



Kia Motors America, Inc.

Corporate Headquarters

111 Peters Canyon Road

Irvine, CA 92606-1790 USA

T 1 949 468 4800 F 1 949 468 4905

May 2, 2017

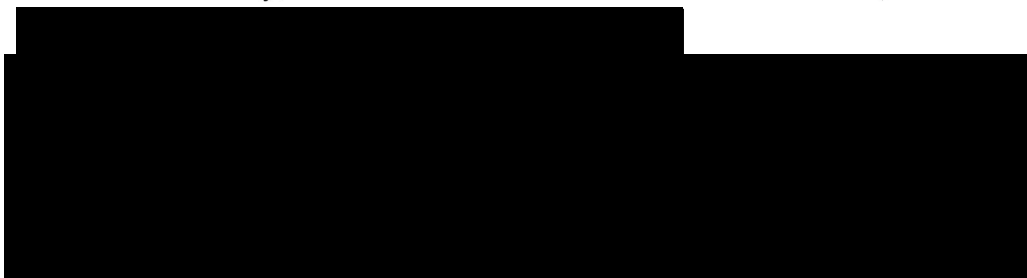


We at Kia Motors America, Inc. (KMA) regret the circumstances that prompted you to call. After careful review of the information you have provided, KMA is referring you to your insurance. Our review indicates insufficient evidence that the fire in the vehicle began due to a manufacturer defect.

Rest assured that if the insurance company's investigation revealed that your vehicle did not operate as designed, they would contact Kia Motors America to be reimbursed for any payout that they have awarded you.

Thank you for taking the time to bring your concerns to our attention.

Sincerely,



K3407281

CONSUMER

ACCOUNT INFORMATION

No valid work phone number, please update online.

Payment Made	7/1/2016	(\$596.87)
Deferment Granted	6/29/2016	\$0.00
Deferment Granted	6/29/2016	\$0.00

Summary As Of:

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Activity Since Your Last Statement

PAYMENT INFORMATION

 **Pay Online - santanderconsumerusa.com**
We accept payments from checking/savings accounts, credit and pinless debit/ATM cards. You can make a one-time payment or set up a recurring online payment plan. A convenience fee may be charged for using this service.

Pay by Phone - 1-888-222-4227
Make your payment by phone anytime. Please have your number from your checking, savings, credit card or pinless debit/ATM account ready when you call. You will also need your Santander Consumer USA account number.

Money Gram
Use Money Gram to make your payment. Bring your payment and fee in cash to the agent nearest you. Call toll-free 1-800-555-3133 for the Money Gram location nearest you. You will need the following information:
Receive Code: 1544
Your account number:

Western Union
Use Western Union Quick Collect to make your payment. Bring your payment and the fee in cash to an agent near you, or use the Quick Collect by Phone service and pay with a VISA or MasterCard issued debit or credit card. Call toll-free 1-800-325-6000 for the agent location nearest you. You will need the following information:
Code City: PITSTOP
State Code: TX
Your account number:

 **Payment Information**
For prompt and accurate processing of your payment, please write your account number on your check and return it with the lower portion of this statement in the envelope provided.

 To receive proper credit, please detach and return your payment and include amount paid. 

PAYMENT COUPON

 To receive proper credit, please detach and return your payment and include amount paid. 

P.O. Box 660633
Dallas, TX 75266-0633

Fees	\$
Total Amount Enclosed	\$

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K3407281

PAYMENT INFORMATION

Questions? Go to MyAccount.SantanderConsumerUSA.com or call Toll-Free 1-888-222-4227



Pay Online at MyAccount.SantanderConsumerUSA.com. We accept payments from checking/savings accounts, credit and pinless debit/ATM cards. You can make a one-time payment or set up a recurring online payment plan. A convenience fee may apply.



Pay by Phone at 1-888-222-4227. Please have the account number from your checking, savings, credit card or pinless debit/ATM account ready when you call. You will also need your Santander Consumer USA account number. Convenience Fee may apply.



MoneyGram or Western Union. Express payments can be made using MoneyGram or Western Union Quick Collect. Please visit MyAccount.SantanderConsumerUSA.com for details, including fees that will apply. Please note:

- » MoneyGram Receive Code is 1544.
- » Western Union City Code is PITSTOP, State Code is TX.



CheckFreePay. This service enables customers to walk into nearly 25,000 retail locations nationwide to make their loan payment. Just take the bottom portion of your billing statement and cash payment to a nearby CheckFreePay location, fees will apply. To find the location nearest you visit www.checkfreepay.com.



Pay by Mail. Mail your payment, made out to Santander Consumer USA, to P.O. Box 660633, Dallas, TX 75266-0633. Write your account number on your check or money order and return it with the lower portion of your statement in the envelope that will be provided. To ensure payments are received in a timely manner, please mail your payment five to seven days before the due date.



Auto Pay. Sign up today for Auto Pay and your monthly payments will automatically be deducted from your personal checking or savings account and credited to your account by the payment due date. You will never have to worry about a late or missing car payment again! It's smart, it's FREE, and it's easy!

- » **Visit MyAccount.SantanderConsumerUSA.com to sign up,** or fax the Authorization form at the bottom to 1-800-417-0251. If you have any other questions please feel free to call us toll-free at 1-888-222-4227 and an account manager will be happy to assist you.
- » **To stop or cancel Auto Pay:** Simply provide us with a 30-day written notice from the customer who authorized the recurring ACH transactions on the relevant account, and we will process the cancellation.
- » **If you change financial institutions or accounts:** You may stop payment of a debit entry by providing written notification to both Santander Consumer USA and your financial institution prior to closing or changing your account.



Late Payment Warning: If we do not receive your payment(s) – including any fees or late charges that have been assessed – by the due date, you may have to pay a late fee. In addition, our service center associates will contact you for collection of payment.

ACCOUNT INFORMATION

Automated Account Information - Please visit our web site MyAccount.SantanderConsumerUSA.com to obtain your payoff information, next payment due, date of last payment or to update your account at any time call toll-free 1-888-222-4227. You may also use this system to make a payment by phone. Follow the simple instructions that will guide you through our menu.

Insurance - Coverage is mandatory. Your contract includes a requirement to maintain an insurance policy on your vehicle that provides comprehensive and collision coverage and to have a Loss Payee and Additional Insured Endorsement. Please make sure this information is correctly disclosed on your policy. **Please visit MyAccount.SantanderConsumerUSA.com to update your policy information** at any time or call toll-free 1-888-222-4227.

Notice to Customer

If you choose to pay by check and your check is returned unpaid or insufficient or uncollected funds, you are giving the company permission, in advance, to electronically re-present this item and assess a return fee to your account as provided for and in an amount consistent with your contract and applicable state and federal laws. In the ordinary course of business, your check will not be provided to you with your bank statement, but a copy can be retrieved by contacting your financial institution.

To ensure Quality Customer Service, telephone calls may be subject to monitoring and/or recording. We may report information about your account to credit bureaus. Late payment(s), missed payment(s) or other default(s) on your account may be reflected in your credit report.

Accounts Receivable Conversion: By remitting a check for payment, you are authorizing Santander Consumer USA to use the information on your check to make a one-time electronic debit from your account at the financial institution indicated on your check where permitted by law. This electronic debit will be for the exact amount of your check. If an electronic debit is processed, the funds may be withdrawn from your account the same business day the payment is received, and your check will not be returned to your financial institution. This is an attempt to collect a debt and any information obtained will be used for that purpose. This communication is from a debt collector.

Notice of Important Rights MA Residents

You have the right to make a written or oral request that telephone calls regarding your debt not be made to you at your place of employment. Any such oral request will be valid for only ten (10) days unless you provide written confirmation of the request postmarked or delivered within seven (7) days of such request. You may terminate this request by writing to Santander Consumer USA Inc., P.O. Box 961245, Fort Worth, TX 76161-1245.

Mail payoff checks to:
Santander Consumer USA, P.O. Box 660633, Dallas, TX 75266-0633.

Send bankruptcy notifications to:
Santander Consumer USA, Attn: Bankruptcy Dept., P.O. Box 560284, Dallas, TX 75356-0284. All verbal communication regarding a bankruptcy needs to be made by calling (888) 437-4846.

Mail your insurance information to:
Santander Consumer USA, PO Box 1984, Carmel, IN 46082.

Mail non-payment correspondence to:
Santander Consumer USA, P.O. Box 961245, Fort Worth, TX 76161-1245.

Sign up for online statements and recurring payments, visit the My Account section of MyAccount.SantanderConsumerUSA.com and set up an online account. You will need a valid email address and your social security number to get started.

CHANGE OF ADDRESS/TELEPHONE INFORMATION (PLEASE PRINT)

Your Street Address		
Your City	State	Zip
Home Phone	Work Phone	Cell Phone
Email Address		
If the vehicle is being garaged at a location other than the new mailing address, please enter to reflect the correct garaging information below.		
Vehicle Location Street Address		
City	State	Zip

AUTO PAY AUTHORIZATION (PLEASE PRINT)

Name on the Account		SCUSA Account Number
Financial Institution Name and Phone Number		
☐ Checking		
☐ Savings	Checking/Savings Account Number	ACH Routing Number
Amount to Debit	Start Date	Day of Month/Due Date
Primary Name on the Account	Date	Signature
Secondary Name on the Account	Date	Signature
I hereby authorize Santander Consumer USA to initiate entries to my checking or savings account at the financial institution above, for the purpose of making my monthly auto payments. I also authorize the financial institution to withdraw these payments from my account. I Hereby Agree To All The Terms And Conditions As Noted Above. You authorize Santander Consumer USA to cancel you K3407281 any scheduled payment date, the amount of your scheduled Auto Pay payment is greater than the payoff amount on your account.		

** WEIGHT FEE INCLUDES TIRE FEE OF \$ 5.00
** REG. FEE INCLUDES AIR QUALITY FEE \$ 1.50

DEALER INSTALL OR REMOVE:

complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby. THIS ORDER IS NOT BINDING UNTIL ACCEPTED BY MANAGEMENT. AND IF A TIME SALE (1) PURCHASER'S CREDIT HAS BEEN APPROVED BY A FINANCING INSTITUTION AND IT AGREES TO PURCHASE A RETAIL INSTALLMENT CONTRACT BASED ON THIS ORDER. (2) APPROPRIATE FINANCE CHARGE DISCLOSURES ARE MADE AND (3) A SECURITY AGREEMENT EXECUTED. UNTIL A TIME SALE ORDER BECOMES BINDING PURCHASER MAY CANCEL IT AND RECOVER ANY DEPOSIT MADE. DEALER SHALL NOT BE OBLIGATED TO SELL UNTIL APPROVAL OF THE TERMS HEREOF IS GIVEN BY A BANK OR FINANCE COMPANY WILLING TO PURCHASE A RETAIL INSTALLMENT CONTRACT BETWEEN THE PARTIES HERETO BASED ON SUCH TERMS. ALL WARRANTIES IF ANY BY A MANUFACTURER OR SUPPLIER OTHER THAN DEALER ARE THEIRS NOT DEALERS AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES UNLESS DEALER FURNISHES BUYER WITH A SEPARATE WRITTEN WARRANTY OR SERVICE CONTRACT MADE BY DEALER ON ITS OWN BEHALF. DEALER HEREBY DISCLAIMS ALL WARRANTIES EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. (A) ON ALL GOODS AND SERVICES SOLD BY DEALER. (B) ON ALL USED VEHICLES WHICH ARE HEREBY SOLD AS IS NOT EXPRESSLY WARRANTED OR GUARANTEED. Purchaser by his execution of this Order certifies that he is of legal age or older and acknowledges that he had read its terms and conditions and has received a true copy of this Order. NOTICE WHERE THE DEALER ARRANGES FINANCING the Dealer may receive a portion of the finance charge from the Lender.

LIMITATIONS / EXCLUSIONS OF PRODUCT WARRANTIES:

(a) For "new" vehicles: (1) If the vehicle is purchased for personal use. Seller makes no implied warranty of merchantability or of fitness for any particular purpose unless Seller also gives Purchaser a written warranty, on its own behalf, with respect to the vehicle, or, at the time of the sale or within 90 days thereafter. Seller enters into a service contract with Purchaser which applies to the vehicle. In that event, any implied warranties arising from the sale of the vehicle shall be limited to duration of Seller's written warranty or service contract; (2) If the vehicle is purchased for commercial use, Seller makes no implied warranty of merchantability or of fitness for any particular purpose. The vehicle is sold to Purchaser AS IS, except for any express warranties made by Seller, on its own behalf, or by the manufacturer of the Vehicle, or of any component parts. (3) In all cases, Seller shall not be liable for any consequential damages arising from any breach of any warranty, express or implied. (b) For "used" vehicles

LIMITATIONS / EXCLUSIONS OF PRODUCT WARRANTIES:

(a) For "new" vehicles: (1) If the vehicle is purchased for personal use. Seller makes no implied warranty of merchantability or of fitness for any particular purpose unless Seller also gives Purchaser a written warranty, on its own behalf, with respect to the vehicle, or, at the time of the sale or within 90 days thereafter. Seller enters into a service contract with Purchaser which applies to the vehicle. In that event, any implied warranties arising from the sale of the vehicle shall be limited to duration of Seller's written warranty or service contract; (2) If the vehicle is purchased for commercial use, Seller makes no implied warranty of merchantability or of fitness for any particular purpose. The vehicle is sold to Purchaser AS IS, except for any express warranties made by Seller, on its own behalf, or by the manufacturer of the Vehicle, or of any component parts. (3) In all cases, Seller shall not be liable for any consequential damages arising from any breach of any warranty, express or implied. (b) For "used" vehicles

(1) Used Car Implied Warranty of Merchantability:

THE SELLER HEREBY WARRANTS THAT THE VEHICLE WILL BE FIT FOR THE ORDINARY PURPOSES FOR WHICH THE VEHICLE IS USED FOR 15 DAYS OR 500 MILES AFTER DELIVERY, WHICHEVER IS EARLIER, EXCEPT WITH REGARD TO PARTICULAR DEFECTS DISCLOSED ON THE FIRST PAGE OF THIS AGREEMENT. YOU (THE PURCHASER) WILL HAVE TO PAY UP TO \$25.00 FOR EACH OF THE FIRST TWO REPAIRS IF THE WARRANTY IS VIOLATED.

(2) Waiver of Used Car Implied Warranty of Merchantability:

ATTENTION PURCHASER: SIGN HERE ONLY IF THE DEALER TOLD YOU THAT THIS VEHICLE HAS THE FOLLOWING PROBLEM(S) AND THAT YOU AGREE TO BUY THE VEHICLE ON THOSE TERMS:

ATENCION COMPRADOR: FIRME AQUI SOLAMENTE SI EL VENDEDOR TE HA DICHO QUE EL VEHÍCULO TIENE EL SIGUIENTE PROBLEMA (S) Y QUE USTED ESTA DE ACIERTO DE COMPRA EL VEHÍCULO BAJO ESTOS TÉRMINOS:

1. _____ Buyer/Comprador _____
2. _____ Buyer/Comprador _____
3. _____

(3) The vehicle is sold "AS IS - NOT EXPRESSLY WARRANTED OR GUARANTEED" unless Seller gives Purchaser a separate written instrument showing the terms of any warranty or service contract given by Seller on its own behalf. If the vehicle is purchased for personal use, Seller makes no implied warranty of fitness for any particular purpose, and the implied warranty of merchantability is limited to 15 days or 500 miles after delivery, whichever is earlier, as set forth above, unless Seller also gives Purchaser a written warranty, on its own behalf, with respect to the Vehicle, or, at the time of the sale or within 90 days thereafter, Seller enters into a service contract with Purchaser which applies to the Vehicle. In that event, any implied warranties arising from the sale of the vehicle shall be limited to the duration of Seller's written warranty or service contract. If the vehicle is purchased for commercial use, Seller makes no implied warranty of fitness for any particular purpose, and the implied warranty of merchantability is limited to 15 days or 500 miles after delivery, whichever is earlier. In all cases, Seller shall not be liable for any consequential damages arising from any breach of any warranty, express or implied, except for a breach of the implied warranty of merchantability.

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of \$ <u>0.00</u> is
22.91 %	\$ 18988.76	\$ 21939.64	\$ 40928.40	\$ 40928.40

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
72	568.45	Monthly beginning 12/08/2015
N/A	N/A	N/A

Or As Follows: N/A

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date and security interest.

ITEMIZATION OF AMOUNT FINANCED

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below: Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
☐ Credit Disability: ☐ Buyer ☐ Co-Buyer ☐ Both

Premium:

Credit Life \$ N/A

Credit Disability \$ N/A

Insurance Company Name N/A

N/A

Home Office Address N/A

N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

4. Other Charges Including Amounts Paid to Others on Your Behalf

(Seller may keep part of these amounts):

A Cost of Optional Credit Insurance Paid to the Insurance

Company or Companies.

Life \$ N/A

Disability \$ N/A

B Other Optional Insurance Paid to Insurance Company or Companies \$ N/A

C Optional Gap Contract \$ N/A

D Official Fees Paid to Government Agencies \$ N/A

E Government Taxes Not Included in Cash Price \$ N/A

F Government License and/or Registration Fees (Identify) \$ 273.94

G Government Certificate of Title Fees \$ 4.00

H Other Charges (Seller must identify who is paid and describe purpose)

to PARTNERS SERVICE for PLATINUM \$ 1580.00

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

I want the insurance checked above.

X N/A N/A
Buyer Signature Date

X N/A N/A
Co-Buyer Signature Date

Returned Check Charge: You agree to pay a charge of \$25.00, plus actual charges assessed by a financial institution, if any check you give us is dishonored.

OPTIONAL GAP CONTRACT. A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 4C of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term N/A Mos.

N/A Name of Gap Contract

I want to buy a gap contract.

Buyer Signs X N/A

SIGUIENTE(S) PROBLEMA(S) Y QUE USTED ESTA DE ACUERDO EN COMPRAR EL VEHICULO SIN LOS

1. N/A 2. N/A 3. N/A

X N/A N/A X N/A N/A
Buyer Signs (Date) Co-Buyer Signs (Date)

WARRANTIES

Unless the Seller makes a written warranty, or enters into a service contract within 90 days from the date of this contract, the Seller makes no warranties on the vehicle, except as described above for used vehicles. Making no warranties means that the Seller is selling the vehicle as is – not expressly warranted or guaranteed and without any implied warranties of merchantability (except as described above) or of fitness for a particular purpose.

This provision does not affect any warranties covering the vehicle that the vehicle manufacturer may provide.

☐ IF THE BOX IS CHECKED, THIS CONTRACT IS SUBJECT TO A BROKER FEE PAID BY THE SELLER TO N/A.

NO COOLING OFF PERIOD

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

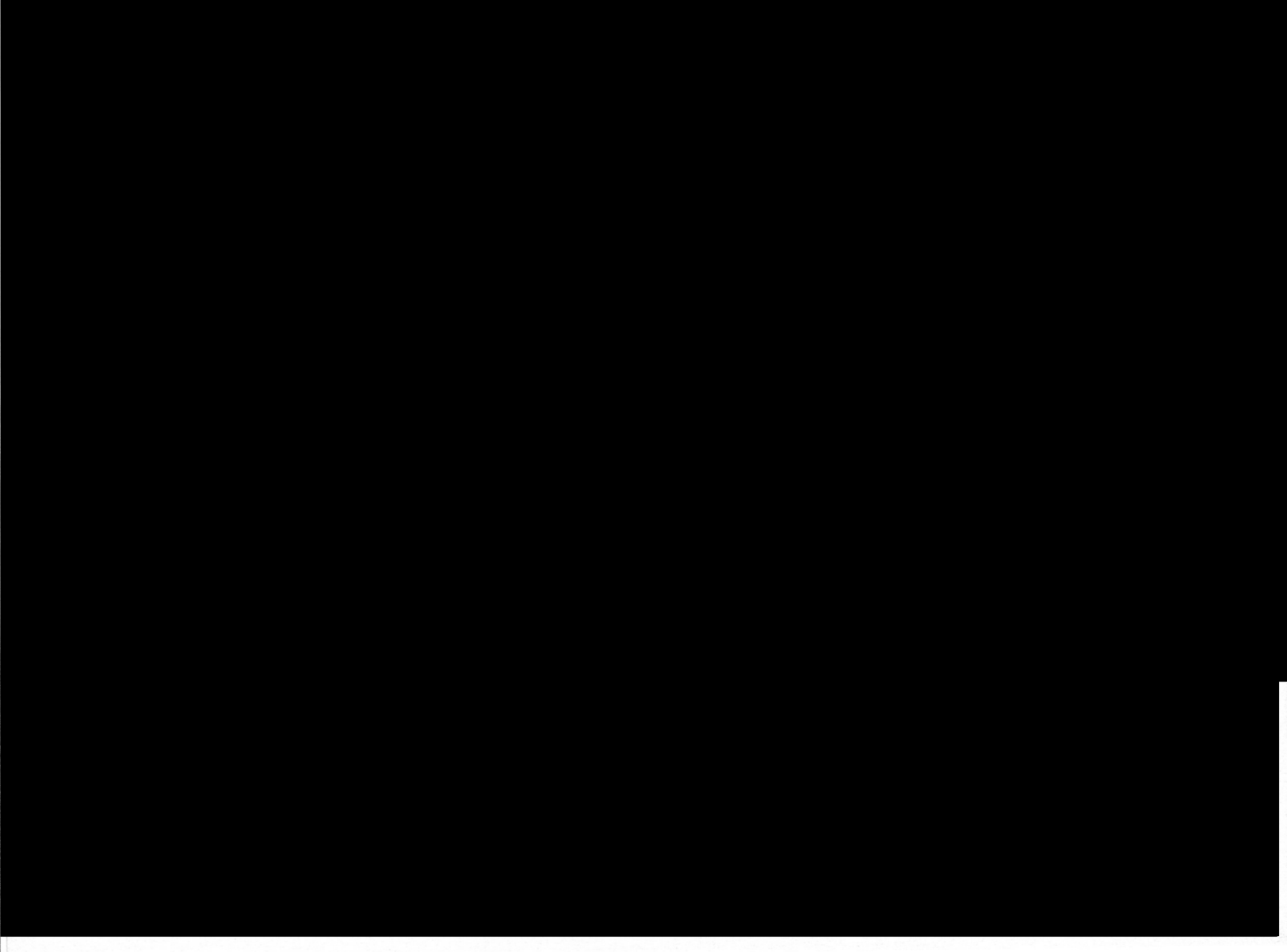
You acknowledge
exemption
THE VEHICLE

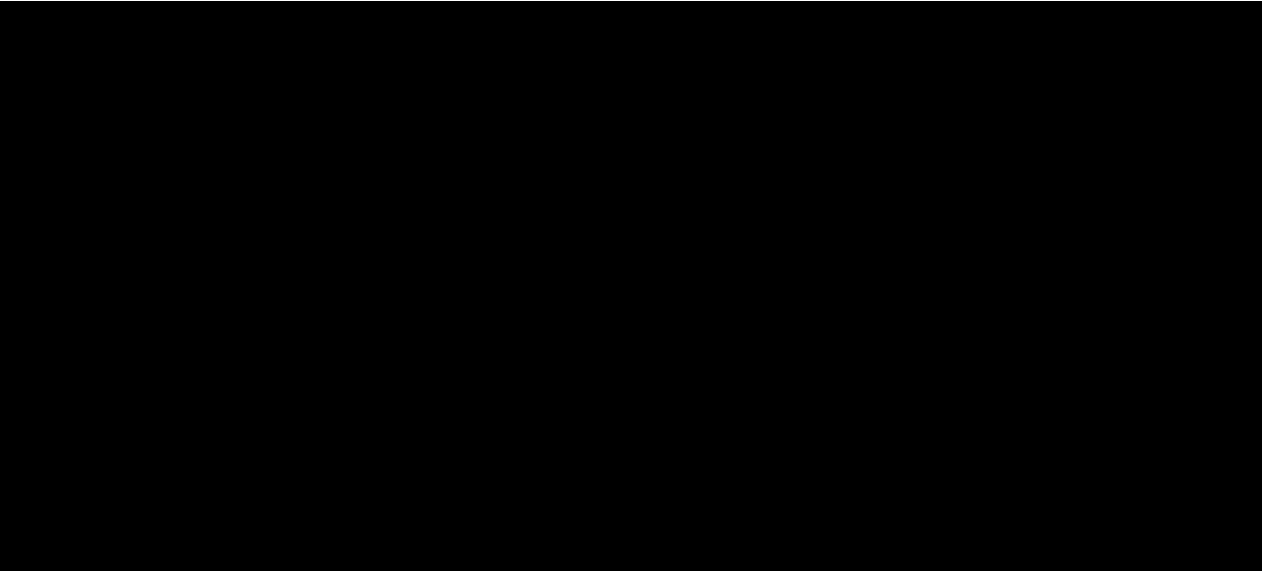
HOW THIS CONTRACT
and we must
If any part of
may extend to

NOTICE
entitled to

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign and retain its right to receive a part of the Finance Charge.

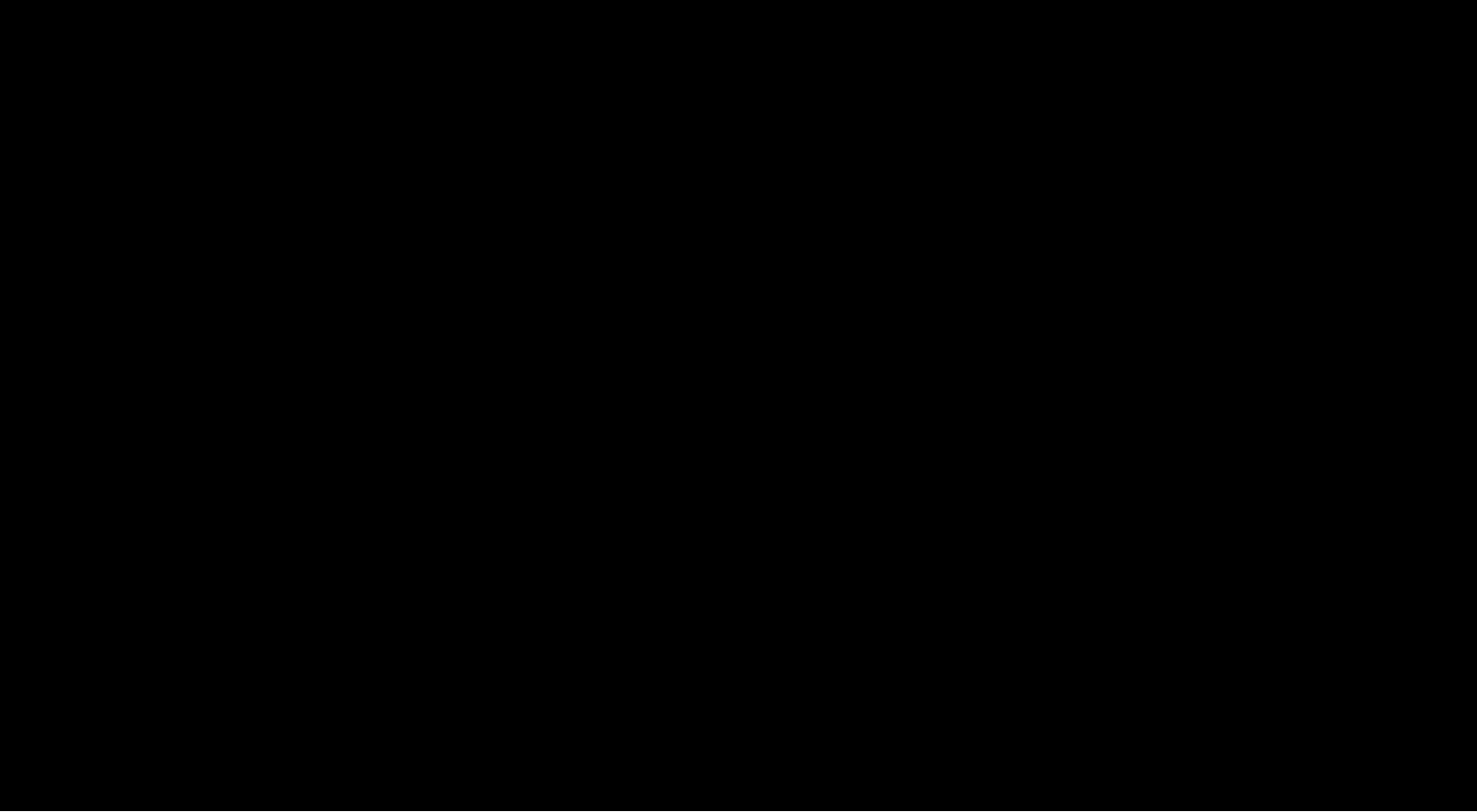
YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION





April 03, 2017

Thank you for contacting Kia Motors America (KMA). We appreciate your feedback and value this opportunity to hear directly from you. This letter is in response to your request for assistance and subsequent communication. On behalf of KMA, please accept our apologies for any inconveniences you have experienced with regard to your Kia vehicle. I have carefully reviewed your case history and would like to propose the following resolution:

1. Kia will provide you with a settlement for \$568.45 as a gesture of goodwill for any inconveniences you have experienced and consider your claim fully settled.
 2. All settlements will require a signed release before any funds are distributed. All vehicle warranties would remain in full effect as stated in the vehicle's Warranty and Consumer Information Manual.
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Kia Motors America, Inc.

Corporate Headquarters

111 Peters Canyon Road

Irvine, CA 92606-1790 USA

T 1 949 468 4800 F 1 949 468 4905

April 18, 2017

Office of the Arizona Attorney General
Civil Litigation Division
400 West Congress Street, S-315
Tucson, AZ 85701-1367
Attn: Consumer Information and Complaints
Fax: 520-628-6532

[REDACTED]

On behalf of KMA, please convey our apologies to [REDACTED] for the inconveniences he has experienced with regard to his Kia vehicle. I have carefully reviewed the AG letter and have talked with customer. Please find the response below:

1. I have called Jim Click Kia for copies of all ROs pertaining to [REDACTED] vehicle. Once received, I will call [REDACTED] to offer goodwill for his inconveniences. Kia is not offering repurchase/replacement at this time.
2. I have talked with Mr. Bell at length and advised of the above. Once I receive the RO copies I will [REDACTED] back with an update.
3. [REDACTED] name and phone# for any questions he may have going forward – I also advised [REDACTED] has \$10,079.00 of negative equity on the account and would most likely owe Kia money if this were to go to repurchase status. [REDACTED] understands and is looking for goodwill for the purpose of possibly trading out of the vehicle.
4. [REDACTED] not having any concerns at this time but is worried that he may encounter future concerns with the power steering and does not want his kids driving the vehicle.
5. Kia is not offering anything at this time as no documents have been received.

Thank you for your courtesy and assistance with this matter.

Sincerely, [REDACTED]

[REDACTED]

K3407281

JOB NUMBER : 1 OPERATION 02K1ZCUS1 OP. DESC. GEN REP/INSPECTION
SALE TYPE : W TECHNICIAN NO(S). 8075
COMPLAINT : CUSTOMER STATES VEHICLE DOES NOT START, CHECK NAD ADVISE
BATTERY HAS 100% WARRANTY, REPLACE IF NEEDED
CAUSE : VERIFIED BATTERY TESTED BAD
CORRECTION : REPLACED BATTERY AS NEEDED. 37110R00 .2 W 37110A00 .3

ORIGINAL :
CORRECTION REPLACED BATTERY AS NEEDED

WARRANTY :

JOB NUMBER : 2 OPERATION 00K1Z03 OP. DESC. VEHICLE INSPECTION
SALE TYPE : I TECHNICIAN NO(S). 8075
COMPLAINT : Perform vehicle inspection - Note: This is a visual inspection only and does not include any disassembly of the vehicle or components. This is not intended to discover, and may not discover internal or hidden damage not detectable upon visual inspection. Your vehicle may have conditions that are not evident, present or noticed at the time of the inspection; and our report does not provide any guarantee or warranty regarding future breakdowns.

JOB NUMBER : 3 OPERATION 12K1ZRECALL-CK OP. DESC. CHECK FOR RECALLS
SALE TYPE : I TECHNICIAN NO(S). 8075
COMPLAINT : NONE

COMMENTS : TOW

R.O NO. : 848665 R.O DATE : 03/07/2017 R.O TYPE : S
MILEAGE : 28132 ADVISOR NO. : 7700

JOB NUMBER : 1 OPERATION 02K1ZCUS1 OP. DESC. GEN REP/INSPECTION
SALE TYPE : I TECHNICIAN NO(S). 4930
COMPLAINT : CUSTOMER STATES CLICKING NOISE HEARD WHILE DRIVING IN STEERING WHEEL, NOISE SEEMS TO BE GETTING LOUDER. TAKES MORE FORCE TO TURN VEHICLE, STEERING WHEEL LIGHT HAS BEEN FLASHING INTERMITTENTLY. CUST HAS TO PULL OVER AND RESTART CAR SEVERAL TIMES BEFORE LIGHT COMES OFF, HAPPEN SIX TIMES SINCE FRIDAY. SEE HISTORY, CHECK AND ADVISE
CAUSE : WORKING AS DESIGNED AT THIS TIME
ORIGINAL : WORKING AS DESIGNED AT THIS TIME BEING ISSUE IS INTERMETTENT
CAUSE : UNIT MAY HAVE TO BE DRIVEN FOR EXTENDED AMOUNT OF TIME
CORRECTION : SCAN FOR CODE HAD A HISTORY CODE FOR A LOW BATTERY BUT

K3407281

04/18/2017

HISTORY LISTING

3010

07:17:05

PAGE 2

BATTERY PASSED WITH TWO DIFFERENT TESTERS AND NO UPDATES
WERE REQUIRED.

ROADTESTED 50 MILES, COULD NOT DUPLICATE CUSTOMER CONCERN AT
THIS TIME. KIA CONSUMER AFFAIRS TO PAY FOR RENTAL \$330.00

ORIGINAL : SCAN FOR CODE HAD A HISTORY CODE FOR A LOW BATTERY BUT

CORRECTION BATTERY PASSED WITH TWO DIFFERENT TESTERS AND NO UPDATES
WERE REQUIRED. CUSTOMER MAY NEED TO DRIVE TO US IF ISSUES
STARTS TO HAPPEN AND NOT SHUT UNIT DOWN SO IF ANY PENDING
CODE CAN BE FOUND AND WE WOULD BE ABLE TO HEAR AN ABNORMAL
NOISES.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
48665B

JOB NUMBER : 2 OPERATION 02K1ZCUS2 OP. DESC. GEN REP/INSPECTION

SALE TYPE : I TECHNICIAN NO(S). 4930

COMPLAINT : CUSTOMER STATES VEHICLE HAS ROUGH IDLE AT A FULL STOP,
ESPECIALLY WHEN HEATER OR A/C IS ON. CHECK AND ADVISE

CORRECTION : WORKING AS DESIGNED TESTED FOR CODES, UPDATES, & CHECK WITH
TECHLINE

JOB NUMBER : 3 OPERATION 00K1Z03 OP. DESC. VEHICLE INSPECTION

SALE TYPE : I TECHNICIAN NO(S). 4930

COMPLAINT : Perform vehicle inspection - Note: This is a visual
inspection only and does not include any disassembly of
the vehicle or components. This is not intended to
discover, and may not discover internal or hidden damage
not detectable upon visual inspection. Your vehicle may
have conditions that are not evident, present or noticed
at the time of the inspection; and our report does not
provide any guarantee or warranty regarding future
breakdowns.

CORRECTION : .

JOB NUMBER : 4 OPERATION 12K1ZRECALL-CK OP. DESC. CHECK FOR RECALLS

SALE TYPE : I TECHNICIAN NO(S). 4930

COMPLAINT : NONOE

CORRECTION : .

COMMENTS : DROP OFF - 7700

R.O NO. : 786537 R.O DATE : 12/03/2016 R.O TYPE : S
MILEAGE : 25099 ADVISOR NO. : 7700

JOB NUMBER : 1 OPERATION 02K1ZCUS1 OP. DESC. GEN REP/INSPECTION

SALE TYPE : I TECHNICIAN NO(S). 4930

COMPLAINT : CUSTOEMR STATES STEERING WHEEL MAKING CLICKING NOISE WHEN
TURNING OR MAKING SLIGHT CORRECTIONS, CHECK AND ADVISE

CAUSE : ONLY CLICKING NOTED WAS THE ROSARY BEADS ON THE REAR VIEW
MIRROR AND THE DOOR OPENER AND CLIP ON VISOR

K3407281

04/18/2017

HISTORY LISTING

3010

07:17:05

PAGE 3

CORRECTION : MOVED ITEMS TO CONSOLE WOULD LIKE TO DRIVE WITH CUSTOMER
TO SEE IF ANY OTHER ISSUES
CUSTOMER TO BRING VEHICLE BACK WHEN ISSUE IS PRESENT
ORIGINAL : MOVED ITEMS TO CONSOLE WOULD LIKE TO DRIVE WITH CUSTOMER
CORRECTION TO SEE IF ANY OTHER ISSUES

JOB NUMBER : 2 OPERATION 02K1ZCUS2 OP. DESC. GEN REP/INSPECTION
SALE TYPE : I TECHNICIAN NO(S). 4930
COMPLAINT : CUSTOMER STATES VEHICLE IS IDLING ROUGH, CHECK AND ADVISE
CAUSE : DID NOT DUPLICATE ROUGH IDLES INCLUDING CHECKING ON DRIVING
TO TEST THE #1 ISSUE (DID NOTE UPDATE FOR LOGIC IMPROVEMENT)
CORRECTION : TEST DROVE SCANNED AND UPDATED ECM 286.PS 1.6GDI

JOB NUMBER : 3 OPERATION 00K1Z03 OP. DESC. VEHICLE INSPECTION
SALE TYPE : I TECHNICIAN NO(S). 4930
COMPLAINT : Perform vehicle inspection - Note: This is a visual
inspection only and does not include any disassembly of
the vehicle or components. This is not intended to
discover, and may not discover internal or hidden damage
not detectable upon visual inspection. Your vehicle may
have conditions that are not evident, present or noticed
at the time of the inspection; and our report does not
provide any guarantee or warranty regarding future
breakdowns.
CORRECTION : .

JOB NUMBER : 4 OPERATION 12K1ZRECALL-CK OP. DESC. CHECK FOR RECALLS
SALE TYPE : I TECHNICIAN NO(S). 4930
COMPLAINT : CHECKED FOR RECALLS, NONE OPEN AT THIS TIME
CORRECTION : .

COMMENTS : WAITING NEARBY CWR: 520.612.9079

R.O NO. : 720941 R.O DATE : 09/01/2016 R.O TYPE : S
MILEAGE : 21162 ADVISOR NO. : 8357

JOB NUMBER : 1 OPERATION 00K1Z*LOFM4LGAS OP. DESC. MAINTENANCE FOR LIFE
SALE TYPE : C TECHNICIAN NO(S). 8188
COMPLAINT : GAS ENGINE --- MAINTENANCE FOR LIFE ---
INCLUDES LUBE, OIL AND FILTER CHANGE AND TIRE ROTATION
TO BE PERFORMED PER MFG NORMAL USE SCHEDULE.
CAUSE : MAINTENANCE FOR LIFE PACKAGE ON JIM CLICK USED VEHICLES
SOLD FROM FEBRUARY 1, 2006 TO DECEMBER 31, 2012.
CORRECTION : CHANGE OIL FILTER AND REPLACE ENGINE OIL.
CHECK FLUID LEVELS AND CONDITION.
ROTATED TIRES AND CHECK/SET PRESSURES TO SPECS.

JOB NUMBER : 2 OPERATION 00K1Z03 OP. DESC. VEHICLE INSPECTION
SALE TYPE : I TECHNICIAN NO(S). 8188

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COMPLAINT : Perform vehicle inspection - Note: This is a visual inspection only and does not include any disassembly of the vehicle or components. This is not intended to discover, and may not discover internal or hidden damage not detectable upon visual inspection. Your vehicle may have conditions that are not evident, present or noticed at the time of the inspection; and our report does not provide any guarantee or warranty regarding future breakdowns.

JOB NUMBER : 3 OPERATION 12K1ZRECALL-CK OP. DESC. CHECK FOR RECALLS
SALE TYPE : I TECHNICIAN NO(S). 8188
COMPLAINT : AS PART OF SERVICE VISIT, CHECK MANUFACTURER OR SAFERCAR.GOV FOR ANY OPEN RECALLS, AND ATTACH REPORT TO HARD COPY. CLOSE RO LINE WITH APPROPRIATE INFO (IE: NO OPEN RECALLS AT THIS TIME, RECALL DONE ON RO#---, CUSTOMER TO RESCHEDULE, NEED TO ORDER PART, CUSTOMER INSTRUCTED TO SEE AUTHORIZED DEALER).
CORRECTION : NO OPEN RECALLS AT THIS TIME

JOB NUMBER : 4 OPERATION 00K1ZRECOMMEND OP. DESC. RECOMMEND NOT DONE
SALE TYPE : C TECHNICIAN NO(S). 8188
COMPLAINT : DOCUMENT ONLY - RECOMMENDED THE FOLLOWING SERVICE(S) AND CUSTOMER EITHER DECLINED AT THIS TIME OR HAS INDICATED THEY INTEND TO RETURN FOR WORK TO BE PERFORMED.
CORRECTION : RECOMMEND FUEL INJ. SERVICE \$114.95, AIR FILTER \$20.99 AND CABIN AIR FILTER \$44.95

COMMENTS : WAITING -

R.O NO. : 582666 R.O DATE : 03/08/2016 R.O TYPE : S
MILEAGE : 13393 ADVISOR NO. : 7700

JOB NUMBER : 1 OPERATION 02K1ZCUS1 OP. DESC. GEN REP/INSPECTION
SALE TYPE : W TECHNICIAN NO(S). 4930
COMPLAINT : CUSTOEMR STATES HIS TRUNK WILL NOT OPEN CHECK AND ADVISE
CAUSE : VERIFIED CUSTOMER CONCERN FOUND INTERMITTENT OPEN IN REAR HATCH SWITCH.
ORIGINAL : INTERMETTENT OPEN IN REAR HATCH SWITCH
CAUSE
CORRECTION : REPLACED REAR HATCH SWITCH TO CORRECT CONCERN.
81230R00 .3 W
ORIGINAL : FIRST TEST LATCH FUCTIONED THEN FAILED, REMOVED LATCH AND
CORRECTION PANEL TO TEST LATCH AND HARNESSSES. USING DVOM LOCATED ISSUE
REPLACED SWITCH AND RETESTED. NOW WORKING AS DEISGNEED.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
82666A 81230R00

JOB NUMBER : 2 OPERATION 05K1ZCAMPAIGN1 OP. DESC. CAMPAIGN OPERATIONS
SALE TYPE : W TECHNICIAN NO(S). 4930

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COMPLAINT : PERFORM THE FOLLOWING CAMPAIGN PER MANUFACTURER INSTRUCTIONS
SA206 PS/EV REAR CENTER SEAT BELT COVER

CAUSE : SA206

CORRECTION : REPLACE BELT COVER
150093R0 .2 V

ORIGINAL : REPLACE BELT COVER

CORRECTION

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
82666B 150093R0

JOB NUMBER : 3 OPERATION 00K1Z03 OP. DESC. VEHICLE INSPECTION

SALE TYPE : I TECHNICIAN NO(S). 4930

COMPLAINT : Perform vehicle inspection - Note: This is a visual inspection only and does not include any disassembly of the vehicle or components. This is not intended to discover, and may not discover internal or hidden damage not detectable upon visual inspection. Your vehicle may have conditions that are not evident, present or noticed at the time of the inspection; and our report does not provide any guarantee or warranty regarding future breakdowns.

CORRECTION : PLEASE SEE REPORT

JOB NUMBER : 4 OPERATION 12K1ZRECALL-CK OP. DESC. CHECK FOR RECALLS

SALE TYPE : I TECHNICIAN NO(S). 4930

COMPLAINT : CHECKED FOR RECALLS, SEE LINE TWO.

CORRECTION : .

JOB NUMBER : 5 OPERATION 00K1ZRECOMMEND OP. DESC. RECOMMEND NOT DONE

SALE TYPE : I TECHNICIAN NO(S). 4930

COMPLAINT : DOCUMENT ONLY - RECOMMENDED THE FOLLOWING SERVICE(S) AND CUSTOMER EITHER DECLINED AT THIS TIME OR HAS INDICATED THEY INTEND TO RETURN FOR WORK TO BE PERFORMED.

CORRECTION : AIR FILTER, CABIN AIR FILTER

ORIGINAL : .

CORRECTION

COMMENTS : WAITER

R.O NO. : 535661

R.O DATE : 01/08/2016

R.O TYPE : S

MILEAGE : 10419

ADVISOR NO. : 7700

JOB NUMBER : 1 OPERATION 02K1ZCUS1 OP. DESC. GEN REP/INSPECTION

SALE TYPE : I TECHNICIAN NO(S). 4436

COMPLAINT : CUSTOMER STATES STEERING FEELS HYPER-SENSITIVE
AFTER PERFORMING THE RECALL, ON 01/07/16. CHECK AND ADVISE.

CORRECTION : TEST DROVE VEHICLE. NO PROBLEM FOUND AT THIS TIME.

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JOB NUMBER : 2 OPERATION 12K1ZRECALL-CK OP. DESC. CHECK FOR RECALLS
SALE TYPE : I TECHNICIAN NO(S). 4436
COMPLAINT : CHECEKED FOR RECALLS, FOOUND SA206. PARTS WERE
ORDERED ON PREVIOUS REPAIR ORDER.

COMMENTS : WAITER

R.O NO. : 534404 R.O DATE : 01/07/2016 R.O TYPE : S
MILEAGE : 10378 ADVISOR NO. : 7700

JOB NUMBER : 1 OPERATION 00K1Z*LOFM4LGAS OP. DESC. MAINTENANCE FOR LIFE
SALE TYPE : C TECHNICIAN NO(S). 7094
COMPLAINT : GAS ENGINE --- MAINTENANCE FOR LIFE ---
INCLUDES LUBE, OIL AND FILTER CHANGE AND TIRE ROTATION
TO BE PERFORMED PER MFG NORMAL USE SCHEDULE.
CAUSE : MAINTENANCE FOR LIFE PACKAGE ON JIM CLICK USED VEHICLES
SOLD FROM FEBRUARY 1, 2006 TO DECEMBER 31, 2012.
CORRECTION : CHANGE OIL FILTER AND REPLACE ENGINE OIL.
CHECK FLUID LEVELS AND CONDITION.
ROTATED TIRES AND CHECK/SET PRESSURES TO SPECS.

JOB NUMBER : 2 OPERATION 05K1ZCAMPAIGN1 OP. DESC. CAMPAIGN OPERATIONS
SALE TYPE : I TECHNICIAN NO(S). 7094
COMPLAINT : PERFORM THE FOLLOWING CAMPAIGN PER MANUFACTURER INSTRUCTIONS
SA206 PS/EV REAR CENTER SEAT BELT COVER
CORRECTION : COULD NOT PERFORM DUE TO LACK OF PARTS. SOP. WILL
CALL CUSTOMER WHEN PARTS ARE IN.
ORIGINAL : .
CORRECTION

JOB NUMBER : 3 OPERATION 05K1ZCAMPAIGN2 OP. DESC. CAMPAIGN OPERATIONS
SALE TYPE : W TECHNICIAN NO(S). 7094
COMPLAINT : PERFORM THE FOLLOWING CAMPAIGN PER MANUFACTURER INSTRUCTIONS
SC125 PINION PLUG INSPECTION/REPAIR
CAUSE : SC125
CORRECTION : PERFORMED SC125
151103R1 .4 R
ORIGINAL : .
CORRECTION

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
34404A 151103R1

JOB NUMBER : 4 OPERATION 00K1Z03 OP. DESC. VEHICLE INSPECTION
SALE TYPE : I TECHNICIAN NO(S). 7094
COMPLAINT : Perform vehicle inspection - Note: This is a visual
inspection only and does not include any disassembly of
the vehicle or components. This is not intended to
discover, and may not discover internal or hidden damage

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not detectable upon visual inspection. Your vehicle may have conditions that are not evident, present or noticed at the time of the inspection; and our report does not provide any guarantee or warranty regarding future breakdowns.

CORRECTION : .

JOB NUMBER : 5 OPERATION 12K1ZRECALL-CK OP. DESC. CHECK FOR RECALLS

SALE TYPE : I TECHNICIAN NO(S). 7094

COMPLAINT : CHECKED FOR RECALLS, SEE LINES TWO AND THREE.

CORRECTION : .

COMMENTS : WAITER

R.O NO. : 447825

R.O DATE : 09/11/2015

R.O TYPE : P

MILEAGE : 9

ADVISOR NO. : 4932

JOB NUMBER : 1 OPERATION 02K1ZCUS1 OP. DESC. GEN REP/INSPECTION

SALE TYPE : I TECHNICIAN NO(S). 7094

COMPLAINT : DASH LIGHTS ARE FLICKERING. CORNER LIGHTS

CAUSE : FOUN 0 VOLTS IN BATTERY. CHARGED FOR 3 HOURS. TESTED BATTERY. GOOD. CHECKED ELECTRICAL SYSTEM. FOUND .003 A DRAW. DRAW IS WITHING SPECIFICATIONS. SUSPECT INTERMITTANT PROBLEM IN ALARM.

CORRECTION : VEHICLE WAS SENT TO ALARMS FOR ALARM REPAIR. ALARM WAS REINSTALLED. RECHECKED. GOOD.

JOB NUMBER : 2 OPERATION 80K1ZRECALL-CK OP. DESC. CHECK FOR RECALLS

SALE TYPE : I TECHNICIAN NO(S). 4932

COMPLAINT : CHECKED FOR RECALLS. NO OPEN REACLLS AT THIS TIME.

R.O NO. : 439135

R.O DATE : 08/31/2015

R.O TYPE : B

MILEAGE : 8

ADVISOR NO. : 4643

JOB NUMBER : 1 OPERATION 32FOZ-TINT-2 OP. DESC. TINT 2 WINDOWS

SALE TYPE : I TECHNICIAN NO(S). 4970

COMPLAINT : TINT 2 WINDOWS

R.O NO. : 437154

R.O DATE : 08/28/2015

R.O TYPE : S

MILEAGE : 8

ADVISOR NO. : 4932

JOB NUMBER : 1 OPERATION 80K1ZP OP. DESC. KIA PDI/RECALL

SALE TYPE : W TECHNICIAN NO(S). 8075

COMPLAINT : PERFORM KIA PDI AND CHECK MANUFACTURER WEBSITE FOR ANY OPEN RECALLS, AND ATTACH REPORT TO HARD COPY.

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CAUSE : .

CORRECTION : PERFORMED KIA PDI INSPECTION

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
37154A PDI

JOB NUMBER : 2 OPERATION 90K1ZD OP. DESC. KIA PDI DETAIL

SALE TYPE : I TECHNICIAN NO(S). 4890

COMPLAINT : KIA PDI DETAIL

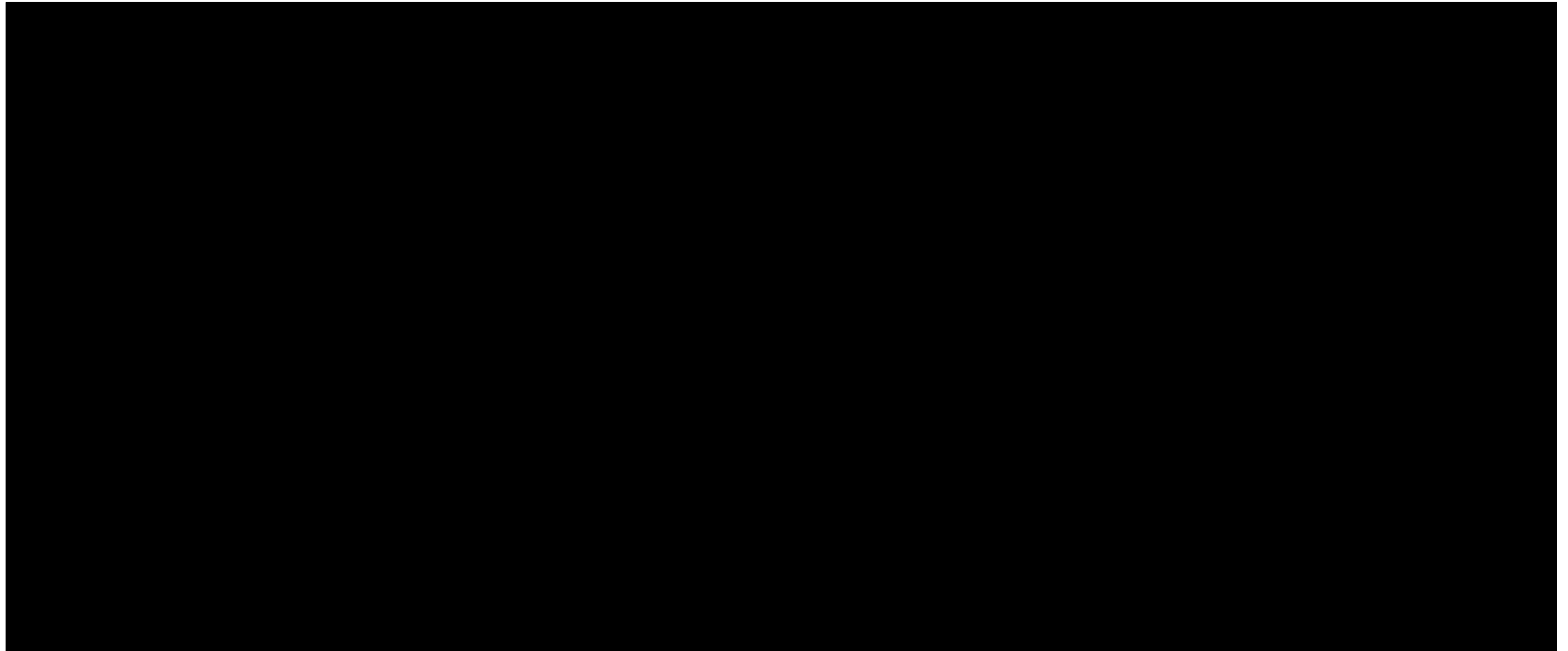
CORRECTION : PERFORMED HYUNDAI PDI DETAIL

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BBB AUTO LINE

May 4, 2017



I would like to thank you for your interest in the BBB AUTO LINE program. Unfortunately, after carefully reviewing your claim and the program eligibility standards set out in the *Program Summary*, I have determined that your claim does not qualify for the BBB AUTO LINE program since you are alleging a defect in the vehicle caused damage to property or personal injury.

I regret we will not be able to help you.

Sincerely,

Todd Eikenberry at Extension 241

CC: Anita Dellaroca





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K1WS848665



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SUBLET 330.00
JOB# 1 JOURNAL PREFIX K1WS JOB# 1 TOTAL 330.00
COMMENTS-----
DROP OFF - 7700
R/O TAX 0.00
R/O TOTALS 330.00
WARRANTY CLAIM DETAIL TOTALS-----
CLAIM#..... LABOR... PARTS... SUB.LAB. SUB.PART GOG..... MISC..... TAX..... TOTAL.....
48665B 0.00 0.00 330.00 0.00 0.00 0.00 0.00 330.00
CLAIM TOTALS 0.00 0.00 330.00 0.00 0.00 0.00 0.00 330.00

APPROVED BY SIGNATURE

I ACKNOWLEDGE RECEIPT AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

X THIS COPY MUST BE RETURNED FOR ADJUSTMENT.

X
AUTHORIZED SIGNATURE & DATE
PROGRAM CODE(S) APPROVAL CODE OR NO. COMMITMENT CODE
REPAIR 1

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE. UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAS BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF THE MANUFACTURER.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

*Kia
Consumers
to pay for
Rental.*