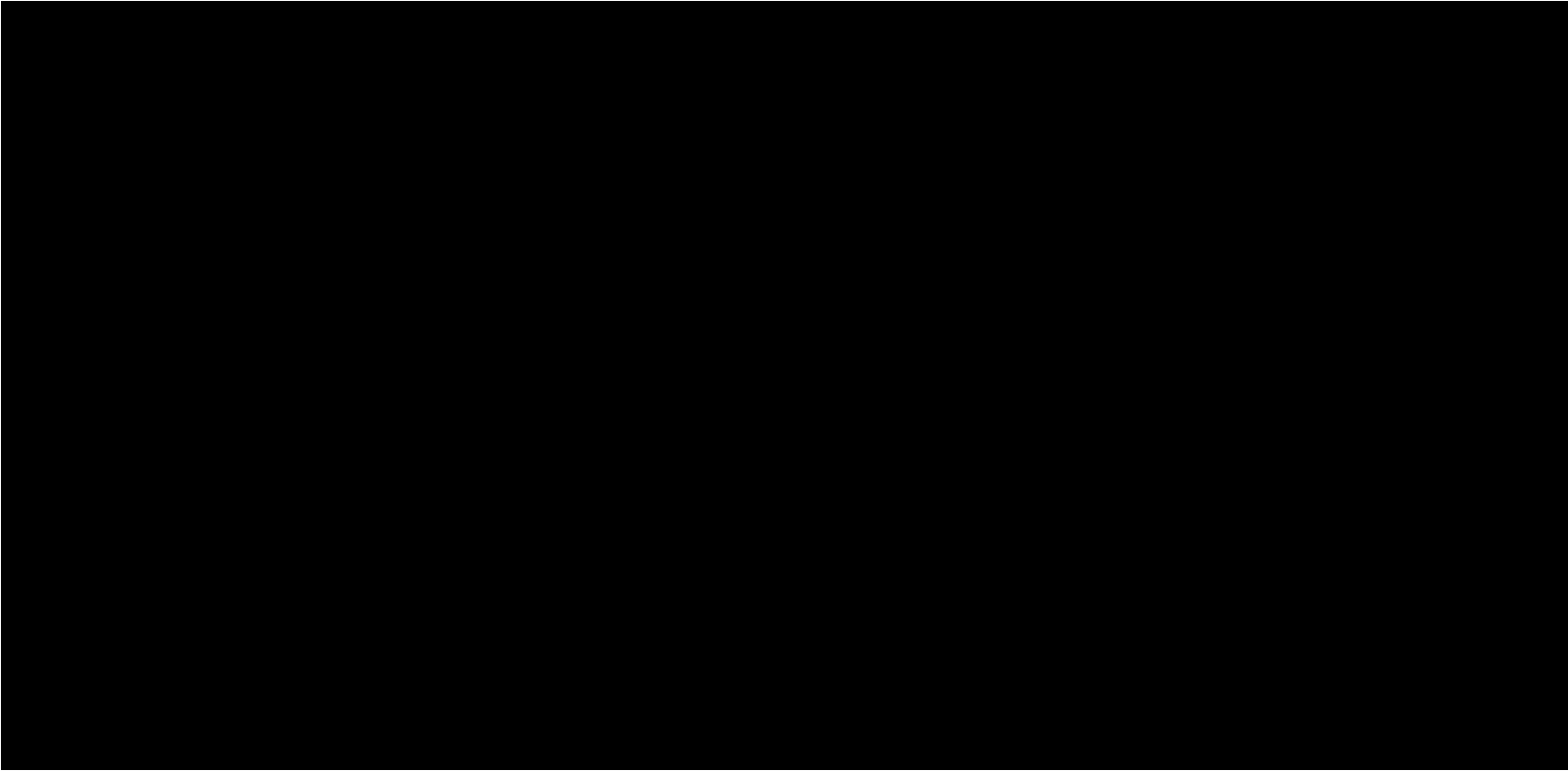
Page 8 of 12

Last name	First name	VIN of	2015 SOUL	Case Number	Mileage
-----------	------------	--------	-----------	-------------	---------

Finally got a copy of the title (attached); release in the name of EAN Holdings, LLC. My boss Bob Agnew will be signing all paperwork. The check would come to either my boss' or my attention. Deborah

Kia Motors America
Consumer Affairs Department

Page 9 of 12



Kia Motors America
Consumer Affairs Department

Page 10 of 12

Last name

Case Number Mileage

*** NOTES 08/13/2015 09:55 AM Pacific Daylight Time JMoJica Action Type:Internal
Wtr submitted VRS: 96630

Kia Motors America
Consumer Affairs Department

Page 11 of 12

Last name

First name

VIN of 2015 SOUL

Case Number

Mileage

No further action required.

*** PHONE LOG 09/09/2015 07:28 AM Pacific Daylight Time JMoJica Action Type:Incoming call

Deborah left VM:

1. I got the check -thank you.
2. I just don't know where to overnight the title to you or is it going to someone else.
3. Please c/b or email.

*** PHONE LOG 09/09/2015 09:35 AM Pacific Daylight Time JMoJica Action Type:Ltr/email/fax sent

From: Mojica, Jeannie [KMA]

Kia Motors America
Consumer Affairs Department

Page 12 of 12

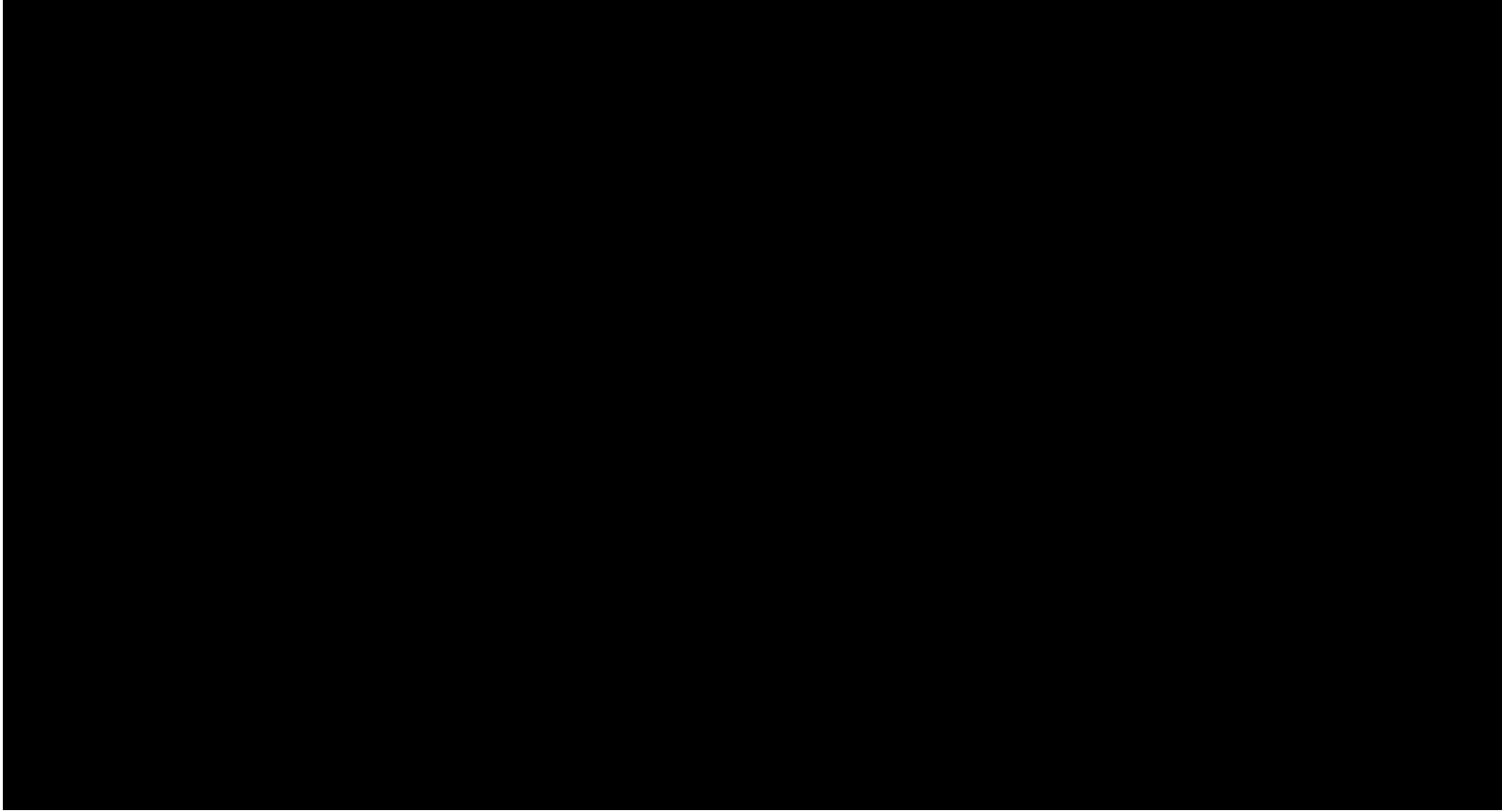
Last name

First name

VIN of 2015 SOUL

Case Number

Mileage



Kia Motors America

Consumer Affairs Department

Page 1 of 31

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
------------------	-------------------	---------------	------------------	--------------------	----------------

Writer staets:

- 1.Manufacture warranty is all I can see

Customer states:

- 1.The car caught fire yesterday
- 2.It was part of the pinion recall
- 3.I am not sure what to do with this
- 4.I need help

Writer states:

- 1.Were there injuries
- 2.I am sorry that happened.
- 3.Was the incident reported to the police
- 4.Do you have auto insurance?

Customer states:

- 1.I only have liability
- 2.I thought I had gap insurance
- 3.It was reported to the police because they fire department had to put out the fire.
- 4.I was driving down the alley and the neighbor's house was melted because of the fire.
- 5.So I am stessed about that too
- 6.I have only had the car for 3 months.

Writer states:

- 1.I will take the accident report
- 2.Then forward this to the national office and they will follow up with you regarding your concerns.

Kia Motors America
Consumer Affairs Department

Page 2 of 31

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
------------------	-------------------	---------------	------------------	--------------------	----------------

*** Email - External Email Sent created on 01/26/2016 08:37:47 AM (GMT-08:00) Pacific Time (US & Canada) and created by Alexander Liu
You have been sent a Techline Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Techline Assistance Center at 800.494.4542 AND delete this email.

The attached Case is the exclusive property of Kia Motors America and is a Confidential And Proprietary document. It is not To be distributed or disseminated to any third party without the express written consent of Kia Motors America.

<<File Attachment:

\\copubs\ClarifyOBJ\TL_Attachments\SendHistory\Case_K3112167_ALiu-TL_01-26-2016083749.doc>>

Kia Motors America
Consumer Affairs Department

Page 3 of 31

*** Phone - Advice created on 01/29/2016 11:32:20 AM (GMT-08:00) Pacific Time (US & Canada) and created by Heather Holt
SOCIAL MEDIA CONTACT 1/29/2016

CUSTOMER

Contact email: lisasilket@gmail.com

I have been unable to reach you by phone, so I thought I could email you so we can schedule a time to talk. Please let me know when you would like schedule our phone call.

Thank you,

Kia Motors America

Consumer Affairs Department

Page 4 of 31

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
------------------	-------------------	---------------	------------------	--------------------	----------------

I apologize for the delay in my response. I am available from about 8-5 PST. Would you like me to call you tomorrow at 6pm EST?

Thank you,

*** Phone - Others created on 02/10/2016 04:07:49 PM (GMT-08:00) Pacific Time (US & Canada) and created by Jeannie Mojica

Kia Motors America
Consumer Affairs Department

Page 5 of 31

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
------------------	-------------------	---------------	------------------	--------------------	----------------

*** Phone - Others created on 02/15/2016 05:16:46 PM (GMT-08:00) Pacific Time (US & Canada) and created by Jeannie Mojica

I am so sorry I missed your call last night. This is so frustrating - not your fault. I got stuck at work and because of what happened with my KIA I have no transportation - and my place of employment is 40 minutes from my home :(

I had to make calls and find someone willing to make the drive to my workplace and give me a ride home. It was just so chaotic last night around the time you called. When I finally arrived home it was after 9pm EST.

I really would like to speak with you - I have no idea what to do in this situation, the dealership has been of no assistance at all - not even a rental car until things are figured out. I don't believe a 2015 car should just catch fire as it did. I attached a photo of the car. This is so devastating - are you able to help at all?

Lisa

Kia Motors America
Consumer Affairs Department

Page 6 of 31

2015 SOUL

It seems we're having trouble connecting on a phone call. Can you help me via email?

Ms. Silket,

I can try to assist via email, as we have most effectively communicated this way. I have a few questions. What is the current status of the vehicle? Have you settled with your insurance company? Also, do you know if your insurance company has inspected the vehicle?

Thank you,

Hello,

The insurance company has not inspected the vehicle. Apparently when I switched insurance companies I didn't have comprehensive on my account. I'm not sure how that happened because I thought I had to have that. Regardless, that's why they're not doing much of anything. The car is just sitting somewhere and I can't seem to get any help or information. I had the car less than 4 months. It was a 2015 - this should not have happened.

Kia Motors America
Consumer Affairs Department

Page 7 of 31

2015 SOUL

What is the current location of the vehicle? I need an exact address. Also, can you provide me with a copy of your sales contract? I definitely want to see how I can best assist.

Thank you,

Derek - We are very sorry to hear about this incident and understand your representative has reached out to you to gather more information regarding the vehicle. Please work with her directly. ^SC

Kia Motors America
Consumer Affairs Department

Page 8 of 31

Last name

First name

VIN of 2015 SOUL

Case Number

Mileage

Hello,

I'm getting a police report and a fire report this week. I am not sure of the location of the vehicle since it was towed, but I will have that information once I have those reports. I don't have a copy of my sales contract, all of that paperwork was in the vehicle :(

Thank you,
Lisa

Kia Motors America
Consumer Affairs Department

Page 9 of 31

Last name	First name	VIN of	2015 SOUL	Case Number	Mileage
-----------	------------	--------	-----------	-------------	---------

Lisa

Elapsed time: 01:31 on channel 5

*** Notes - Dealer Contact created on 03/31/2016 10:22:09 AM (GMT-08:00) Pacific Time (US & Canada) and

Kia Motors America
Consumer Affairs Department

Page 10 of 31

Last name

First name

VIN of 2015 SOUL

Case Number

Mileage

I just wanted to follow up on the status of the fire report. Is it available yet?

Thank you,

No I'm still waiting and actually it's become very frustrating for me I have a call in to Fire Marshal this morning thank you for checking in

I can reach out to him. I am not sure if he will release any information to me though, but I think it's worth a try.

Thank you,

Kia Motors America
Consumer Affairs Department

Page 11 of 31

Last name

First name

VIN of 2015 SOUL

Case Number

Mileage

Vinnie from progressive Kia :

1 How did the fire start

Writer states:

1 NCA agent has case

2 Gave name #

I am beyond frustrated with how long it is taking him to finish the report. I do know that arson has been ruled out, of course. Looks like accidental is being ruled out as well and he's leaning more towards vehicle malfunction. But, of course I need that report so I have the details.

I do apologize for how long this is taking.

Kia Motors America
Consumer Affairs Department

Page 12 of 31

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
------------------	-------------------	---------------	------------------	--------------------	----------------

Sent: Tuesday, April 19, 2016 4:10 PM
To: 'Lisa Silket'
Subject: RE: Kia Case #: K3112167

I am sorry to hear that. Like I said, I can try reaching out to him. Please send me his information if you would like me to reach out to him.

Thank you,

Vinnie from Progressive states:

1. Have been trying to get in touch with JMojica
2. Have left 5 messages with no return call
3. Need to speak to someone or a supervisor

Writer advised:

1. Apologized
2. Advised that this office will see if JMojica is available
3. If not would you like to leave another message?

Cust states:

1. Ok, thank you

Transferred to vm for JMojica

Kia Motors America
Consumer Affairs Department

Page 13 of 31

Wtr left VM for Vinny:

1. Requested pictures and copy of report.
2. Provided email address and contact info.

[!<For Internal Use Only

Please note: outgoing message stated Vinny would be OOO through 5/16.>!]

1. Wtr will be OOO through 5/17.
2. I will f/u with you upon my return.
3. Please reach out to me via email.
4. I know you have some questions and I have some questions too.
5. Provided email address and case #.
6. Thanked and disconnected.

*** Phone - Others created on 05/09/2016 12:51:17 PM (GMT-08:00) Pacific Time (US & Canada) and created by

Kia Motors America
Consumer Affairs Department

Page 14 of 31

Last name	First name	VIN of	2015 SOUL	Case Number	Mileage
-----------	------------	--------	-----------	-------------	---------

Hi there,

From what he said, he needs to find a schematic (blueprint if you will) of the 2015 KIA Soul so he can see where all the parts are supposed to be and compare that to the damage my car sustained. He hasn't been able to find anything like this online at all. However, the last time I asked him for an update he got back to me with a message that said: "I'm still working on it. I got lucky, one of our fire members has the same year same year/color Kia as yours so I can use that to view and compare."

I haven't head anything since :/

Kia Motors America
Consumer Affairs Department

Page 15 of 31

Last name

Case Number Mileage

Can you please provide me an update on the fire claim for Ms. Silket's 2015 Kia Soul? If the vehicle has not been inspected yet can you please let me know when and where it will be inspected?

Thank you,

Kia Motors America

Consumer Affairs Department

Page 16 of 31

Last name

First name

VIN of 2015 SOUL

Case Number

Mileage

Unfortunately Miss Silket had liability only coverage at the time of the fire. We are currently in the subrogation process for the damages done to property that next to the fire.

I have been unable to reach our insured to obtain more information about the loss.

Do you have the current location of the Kia Soul? Is there an expected date that Kia will be looking at the Soul?

Thank you,

I am not sure about the current location of the vehicle.

Can you send me more information on the property damage? I haven't received any information, nor was I aware that there was property damage.

Once I have that information, I will review the case and let you know about an inspection.

Thank you,

Kia Motors America
Consumer Affairs Department

Page 17 of 31

Last name	First name	VIN of	2015 SOUL	Case Number	Mileage
-----------	------------	--------	-----------	-------------	---------

I wanted to contact you to let you know that I am the new file owner that has taken over our claim 16-3903750 and your file K3112167. I did speak to Vinny so I am familiar w. the claim and the next steps in the process. Please contact me with any other questions or concerns you may have.

Thank you,

Lauren Kolowitz
Claims Representative
5000 W Tilghman St. Suite 300 Allentown, PA 18104
Phone 484-714-3336 | Fax 610-336-6870
Monday - Friday 8:00AM-5:00PM

"All correspondence [including any e-mail] we receive from you may become part of your claim's file."

Thank you for the update. I was waiting on some more information on the property damage from Vinny. Can you send me any/all info you may have on that?

Thank you,

At this moment I only have the information for the truck. We were not provided the subro for the house at this point.

Thank you,

Kia Motors America
Consumer Affairs Department

Page 18 of 31

Last name

First name

VIN of 2015 SOUL

Case Number

Mileage

Please send me what you have thus far.

Thank you,

Please confirm you received my email below:

Kia Motors America
Consumer Affairs Department

Page 19 of 31

[REDACTED]

I faxed you a copy of the police report for the incident. I called Force 1 towing and the 2015 Kia Soul is located at their storage yard. Their address is 403 E Wood St, Catasauqua, PA 18032 and their phone is (610) 266-6721. Will you be setting an inspection to look at the vehicle?

Thank you,

[REDACTED]

When did you fax the report?

I will be reviewing this with my engineers.

[REDACTED]

Kia Motors America
Consumer Affairs Department

Page 20 of 31

Last name	First name	VIN of	2015 SOUL	Case Number	Mileage
-----------	------------	--------	-----------	-------------	---------

I faxed the report on Wednesday, did you receive it. If not I can resend it.

Thank you,

I received the report. Thank you. I also need (and have been requesting) pictures of the property damage. Do you have any?

Kia Motors America Consumer Affairs Department

Page 21 of 31

Last name

First name

VIN of 2015 SOUL

Case Number

Mileage

I only have pictures of the truck. I do not have pictures of the house.

If you need them please let me know,

Yes, please send me pictures of the truck.

Kia Motors America
Consumer Affairs Department

Page 22 of 31

Last_name	First_name	VIN_of	2015 SOUL	Case Number	Mileage
-----------	------------	--------	-----------	-------------	---------

I don't see that they came through, but regardless, the fax here is black and white so you will have to mail them or email them. My info is listed below.

Thank you,

Kia Motors America
Consumer Affairs Department

Page 23 of 31

Last name

First name

VIN of 2015 SOUL

Case Number

Mileage

Can you provide me with the location of the vehicle? Kia would like to inspect.

Thank you,

Kia Motors America
Consumer Affairs Department

Page 24 of 31

Last name

Case Number Mileage

I am not sure I understand the question. The insured does not have collision on their policy so we will not be doing an inspection on the vehicle.

Thanks,

Kia Motors America

Consumer Affairs Department

Page 25 of 31

Last name

First name

VIN of 2015 SOUL

Case Number

Mileage

Sorry for the delay in my response. Progressive does not own the vehicle so we would not have to give you permission to go look at the vehicle.

Thanks,

Lauren Kolowitz
Claims Representative
5000 W Tilghman St. Suite 300 Allentown, PA 18104
Phone 484-714-3336 | Fax 610-336-6870
Monday - Friday 8:00AM-5:00PM

"All correspondence [including any e-mail] we receive from you may become part of your claim's file."

Then who does Kia need permission from? I can't send my engineer out to inspect if he won't be allowed access to the vehicle.

Thank you,

Kia Motors America

Consumer Affairs Department

Page 26 of 31

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
------------------	-------------------	---------------	------------------	--------------------	----------------

I do not see any reason why Kia cannot go out to look at the vehicle. As far as we were made aware, Kia Motor Finance is the lienholder on the vehicle so they would be the owners.

Please let me know when you do the inspect.

Thanks,

I will keep you up to date.

Thank you,

Good Morning,

Has the inspect been scheduled or done yet?

Thanks,

Lauren Kolowitz
Claims Representative

Kia Motors America Consumer Affairs Department

Page 27 of 31

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
------------------	-------------------	---------------	------------------	--------------------	----------------

*** Notes - Internal created on 09/29/2016 01:42:42 PM (GMT-08:00) Pacific Time (US & Canada) and created by Jeannie Mojica
KMA requesting permission to inspect from KMF.

*** Notes - Internal created on 10/05/2016 02:19:31 PM (GMT-08:00) Pacific Time (US & Canada) and created by Jeannie Mojica
Per KMF:
1. KMA has permission to inspect.
2. Engineer will need to present business card upon arrival.

*** Notes - Internal created on 10/18/2016 11:16:09 AM (GMT-08:00) Pacific Time (US & Canada) and created by Jeannie Mojica
Wtr pending inspection date from KMA Engineer

Kia Motors America
Consumer Affairs Department

Page 28 of 31

Last name	First name	VIN of	2015 SOUL	Case Number	Mileage
-----------	------------	--------	-----------	-------------	---------

We have obtained permission to inspect. I am just waiting on an inspection date from my engineer.

Thank you,

Kia Motors America

Consumer Affairs Department

Page 29 of 31

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
------------------	-------------------	---------------	------------------	--------------------	----------------

I am following up on the email that was sent to Lauren for the 2015 KIA soul owned by our insured Lisa Silket. It looks like it was noted in the claim on 10/26 that you received permission to inspect the vehicle and were waiting on inspection date. I wanted to see if you have that date scheduled yet? Thank you!

Nikola

The inspection will take place on 11/09. I will follow up with Progressive post-inspection, once my engineer provides me with the results.

Thank you,

Kia Motors America
Consumer Affairs Department

Page 30 of 31

Last name

Case Number Mileage

I just wanted to let you know that I am back from Cleveland. Once the inspection is complete and a decision has been made you can forward all correspondence to me.

Thank you,

My apologies for missing your calls.

This is under review and I will contact you once more information is available.

Kia Motors America
Consumer Affairs Department

Page 31 of 31

Last name

First name

VIN of 2015 SOUL

Case Number

Mileage

Please see the letter attached.

Thank you,

*** CASE CLOSED ON 02/24/2017 04:14:26 PM (GMT-08:00) Pacific Time (US & Canada)
Status = Closed, Resolution Code = CA-Information Given.

Kia Motors America

Consumer Affairs Department

Page 1 of 11

Last name	First name	VIN of	2015 SOUL	Case Number	Mileage
-----------	------------	--------	-----------	-------------	---------

Customer states: - Ryan works for enterprise rental

1. I work for enterprise
2. A customer rented the vehicle from us
3. Then it caught fire in her garage after parking it
4. Need to set up a claim
5. We just to have an inspection done

Writer states:

1. Apologized
2. Where is the veh now

Customer states:

- 1 In the customers garage

Writer states:

Writer States:

1. Apologized for the problem.
2. Advised customer that writer will file accident report for customer to review concern.
- accident report filed
3. In order to consider your request, we will need you to provide us with copies of:
 - i. Copy of Police Report (if available)

Kia Motors America

Consumer Affairs Department

Page 2 of 11

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
------------------	-------------------	---------------	------------------	--------------------	----------------

*** NOTES 03/02/2016 01:24 PM US Mountain Daylight Time MFlores Action Type:Manager review
DISPATCHING FOR

1. PER CUSTOMER ALLEGES VEHICLE CAUGHT FIRE IN GARAGE WHILE SLEEPING
2. RYAN WITH ENTERPRISE RENTAL CALLED IS LOOKING FOR INSPECTION TO BE STARTED
3. CONTACT # FOR RYAN IS 303-439-6216 RYAN GARCIA
4. RYAN CAN ACCIDENT SCRIPTING INFORMATION

*** PHONE LOG 03/03/2016 12:52 PM Pacific Daylight Time AnReyes Action Type:Outgoing call
Writer called Ryan Garcia requesting documents, photos, police report

*** PHONE LOG 03/14/2016 09:28 AM Pacific Daylight Time AnReyes Action Type:Outgoing call
Attached photos, pending review

1. Would like to request photos of the other vehicle involved.
2. As well as the garage.
3. Please send information over to the email address where the first were sent to, areyes@kiausa.com
4. Thanked

1. Is vehicle there at your lot?

Rep:

1. States we have been instructed not to touch the vehicle until further notice by enterprise

Kia Motors America

Consumer Affairs Department

Page 3 of 11

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
------------------	-------------------	---------------	------------------	--------------------	----------------

Pending photos of other affected vehicle

*** PHONE LOG 04/05/2016 03:50 PM Pacific Daylight Time AnReyes Action Type:Outgoing call
NCA left a VM for American Family Insurance Adjustor Mitcfh Schuster

Writer:

1. Requesting photos of the Jaguar and the garage if available
2. Please send over to my email address at areyes@kiausa.com

*** PHONE LOG 04/13/2016 08:47 AM Pacific Daylight Time AnReyes Action Type:Outgoing call
NCA emailed Ryan Garcia

Writer:

1. Will update with inspection information once available.

*** PHONE LOG 04/19/2016 03:41 PM Pacific Daylight Time AnReyes Action Type:Outgoing call
NCA emailed Ryan Garcia potential inspection date May 5 , 2016 8:30AM

*** PHONE LOG 04/25/2016 07:53 AM Pacific Daylight Time AnReyes Action Type:Outgoing call
NCA emailed Ryan Garcia requesting update on suggested inspection date

*** PHONE LOG 04/26/2016 01:10 PM Pacific Daylight Time AnReyes Action Type:Ltr/email/fax rec'd
NCA rec'd email from RGarcia Elco rep stating 5/5 works for the inspection

*** PHONE LOG 05/11/2016 10:04 AM Pacific Daylight Time AnReyes Action Type:Outgoing call

Kia Motors America
Consumer Affairs Department

Page 4 of 11

*** PHONE LOG 06/01/2016 02:56 PM Pacific Daylight Time AnReyes Action Type:Outgoing call

NCA emailed Ryan Garcia

We are unable to determine the cause of the fire in the first non-destructive inspection. However, we are awaiting contact from the homeowner's insurance to find out what type of inspection they have conducted. I apologize this is taking so long, I can update you once I have more information.

*** NOTES 06/01/2016 02:58 PM Pacific Daylight Time AnReyes Action Type:Internal

Pending legal review

*** PHONE LOG 06/29/2016 08:39 AM Pacific Daylight Time AnReyes Action Type:Outgoing call

NCA emailed Ryan Garcia, Elco Rep

1. We need a secondary inspection
2. We need findings of the inspection done by the insurance company

*** PHONE LOG 07/18/2016 02:47 PM Pacific Daylight Time AnReyes Action Type:Outgoing call

NCA spoke with Lindsey Gruttadaurio rep from American Family Insurance Subro dept.

Writer:

1. Requesting information about veh.
2. Have you sent someone to inspect the vehicle?

Rep:

1. States we had someone go out and evaluate the vehicle.
2. They just went out to look into how much the vehicles were worth.
3. They didn't do anything in terms of investigating the source of the fire.
4. Now we can hire someone.
5. We might hire someone if you guys are interested in a secondary inspection.
6. Just to have them there, because if there is a defect, we would be going after Kia.

Writer:

1. Will be reviewing possible inspection dates for a secondary inspection.

Rep:

1. Thanked.

Kia Motors America

Consumer Affairs Department

Page 5 of 11

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
------------------	-------------------	---------------	------------------	--------------------	----------------

*** PHONE LOG 08/04/2016 03:02 PM Pacific Daylight Time AnReyes Action Type:Outgoing call

NCA emailed homeowner's insurance & Ryan Garcia

1. Possible inspection date August 24th.
2. Please advise if this doesn't work.

*** PHONE LOG 08/23/2016 10:12 AM Pacific Daylight Time AnReyes Action Type:Outgoing call

NCA rec'd confirmation from Lindsey with American Family Insurance, Eric Backlage will be at the inspection August 24th, 8:30AM 636 332 6464

NCA rec'd confirmation from Ryan Garcia, from rental agency, confirming inspection set for August 24 8:30AM

NCA rec'd confirmation from Carstar 8200 wornall rd Kansas city, mo 64114 confirming Kia has authorization to inspect.

*** PHONE LOG 08/26/2016 11:40 AM Pacific Daylight Time AnReyes Action Type:Outgoing call

ELCO Administrative Services prevented vehicle inspection from being fully completed.

Pending further contact from ELCO.

*** CASE CLOSE 09/23/2016 08:10 AM Pacific Daylight Time AnReyes

Pending contact from ELCO, no further action needed

*** NOTES 09/26/2016 02:55 PM Pacific Daylight Time CLoftus Action Type:NCA Corresp. rec'd

NCA rec'd letter from customer's attorney, Butler. Letter states:

1. Please find enclosed documentation to support our subrogation demand in the amount of \$34,760.93.
2. Structure: \$30,057.62, Personal Property: \$4,703.31.

Attaching to case and dispatching to NCA.

*** PRIORITY CHANGE 09/26/2016 02:56:12 PM CLoftus

*** PHONE LOG 09/27/2016 03:59 PM Pacific Daylight Time AnReyes Action Type:Outgoing call

NCA rec'd email from Ryan Garcia from ELCO

Andrew,

It has been about a month since the 2nd inspection. Do you have an update on the status of those inspection results?

*** PHONE LOG 10/05/2016 01:41 PM Pacific Daylight Time AnReyes Action Type:Outgoing call

NCA spoke with Shannon, subrogation manager

Writer:

1. Requesting expert report.

Kia Motors America

Consumer Affairs Department

Page 6 of 11

Last name	First name	VIN of	2015 SOUL	Case Number	Mileage
-----------	------------	--------	-----------	-------------	---------

*** PHONE LOG 10/13/2016 12:14 PM Pacific Daylight Time AnReyes Action Type:Outgoing call
NCA spoke with subrogation specialist Michelle

Writer:

1. Following up in reference to case
2. Do you have an expert report?

Rep:

1. States it appears that your investigator left.
2. That is what we show on file here.

Writer:

1. Apologized, there appears to be misinformation as ELCO stopped the investigation.
2. This prevented our investigator from continuing.
3. Your investigator is aware of this

Rep:

1. Apologized.
2. We have no problem sending someone out to investigate once more

Writer:

1. Would like to see if something like this is possible on our end.
2. Apologized, but can't guarantee we can get out there
3. Would need to review.
4. Appreciate the information

Rep:

1. Thanked

*** NOTES 10/13/2016 12:14 PM Pacific Daylight Time AnReyes Action Type:Internal
Pending review with engineers

*** PHONE LOG 10/19/2016 02:20 PM Pacific Daylight Time AnReyes Action Type:Outgoing call
NCA reviewed information with engineers

Kia Motors America
Consumer Affairs Department

Page 7 of 11

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
------------------	-------------------	---------------	------------------	--------------------	----------------

Writer:

1. Apologized, maybe we can contact the investigator who was there.

---Shannon took over phone call---

Rep:

1. States that's besides the point.
2. We need to move forward on this

Writer:

1. Advised you have our okay to inspect with ELCO
2. At that point you can give us a call if you determine there is a defect.

Rep:

1. So are you guys waving your right to inspect?

Writer:

1. We can inspect if you determine there is a defect.

Rep:

1. You are waving your right to inspect?
2. Once we investigate the vehicle will be sold.

Writer:

1. My understanding you have to preserve the evidence.

Rep:

1. We just have to put you on notice that we'll inspect.
2. At that point we can do whatever we want with the vehicle.

Writer:

1. Will review to find out our rights regarding evidence preservation.

Rep thanked.

Kia Motors America

Consumer Affairs Department

Page 8 of 11

Last name	First name	VIN of	2015 SOUL	Case Number	Mileage
-----------	------------	--------	-----------	-------------	---------

Shannon:

1. States we are at a stand still.
2. Can't proceed with another inspection unless all parties are notified.
3. We were given info with thinking that the fault was the vehicle's
4. Sent it over.
5. There was no formal report written.
6. Now we are stuck here
7. We can have our investigator proceed.
8. We just need to let everyone know about this

NCA

1. Advised we have not received this information
2. Investigation is not complete.

Shannon:

1. States will call Schaefer engineering.
2. We'll need to notify ELCO as well.
3. Can't provide dates right now.
4. Thanked.

NCA thanked.

Kia Motors America

Consumer Affairs Department

Page 9 of 11

Last name	First name	VIN of	2015 SOUL	Case Number	Mileage
-----------	------------	--------	-----------	-------------	---------

*** 09/18/2017 10:06:55 (GMT-08:00) Pacific Time (US & Canada) ***

Reopened with Sub Status of Working

*** Phone - Call - Inbound created on 09/18/2017 10:07:12 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

Dane from Elco left voicemail:

1. our claim is 08763477
2. we are trying to schedule an inspection with all parties either Oct 9-13 or oct 16-20
3. can you please email me at dane.a.johnson@ehi.com

*** 09/18/2017 10:08:28 (GMT-08:00) Pacific Time (US & Canada) ***

Dispatched from WIPBin = Inbox/Need To Call to Queue National CA by Jeff Stroup
Reason:

*** 09/19/2017 07:40:31 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 09/19/2017 07:54:42 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin default of Alex Villalpando by Jeff Stroup
Reason:

*** Phone - Call - Inbound commitment created on 09/19/2017 13:54:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/22/2017 and created by Alex Villalpando ***

Kia Motors America Consumer Affairs Department

Page 10 of 11

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
------------------	-------------------	---------------	------------------	--------------------	----------------

*** Phone - Call - Outbound created on 09/26/2017 09:50:28 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt contacted Dane at insurance. Dane advised inspection will be of vehicle and will follow up with exact location.

*** Email - External Email Received created on 09/26/2017 09:57:50 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

From: Johnson, Dane A [mailto:Dane.A.Johnson@ehi.com]

Sent: Tuesday, September 26, 2017 9:55 AM

To: Villalpando, Alex [KMA]

Subject: 09/26/2017 RE: Kia Motors America K3136862 / Elco 08763477

A&B Carstar at 8200 Wornall Road, Kansas City, MO.

Kia Motors America

Consumer Affairs Department

Page 11 of 11

Last name	First name	VIN of	2015 SOUL	Case Number	Mileage
-----------	------------	--------	-----------	-------------	---------

*** Phone - Call - Inbound commitment created on 09/19/2017 13:54:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/07/2017 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 09/19/2017 13:54:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/30/2017 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 09/19/2017 13:54:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/01/2017 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 09/19/2017 13:54:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/08/2017 and created by Alex Villalpando ***

*** Note - Others created on 12/01/2017 14:09:52 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
KMA engineer completed 3rd inspection. Pending contact for any further action.

*** Phone - Call - Inbound commitment fulfilled on 12/01/2017 14:20:13 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/08/2017 closed by Alex Villalpando ***

*** 12/01/2017 14:20:27 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Concerns Recorded
[Resolution Summary]
Pending further contact.

Kia Motors America

Consumer Affairs Department

Page 1 of 15

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
------------------	-------------------	---------------	------------------	--------------------	----------------

Case History

**** PHONE LOG 03/10/2017 08:18:29 AM KStatzer

cust states:

1. I had my car to the dealership
2. I did not have any power steering from time to time
3. Dealership could not dup the concern
4. I have taken it into the dealership 3x already

wtr states:

1. Apologized
 2. What is the primary concern?
 3. Where is the vehicle now?
 4. Who were you speaking to at the Kia Dealer?
 5. Is it the Service Manager?
 6. What did the dealership advise?
- What are you requesting from Kia?

cust states:

1. Jim Click Kia
2. power steering goes out
3. Michael Mcmann
4. Svc Mgr
5. Advised could not dup the concern
6. I have teenagers who drive this car as well and they wouldnt know what to do if the power steering went out

wtr states:

1. I will need to reach out to the dealership
2. please allow 1-2 days

cust states:

1. thank you

**** PHONE LOG 03/10/2017 02:00:48 PM JWeaver

Cust states:

1. Calling for an update

Writer states:

1. Case created today
2. Typically takes 1-2 business days for follow up

Cust states:

1. I spoke to the Service Manager and I guess they have done everything they can
2. So they are getting a Field Tech to come out

Writer states:

1. Will update TCS

Cust thanked

**** NOTES 03/13/2017 09:08:33 AM KStatzer Action Type: Dealer contact

Wtr calling AZ044 Svc Dept Mike

Customer Name: MARIA BELL

535661 01/08/2016 cust states power steering going out could not dup
786537 12/03/16- powersteering going out could not dup
ETA for completion of repairs (if applicable): n/a
Parts on order (Y/N), if so obtain part#, order#: n/a
Techline Case (if applicable): T3404500
Rental / Loaner Provided? If so, since when?: n/a
Dealer contacted DPSM (if needed): no
Vehicle repaired?:no
Customer has possession?: no
Dealer Code/Selling Dealer (Y or N): yes
Original Owner (Y or N): yes
What is current Customer Request (if needed): N/A
If HEV vehicle, is dealer HEV certified (if needed): N/A

**** NOTES 03/13/2017 09:17:11 AM KStatzer Action Type:Dealer contact
**emailed DPSM

**** PHONE LOG 03/13/2017 09:17:29 AM KStatzer
Wtr calling Richard 520-612-9079
Writer. VM

- 1.) I am calling from KCAC.
- 2.) I am calling to let you know that I am going to escalate your case.
- 3.) Which means I am going to get more resources involved.
- 4.) To get your vehicle back up and running.
- 5.) They will contact you in 2-3 business days.

**** NOTES 03/13/2017 09:20:29 AM KStatzer Action Type:Dealer contact
cust states:powersteering went out 3x at dealer
forward to ECR
1.cust states:powersteering went out 3x at dealer
2.AZ044 can not dup the concern
3.Dispatching due to 3x at dealer/ FTR rep assistance
4.DPSM notified
5.Please call cust with resolution

**** PHONE LOG 03/13/2017 09:49:04 AM MReese
Cust
1. I was returning a call
2. I am requesting a rental

Kia Motors America
Consumer Affairs Department

Page 3 of 15

Cust

Writer states:

1. It appears that ECR Karla has your case opened
2. She is not avail at this time
3. Care to LVM

Writer transferred cust to ECR Karla

1. I have been trying to get a hold of Karla
2. I left her a message yesterday
3. I am needing a rental
4. I have been without my car for a week

Writer

1. Apologized
2. ECR KCampos is not available
3. Can note case for ECR

Cust

1. Thank you
2. Can I leave another VM?

***Transferred to VM

**** PHONE LOG 03/17/2017 09:43:14 AM TDonnelly

Customer States(Richard Bell-husband):

1. I have a case number
2. Checking status of the case

Writer States:

1. What is the case number
2. Asked customer to hold while writer reviews notes

Writer States:

1. Thanked customer for holding
2. Ecr is currently on another line or away from her desk

Kia Motors America
Consumer Affairs Department

Page 4 of 15

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
------------------	-------------------	---------------	------------------	--------------------	----------------

3. Can let her know customer is requesting call back

Customer States:

1. I have been waiting several days for follow up
2. Dealer (AZ044) can not give any more info

Writer States:

1. Do apologize info writer can confirm is that dealer was unable to verify complaint
2. Dealer was advised if unable to verify complaint and determine cause, correction no repairs can be made
3. Customer may need to go to dealer and try to replicate complaint
4. If it can be verified dealer can proceed with repair

Customer States:

1. Dealer told me that kia tech/engineer was coming out and that is what we are waiting for
2. I am in in a rental so I guess I will just keep driving it
3. Would like to get the kia tech out there because dealer can not figure this out
4. Can writer confirm this?

Writer States:

1. Advised notes indicate dealer advised they were attempting to do this
2. Do not see that request has gone through
3. Explained ecr would be best person to advise if kia tech can come out and time frame

Customer States:

1. When will I get a call back?

Writer States:

1. The file was sent to ecr on 3/13/2017 we ask to allow 3 business days for ecr to contact customer
2. Would hope that happens today
3. Will note customer is requesting call back as soon as possible
4. Thanked customer for contacting kia

**** PHONE LOG 03/20/2017 08:39:35 AM BHauer

Cust states

1. I need to speak to Karla
2. My rental is supposed to go back tomorrow
3. And I need to get that extended

Wrt states

1. Apologized
2. Will update case for ECR to review
3. And will call cust back when available to

Cust states

1. Thank you

**** NOTES 03/20/2017 01:32:01 PM KPedrosa Action Type: Dealer contact

WECC contacted Mike (svc mgr) AZ044 in regards to FTS inspection and rental.

**** NOTES 03/20/2017 01:37:39 PM KPedrosa Action Type: Internal

WECC verified FTS inspection scheduled on 3/27/17.

Kia Motors America
Consumer Affairs Department

Page 5 of 15

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
------------------	-------------------	---------------	------------------	--------------------	----------------

**** PHONE LOG 03/20/2017 02:15:24 PM KCampos-CE

Writer called Son 520-612-9079 Richard A Bell left vm

1. Introduced self I called the number on file seems to belong
2. to your mother bur spoke with your father who gave me your number
3. we advised the service manager Mike to extend the rental for you
4. The FTS will be out on 3/27 to inspect your veh
5. Call back number and case number

**** NOTES 03/20/2017 03:22:13 PM KPedrosa Action Type:Internal
WECC verified FTS inspection scheduled on 3/27/17.

**** PHONE LOG 03/28/2017 09:57:18 AM ESwecker
Richard A Bell - Caller

Cust states:

1. I am calling to see if there is update on the case.
2. I have not heard anything from 03/20/2017.

Writer states:

1. Adv that I am not the case manager, but I can get you over to her VM due to she is currently in a meeting.

Cust states:

1. Okay, thank you.

**** PHONE LOG 03/28/2017 04:06:27 PM CBeason

[!<For Internal Use OnlyPending report from FTS>!]

**** PHONE LOG 03/28/2017 04:08:07 PM CBeason
Writer contacted Mr. Bell (520) 505-8151

Referred to contact Son - Richard Bell - Driver 520-612-9079 LVM

Writer states

1. I am following up on your concerns with the veh
2. I am waiting on the report from our FTS
3. I will have an update within the next week
4. I will call you once I get the report
5. Thank you

[!<For Internal Use OnlyBest contact is Richard Bell - Driver - Son - 520-612-9079>!]

**** NOTES 03/28/2017 04:09:18 PM KPedrosa Action Type:Dealer contact
WECC contacted Mike (svc mgr) AZ044 requesting for an update on repairs.

**** PHONE LOG 03/28/2017 04:17:24 PM CBeason

Cust states

1. Calling you back
2. FTS came out on 3/27/17

Kia Motors America

Consumer Affairs Department

Page 6 of 15

Last name	First name	VIN of	2015 SOUL	Case Number	Mileage
-----------	------------	--------	-----------	-------------	---------

1. I will wait for full report from FTS
2. I will call back once i have all this info

Cust states

1. OK

Writer states

1. Since you picked veh up any further concerns

Cust states

1. Power-Steering resolved
2. Still have rough idle

Writer states

1. Please wait for my call back

Cust states

1. Thank you

**** NOTES 03/29/2017 11:05:52 AM KPedrosa Action Type:Dealer contact
WECC contacted by Mike (svc mgr) AZ044 regarding cust veh

Mike states:

1. Gino came out Monday and found nothing wrong with the vehicle and instructed us to return the vehicle to the customer.
2. Mr. Bell picked up yesterday before lunch.

**** NOTES 03/29/2017 11:06:48 AM KPedrosa Action Type:Internal
WECC verified with FTS, idling concern is similar to other Souls.

****SUBCASEK3407281-1 CLOSED 03/29/2017 11:07:28 AM
Veh released.

**** NOTES 03/29/2017 03:15:39 PM CBeason Action Type:Dealer contact

[!<For Internal Use OnlyPer FTS // Veh OAD, Idle is similar to like veh>!]

**** PHONE LOG 03/29/2017 03:47:24 PM CBeason

Kia Motors America

Consumer Affairs Department

Page 7 of 15

Last name First name VIN of 2015 SOUL Case Number Mileage

**** PHONE LOG 03/30/2017 10:17:05 AM MReese

Cust

1. Have you gotten a report from the technician
2. A field tech was sent to the dealer
3. I haven't had a call since Monday

Writer

1. Can not relay FTS report
2. SCV MGR states vehicle operating as designed

Cust

1. The dealer gave me nothing in writing
2. The RO says "could not duplicate"
3. This is a drivability issue
4. They had the car for 21 days
5. The dealer refuses to give me anything in writing

Writer

1. Apologized
2. Will note case for ECR

Cust

1. Thank you

Writer states

1. I am following up with you on your concerns

Cust states

1. I just want a letter stating veh is safe to drive

Writer states

1. Unable to provide that info
2. I would be interested in offering other options like GW

Cust states

1. Would you be willing to cover one month of car payment due to veh was in service apx 30days

Kia Motors America

Consumer Affairs Department

Page 8 of 15

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
------------------	-------------------	---------------	------------------	--------------------	----------------

Writer states

1. What is the amount of your car payment

Cust states

1. \$568.45

Writer states

1. I would consider this an option
2. I will need you to send me the payment slip, and bill of sale

Cust states

1. Ok

Writer states

1. This will settle this claim
2. I will wait for your documents
3. Thank you

**** NOTES 03/30/2017 01:49:35 PM CBeason Action Type:Dealer contact

[!<For Internal Use OnlyPending customer documents>!]

**** PHONE LOG 03/31/2017 09:37:26 AM CBeason

Kia Motors America Consumer Affairs Department

Page 9 of 15

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
------------------	-------------------	---------------	------------------	--------------------	----------------

NCA rec'd customer letter. Letter states:

1. Several little things have continued to break.
2. Recall work was performed.
3. Was never informed that is would feel different.
4. Almost crashed into the freeway barricade.
5. Now the car makes noise when you turn.
6. Car has been to the dlr 3 separate times. Grand total of 30 days.
7. Now you are stating the veh is OAD.
8. Your consumer affairs dept is now anting to throw money to see if I'll be happy.
9. You can pay for the 30 days the veh was in the shop.

Attaching and assigning to CBeason.

Kia Motors America

Consumer Affairs Department

Page 10 of 15

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
------------------	-------------------	---------------	------------------	--------------------	----------------

4. I took veh to service dept with tape over the OBD2 port in the veh and in the engine compartment
5. When I got the veh back the tape was still there and nothing was plugged into the veh for diagnostics
6. I am reviewing this with my attorney
7. The alarm keeps going off and my battery keeps discharging now
8. The dealership is not willing to work on the veh or do any diagnostics due to they are stating its a battery issue

Writer states

1. I will document your concerns
2. I will be forwarding case to another associate for follow up
3. Please wait for call back

Cust states

1. OK
2. Thank you

****SUBCASEK3407281-2 CREATED 04/11/2017 11:29:40 AM CBeason Action Type:

- Battery discharging due to allarm going off randomly
- RO review

**** NOTES 04/11/2017 01:16:57 PM KPedrosa Action Type:Dealer contact
WECC contacted Mike (svc mgr) AZ044 regarding cust veh.

**** NOTES 04/11/2017 02:23:08 PM KPedrosa Action Type:Dealer contact
WECC contacted by Mike (svc mgr) AZ044 with an update

Mike states:

1. Cust returned with a dead battery

**** NOTES 04/12/2017 04:11:57 AM BBauer Action Type:Dealer contact

[!<For Internal Use OnlySteering TREAD review complete-BB>!]

**** NOTES 04/13/2017 07:31:53 AM KPedrosa Action Type:Dealer contact
WECC contacted Mike (svc mgr) AZ044 requesting for an update on cust veh.

**** NOTES 04/13/2017 03:38:07 PM KPedrosa Action Type:Dealer contact
WECC contacted by Mike (svc mgr) AZ044 regarding cust veh

Mike states:

1. The battery was replaced the same day he brought the car in which was the 7th. He did not pick up the car until Tuesday the 11th.
2. He kept insisting that an alarm was going off on the car even though it is not equipped with one. All of our new vehicles are outfitted with an aftermarket alarm that the customer has the option of purchasing. It is only activated if purchased which he did not. We went ahead and removed the alarm components that were in the car at his request even though they were not hooked up.
3. He has filed a letter with the Attorney General asking us to purchase his vehicle back and I am working with my DPSM and Mandy from CA at this time regarding this letter.

**** NOTES 04/17/2017 07:12:52 AM KPedrosa Action Type:Dealer contact

Kia Motors America
Consumer Affairs Department

Page 11 of 15

**** PHONE LOG 04/18/2017 08:27:52 AM ADellarocca

Writer talked to customer

1. at about 10k miles I took to dealer for 1st LOF and also the sport mode was getting unresponsive - yes only 1 dealer
2. After the recall it felt kind of mushy, I test drove with the tech and it was normal
3. There was another repair where we were not even sure what was completed and I was advised that it was a new tech at the dealer
4. I have a manual trans and worried about the power steering going out - my kids would not know what to do
5. 2nd time there was a noise and the idling was rough, per dealer the vehicle does not have a timing adjustment
6. dealer has not good base of communication
7. it was not tracking and by tracking I mean when you hit something on the freeway it starts to drift - AZ mileage is 75-80
8. my job requires me to drive from retailer to retailer but the car sits in-between each visit for about 2-3 hours
9. I asked dealer to keep the vehicle longer so they could try and duplicate after it sitting
10. dealer had my car for about 24 days when the PS light came on and was flashing - it did this 6x in 2 days
11. apparently I have an aftermarket alarm told me that they had not activated so they removed it - looks like they did

16. looking for remedy, a new vehicle from dealer or Kia, actually I thought it was \$8k
17. yes, but only 1 car payment, yes I'm looking to trade it in
18. ok, thank you

Writer

1. I apologize for the concerns and have called the Kia dealer for copies, is this the only dealer that you have gone to?
2. What is it that you are asking of Kia?
3. we are not offering repurchase/replacement at this time but will review goodwill once I receive all of the documents
4. looks like you have \$10 in negative equity, if Kia were to offer repurchase/replacement which we are not at this time, this would come off the bottom line
5. looks like you have been offered goodwill, so you are possibly looking for more goodwill
6. You have my name and phone# if you have any questions
7. I will call you back once I receive everything
8. thank you and have a good day

Kia Motors America
Consumer Affairs Department

Page 12 of 15

Last name First name VIN of 2015 SOUL Case Number Mileage

1. Have reviewed your case and Kia is offering \$1.5k as goodwill for your inconvenience
2. I would ask that you check the Lemon Law in your state but all of the repairs were completed after the 24k miles
3. What is your email address? DNGLNGS@GMAIL.COM oops I was already starting to write yahoo.com
4. I will email now for your review
5. Please let me know if you have questions, thank you

[REDACTED]

[REDACTED] per
your request....

As a reminder, accepting goodwill does not change the warranty on the vehicle. As the original owner you and your mom have:

5 years/60k miles Limited warranty (whichever you get to first)
10 years/100k miles Powertrain warranty (again whichever you get to first)

Let me know if you have questions, thank you

Kia Motors America
Consumer Affairs Department

Page 13 of 15

Last name

First name

VIN of 2015 SOUL

Case Number

Mileage

Hi Mr. Bell, I understand your concerns but Kia has not been able to duplicate any of your concerns. The only repair was for the battery which could have been caused by the aftermarket alarm.

Kia will increase the offer to \$2,000.00 - if you would like to accept then just cross out the amount on release and insert \$2,000.00.

Apologize for concerns but this is the final amount that we are willing to offer at this time.

Thank you

The after market alarm was installed by the dealership and not me, or a third party hired by me. The vehicle is unsafe and not something I am comfortable to continue driving. I could see if you came up to \$5500.

Sent via the Samsung Galaxy S7 active, an AT&T 4G LTE smartphone

00 is the most that we can do without being able to duplicate anything. As a reminder, this is being offered totally as goodwill

Thank you

Kia Motors America
Consumer Affairs Department

Page 14 of 15

I am continuing to have the rough idle and will be returning the vehicle to the dealership this week.

Thanks,

Replied
Apologize for the issues as we were not able to duplicate them.

Kia dealers are independently owned and operated - Kia Motors does not have any control over items that are added on the vehicles at time of sell.

Please let me know if you change your mind.

Thank you and have a great day

**** PHONE LOG 04/26/2017 06:26:55 AM ADellarocca

Email to customer

Good morning Mr. Bell, Kia has received your open BBB case. Please let me know which Kia dealership you took your vehicle to and I'll call them to get the results

Thank you

**** PHONE LOG 04/26/2017 06:40:56 AM ADellarocca

Email from customer

Jim Click Kia in Tucson Arizona.

1. What's his phone#?
2. Yes, we notated that the last time
3. Is he going to make an appointment?
4. Ok

**** NOTES 04/27/2017 06:17:34 AM ADellarocca Action Type:Dealer contact
Per DPSM - vehicle involved in fire. Picture attached to case

**** NOTES 04/27/2017 09:50:18 AM RRistow Action Type:Dealer contact

Wrt contacted the Svc Mgr Mike:

1. Calling to get some info.
2. Did the customer tell you anything?
3. Are they possibly contacting their insurance?

Kia Motors America

Consumer Affairs Department

Page 15 of 15

Last name	First name	VIN of	2015 SOUL	Case Number	Mileage
-----------	------------	--------	-----------	-------------	---------

*** 07/21/2017 11:03:43 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened with Sub Status of Working

*** 07/21/2017 11:59:42 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 121521 Submitted

*** 07/26/2017 14:23:13 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 3. Wednesday of Kristina Pedrosa by Brock Thompson
Reason:

*** 07/26/2017 14:25:17 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 3. Wednesday and Sub Status of Assigned

*** 08/03/2017 12:33:49 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 121521 Submitted

*** 08/03/2017 12:50:29 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 121521 Submitted

*** 08/03/2017 12:51:51 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 121521 Submitted

*** 08/03/2017 13:51:34 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 121521 Final Approved

*** 09/19/2017 16:48:29 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Goodwill Issued
[Resolution Summary]