

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



CARFAX® Vehicle History Report™

An independent company established in 1986

US \$39.99

Vehicle Information:
2015 KIA SOUL

	No accident / damage reported to CARFAX
	CARFAX 1-Owner vehicle
	At least 1 open recall
	1 Service record available
	98 Last reported odometer reading
	Worth \$150 more than retail book value



This CARFAX Vehicle History Report is based only on [information](#) supplied to CARFAX and available as of 1/25/16 at 12:50:03 PM (EST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.



Price Calculator™

Adjust the value of this 2015 Kia Soul based on the information available in this report

1) Retail Book Value

\$

0

Enter retail book value here

2) CARFAX Price Adjustment™

+

\$150

=

Above retail book value

3) Adjusted Retail Value

Begin by entering the retail book value



Start by entering the retail book value from a pricing guide website.



This vehicle is worth more than average, based on information in this report.



Compare adjusted retail value to seller's asking price when making your decision.

CARFAX Ownership History The number of owners is estimated		Owner 1
Year purchased		2015
Type of owner	CARFAX 1 OWNER	Personal
Estimated length of ownership		4 months
Owned in the following states/provinces		Pennsylvania
Estimated miles driven per year		---
Last reported odometer reading		98

K3112167

 Title History		Owner 1
CARFAX guarantees the information in this section		
Salvage Junk Rebuilt Fire Flood Hail Lemon		Guaranteed No Problem
Not Actual Mileage Exceeds Mechanical Limits		Guaranteed No Problem
 GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. Register View Terms		

 Additional History		Owner 1
Not all accidents / issues are reported to CARFAX		
Total Loss No total loss reported to CARFAX.		 No Issues Reported
Structural Damage No structural damage reported to CARFAX.		 No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.		 No Issues Reported
Odometer Check No indication of an odometer rollback.		 No Issues Indicated
Accident / Damage No accidents or damage reported to CARFAX.		 No Issues Reported
Manufacturer Recall At least 1 open recall reported.		Recall Reported

Detailed History

Glossary

Owner 1

Purchased:

2015

Type:

Personal

Where:

Pennsylvania

Est. length owned:

8/31/15 - present (4 months)

Date:	Mileage:	Source:	Comments:
07/14/2015			Vehicle offered for sale
07/17/2015			Pre-delivery inspection completed Wheel locks installed
08/31/2015			Vehicle sold
08/31/2015			Vehicle purchase reported Vehicle titled or registered as Personal vehicle
09/03/2015			Vehicle issued or updated First owner reported Loan or lien reported

Avoid financial headaches. Make sure

K3112167

Avoid financial
headaches. Make sure
K3112167



off if you're buying from a private seller.

12/08/2015

Kia Motors America, Inc.

Manufacturer Safety Recall Campaign issued NHTSA#: 15V-736
Recall # SC125
SC125 PINION PLUG INSPECTION/REPAIR
Status: Remedy Available

[Click here](#) to locate an authorized Kia dealer near you to obtain more information about this recall

- [Learn more about this recall](#)

Description: KIA MOTORS AMERICA (KIA) IS RECALLING CERTAIN MODEL YEAR 2014-2016 KIA SOUL AND SOUL EV VEHICLES MANUFACTURED JANUARY 18, 2014, TO SEPTEMBER 30, 2015. IN THE AFFECTED VEHICLES, THE ADHESIVE USED TO SECURE THE STEERING PINION GEAR TO THE STEERING GEAR ASSEMBLY MAY HAVE INSUFFICIENT STRENGTH, AND AS A RESULT, THE PINION GEAR MAY SEPARATE FROM THE STEERING GEAR ASSEMBLY.

IF THE PINION GEAR SEPARATES, THERE WOULD BE A LOSS OF STEERING WHICH COULD INCREASE THE RISK OF A CRASH.

Remedy: KIA WILL NOTIFY OWNERS, AND DEALERS WILL INSPECT AND, IF NECESSARY, REPLACE THE PINION PLUG THAT SECURES THE PINION GEAR. DEALERS WILL ALSO INSTALL A SET BOLT FOR ADDITIONAL REINFORCEMENT. THESE REPAIRS WILL BE PERFORMED FREE OF CHARGE. THE RECALL IS EXPECTED TO BEGIN DECEMBER 22, 2015. OWNERS MAY CONTACT KIA CUSTOMER SERVICE AT 1-800-333-4542. KIA'S NUMBER FOR THIS RECALL IS SC125.

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.



Glossary

[View Full Glossary](#)

CARFAX Price Adjustment™

Accidents, service records, number of owners and many other history factors can affect a vehicle's value. The CARFAX Price Adjustment is a tool that analyzes millions of used car transactions to measure how the combination of all the information reported to CARFAX affects the value of a particular vehicle. The vehicle's retail book value plus the CARFAX Price Adjustment will give you a more accurate measure of the vehicle's value. Use this tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

First Owner

When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

Manufacturer Recall

Automobile manufacturers issue recall notices to inform owners of car defects that have come to the manufacturer's attention. Recalls also suggest improvements that can be made to improve the safety of a particular vehicle. Most manufacturer recalls can be repaired at no cost to you.

Ownership History

CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Title Issued

A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

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Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512, 8,600,823; 8,595,079; 8,606,648; 7,505,838.

1/25/16 12:50:03 PM (EST)



Northeast Property Market Claim Office

1200 Atwater Drive, Suite 110
Malvern, Pennsylvania 19355
Phone: (800) 280-0714

Fax:

Insured:
Property:

Home:

Claim Rep.:
Company:
Business:

Estimator:
Company:
Business:

Home:
E-mail:

Business:
E-mail:

Business:
E-mail:

Claim Number:

Type of Loss: Fire

Date Contacted: 1/28/2016

Date of Loss: 1/24/2016 9:00 AM

Date Inspected: 1/28/2016

Date Received: 1/25/2016 10:16 AM

Date Entered: 1/29/2016 11:32 AM

Date Est. Completed: 7/27/2016 2:34 PM

Price List:

Estimate:

Allstate is dedicated to providing you with outstanding service throughout the claim-handling process. Subject to applicable laws and regulations, the values in this estimate may derive from multiple sources, including businesses that sell primarily or exclusively through retail stores with physical locations, businesses that sell exclusively online through the internet, and businesses that sell both through physical stores and online. Because the existence and amount of any costs associated with shipping and handling vary so significantly depending on the circumstances, such costs are not included in this estimate. In addition, prices can change without notice. If you have any questions regarding this estimate or if you find that the cost of the repairs or replacement is more than reflected in this estimate, based on shipping and handling costs, additional damages are found during the repair process or any other reasons, then please contact your claim adjuster at the number listed below.

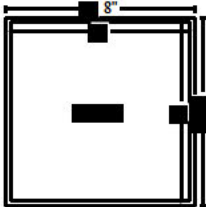
(267) 634-0193.

Thank you,
Ed Porter



Northeast Property Market Claim Office

1200 Atwater Drive, Suite 110
Malvern, Pennsylvania 19355



Exterior

Height: 8'

384.00 SF Walls	144.00 SF Ceiling
528.00 SF Walls & Ceiling	144.00 SF Floor
16.00 SY Flooring	48.00 LF Floor Perimeter
48.00 LF Ceil. Perimeter	

DESCRIPTION	QUANTITY	UNIT	RCV	AGE/LIFE	COND.	DEP %	DEPREC.	ACV
1. Vinyl Window - Labor Minimum until scope of window damage determined*	0.00 EA	181.03	0.00	0/NA	Avg.	0%	(0.00)	0.00
2. Siding (Bid Item)	1.00 EA	4,085.00	4,085.00	0/NA	Avg.	10% [%]	(408.50)	3,676.50
3. R&R Replace sash only - double hung, 4-8 sf	1.00 EA	239.19	239.19	0/30 yrs	Avg.	0%	(0.00)	239.19
4. Stain & finish wood window (per side)	1.00 EA	65.66	65.66	0/15 yrs	Avg.	0%	(0.00)	65.66
Totals: Exterior			4,389.85				408.50	3,981.35
Total: Main Level			4,389.85				408.50	3,981.35
Line Item Total			4,389.85				408.50	3,981.35

[%] - Indicates that depreciate by percent was used for this item

[M] - Indicates that the depreciation percentage was limited by the maximum allowable depreciation for this item

Grand Total Areas:

384.00 SF Walls	144.00 SF Ceiling	528.00 SF Walls and Ceiling
144.00 SF Floor	16.00 SY Flooring	48.00 LF Floor Perimeter
0.00 SF Long Wall	0.00 SF Short Wall	48.00 LF Ceil. Perimeter
144.00 Floor Area	160.44 Total Area	384.00 Interior Wall Area
456.00 Exterior Wall Area	50.67 Exterior Perimeter of Walls	
0.00 Surface Area	0.00 Number of Squares	0.00 Total Perimeter Length
0.00 Total Ridge Length	0.00 Total Hip Length	

K3112167



Northeast Property Market Claim Office

1200 Atwater Drive, Suite 110
Malvern, Pennsylvania 19355
Phone: (800) 280-0714
Fax: (866) 547-5534

Summary for AA-Dwelling Summary for All Items

Line Item Total	4,389.85
Material Sales Tax	6.58
Replacement Cost Value	\$4,396.43
Less Depreciation	(408.50)
Actual Cash Value	\$3,987.93
Less Deductible	(500.00)
Net Claim	\$3,487.93
Total Recoverable Depreciation	408.50
Net Claim if Depreciation is Recovered	\$3,896.43

Ed Porter



Northeast Property Market Claim Office

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Fax: (866) 547-5534

Recap of Taxes

	Material Sales Tax (6%)	Cleaning Mtl Tax (6%)	Cleaning Sales Tax (6%)	Clothing Acc Tax (6%)	Manuf. Home Tax (6%)	Storage Rental Tax (6%)
Line Items	6.58	0.00	0.00	0.00	0.00	0.00
Total	6.58	0.00	0.00	0.00	0.00	0.00



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Fax: (866) 547-5534

Recap by Room

Estimate

Area:

Subtotal of Areas

Total

4,389.85 100.00%

4,389.85 100.00%

4,389.85 100.00%

4,389.85 100.00%



Northeast Property Market Claim Office

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Malvern, Pennsylvania 19355
Phone: (800) 280-0714
Fax: (866) 547-5534

Recap by Category with Depreciation

Items	RCV	Deprec.	ACV
GENERAL DEMOLITION	24.71		24.71
PAINTING	65.66		65.66
SIDING	4,085.00	408.50	3,676.50
WINDOWS - WOOD	214.48		214.48
Subtotal	4,389.85	408.50	3,981.35
Material Sales Tax	6.58		6.58
Total	4,396.43	408.50	3,987.93

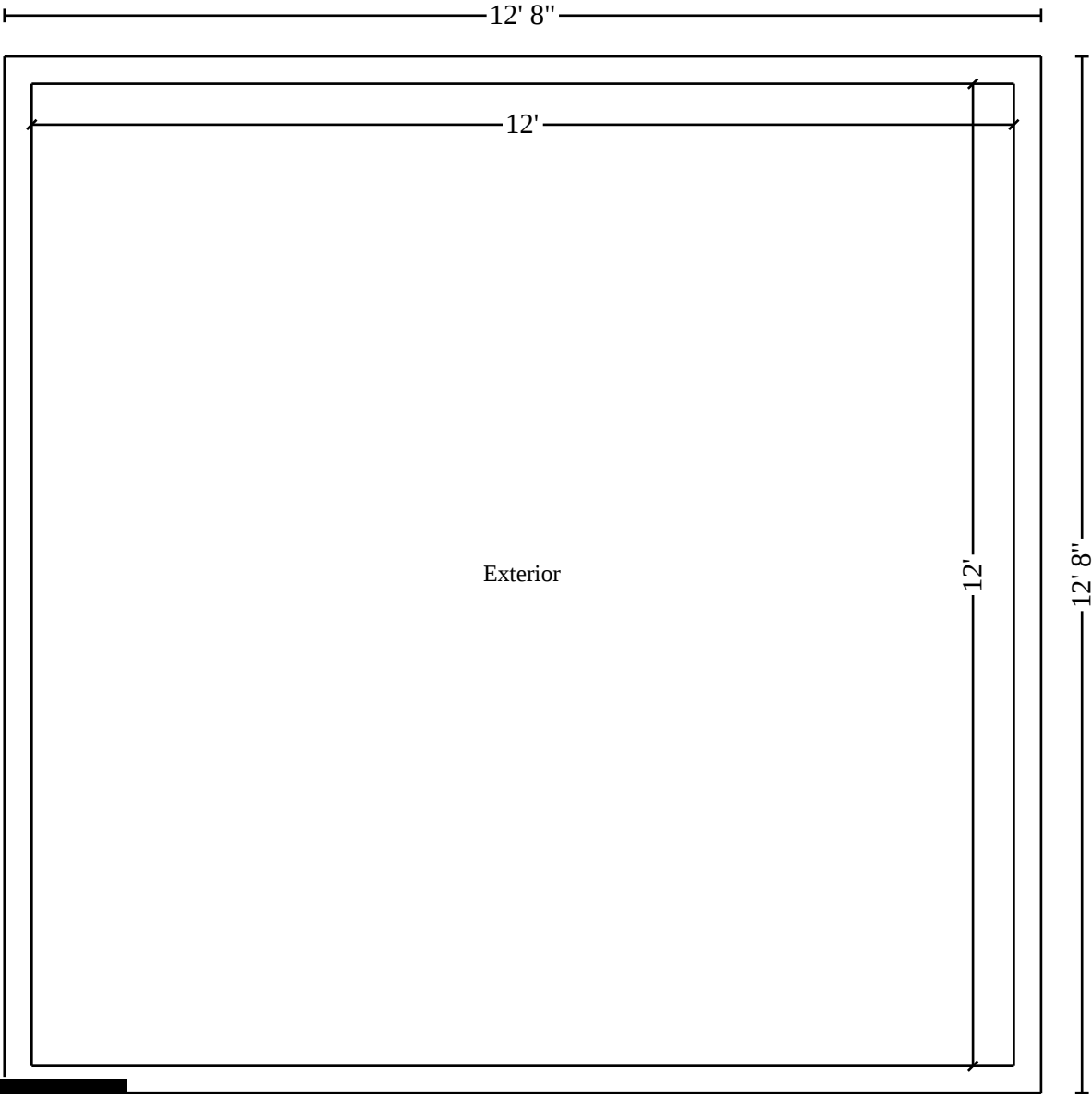
Depending upon the circumstances of your loss, our estimate may or may not include an amount for general contractor's overhead and profit. If you have questions regarding general contractor's overhead and profit and whether the services of a general contractor are appropriate for your loss, please contact your claim representative before proceeding with repairs.

Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information or conceals for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which is a crime and subjects such person to criminal and civil penalties.

Specialized skill, licensing or certification may be needed of any contractor(s) that you retain, for instance, to identify the presence and nature of any potential contaminants, toxins, pollutants, or other hazards that may be encountered during the course of the work, or to utilize appropriate work practices and procedures during the course of the work. Check with your local or State public health or environmental agency regarding potential hazards, including contractor qualifications and other requirements. For your safety, it is prudent to avoid areas where damaged structures, materials or unknown substances may be present, and to not disturb such structures, material, or unknown substances until your contractors have inspected the work site.

The suggestions above are provided only for your consideration. They in no way supplement, alter or modify your existing coverage. Your insurance policy is the legal contract that contains the terms and limitations of your coverage.

If you have any concerns about the grade of flooring on your estimate, you may take advantage of a free service that will provide you with a more specific analysis. To use this option, please keep a 12" x 12" sample of your damaged flooring, and notify your Allstate adjuster that you would like the additional analysis.



Main Level

Photo Sheet

Northeast Property Market Claim Office

1200 Atwater Drive, Suite 110

Malvern, Pennsylvania 19355

Phone: (800) 280-0714

Fax: (866) 547-5534

Insured:

Claim #:

Policy #:



1-IMG_5071

Date Taken:



2-IMG_5072

Date Taken:

Photo Sheet

Northeast Property Market Claim Office

1200 Atwater Drive, Suite 110

Malvern, Pennsylvania 19355

Phone: (800) 280-0714

Fax: (866) 547-5534

Insured:

Claim #:

Policy #:



3-IMG_5073

Date Taken:



12-IMG_5082

Date Taken:

Photo Sheet

Northeast Property Market Claim Office

1200 Atwater Drive, Suite 110

Malvern, Pennsylvania 19355

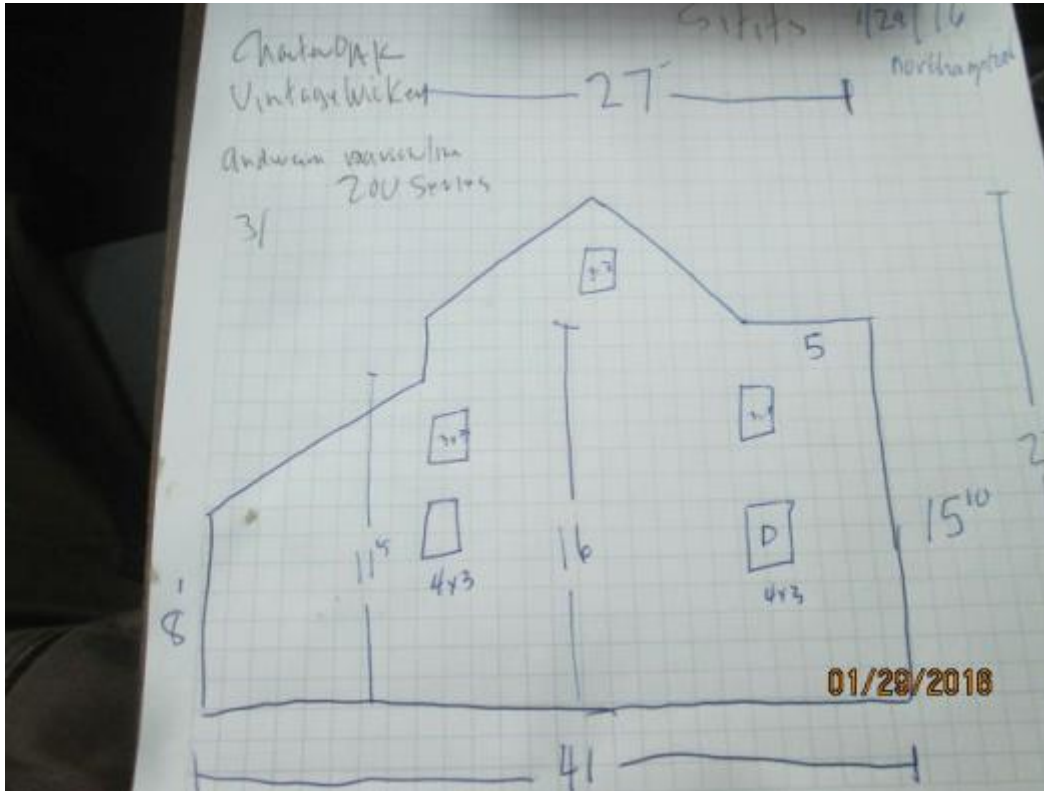
Phone: (800) 280-0714

Fax: (866) 547-5534

Insured:

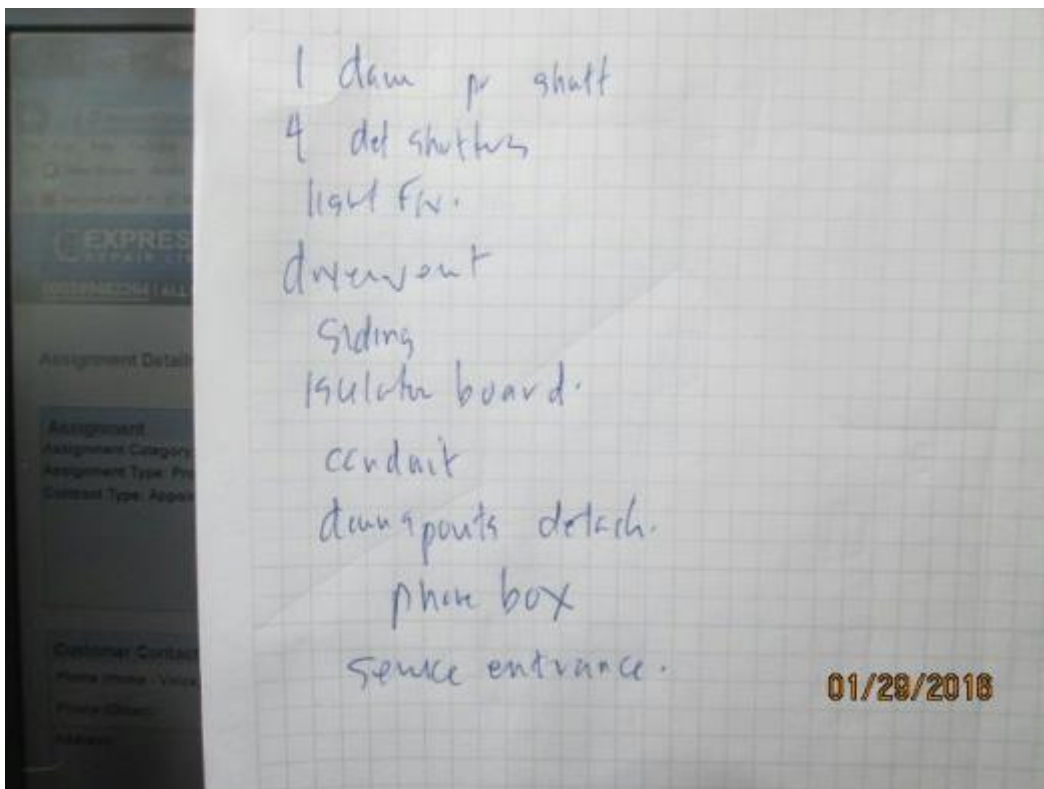
Claim #:

Policy #:



13-IMG_5083

Date Taken:



14-IMG_5084

Date Taken:

Financial Log >

Payment Summary

EFT/Check #:	[REDACTED]			538.90 USD
Payee:				
Mail To:				
In Payment For:				
Invoice Date:	Invoice #:	Invoice Amount:		
Payment Method: System Issued	Dates From:	To:		
Issued By: EDWARD PORTER	Issue Date: 7/26/2016	Company: Allstate Vehicle and Pr...		

Additional Comments:

Check Stub Wording: **In payment for Dwelling For Fire Loss for Date of Loss 1/24/2016.**

				▼	
				Billed Amount	Amount To Pay
					408.50 USD
Reimbursement					
GEORGE J. STITTS Jr./Dwelling					
Loss Payment	Supplement	Not on Site	Damages		130.40 USD

Add Pay File Note
 Payment Setup
 Payment Details

Back
Cancel/Re-Issue
Cancel

Financial Log >

Payment Summary

EFT/Check #:	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Payment Method:	System Issued	Dates From:	To:
Issued By:	EDWARD PORTER	Issue Date:	2/10/2016
		Company:	Allstate Vehicle and Pr...

Additional Comments:

Check Stub Wording: **In payment for Dwelling For Fire Loss for Date of Loss 1/24/2016.**Payment Cancellation Reason:

		Billed Amount	Amount To Pay
[REDACTED]			
			3,357.53 USD

Add Pay File Note
 Payment Setup
 Payment Details

Back
 Cancel/Re-Issue
 Cancel



Allstate

You're in good hands.

Roanoke National Subrogation Claim Cntr

PO BOX 21169

ROANOKE VA 24018



PROGRESSIVE INS GROUP

PO BOX 512926

LOS ANGELES CA 900510926

July 27, 2016

Re: Subrogation Claim Status

Dear PROGRESSIVE INS GROUP,

I'm writing to let you know that following our earlier correspondence we incurred an additional expense for the subrogation claim listed above. I'm enclosing the supporting documents related to this expense for your review.

We ask that when you send the requested Subrogation reimbursement to Allstate Vehicle and Property Insurance Company, you also include the supplement payment amount with that payment. You may forward your check to :

Allstate Payment Processing Center

P.O. Box 650271

Dallas, TX 75265-0271

Be advised that any amounts received from you for less than the amount demanded will be considered an undisputed partial payment amount only, and we retain the right to pursue full payment.

Please feel free to call me at 800-776-2615 Ext. 7257052 if you need any additional information. Thank you.

Sincerely,

BRIAN PARK



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

February 15, 2017

Progressive Insurance

5000 W Tilghman St.

Suite 300

Allentown, PA 18104

Re: 2015 Kia Soul

We have completed a thorough review of your case and are writing in reply to the concerns that prompted you to contact Kia Motors America (KMA).

Based on a careful review of the information gathered during the inspection of the vehicle, KMA cannot determine a cause for the incident and there are no signs of a manufacturer's defect. Therefore, KMA will not be reimbursing Progressive insurance for the money paid out on the claim.

We have your comments on file in our office and appreciate your taking the time to contact us. KMA will take no further action at this time.

Sincerely,

Jeannie Mojica | National Consumer Affairs

Kia Motors America, Inc.

111 Peters Canyon Rd. Irvine, CA 92606

T 949.468.1191 F 949.468.4509 E JMojica@kiausa.com





For Customer Support refer to the appropriate platform below:

OrderPoint

800-934-9698

Orderpoint.support@lexisnexis.com

Accurint for Insurance

866-277-8407

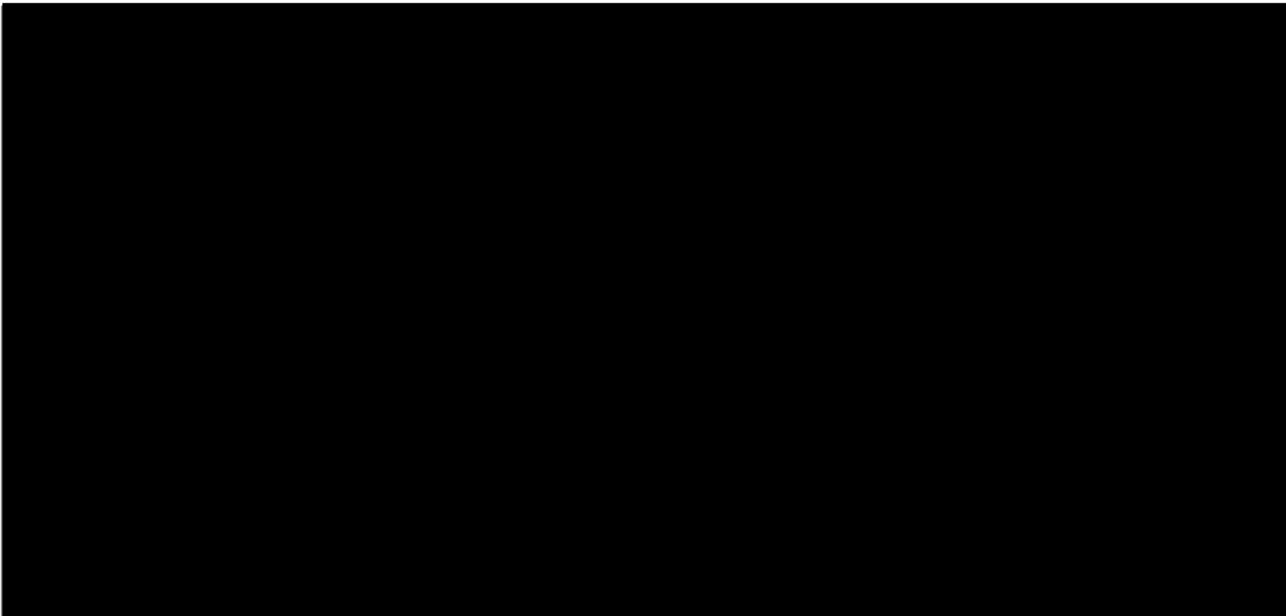
Accurint.support@lexisnexis.com

Lexis.com

Law Firm accounts

800-543-6862

PAGE COUNT: 5



CAR :

MAKE :
TAG :

YEAR :

DRIVER LICENSE :
ADDITIONAL INFO :

POLICY #:
POLICY STATE:
LOSS KIND:

NOTE :

THANK YOU FOR YOUR ORDER!

Received Date: 04/09/2016

NORTHAMPTON POLICE DEPARTMENT

COPY

NP-16-00101

- ☐ Administrative ☐ Gang Related ☐ Paperless
☐ Investigation ☐ Accident ☐ Arrests Made
☐ Suspects ☐ Ready for DA / Prosecutor

Officer: MICHAEL J BUCHANAN - 4210A

01/24/2016

Incident Report Form

Log Number NP-16-00101	Incident Number 15-008201	File Number	Case Number	UCR
Incident Type FIRE		Dispatcher	Source	District 1ST
Status CLOSE				
Date Received 01/24/2016	Day Rec'd Sunday	Rcvd 0720	Disp 0720	Arr 0724
Cld 0930		Disposition		
INCIDENT OCCURRED AT OR BETWEEN		Earliest Date and Time		Latest Date and Time

Intersection ☐

Arson Value

Modus Operandi Coding

ENTRY:

VICTIM:

EXIT:

PROPERTY

METHOD:

AREA:

TIME OF DAY:

WEAPON USED:

Caller / Complainant Type

Normal ☐Anonymous ☐Hangup ☐Refused ☐

INVOLVED PERSONS

Birth 5/1951	Age	Race	Sex	Ethnic N	Social Security Number
Height	Hair	Eyes	Phone Number (610) 262-5962		
License Number	State		Last Name edit ☐		
Birth 0/1973	Age	Race	Sex	Ethnic N	Social Security Number
Height	Hair	Eyes	Phone Number (610) 604-0830		
License Number	State		Last Name edit ☐		

Current Address ☒ Address has changed since the date of the incident ☐

Link Comments

INVOLVED VEHICLES

Type (A=Auto/Truck)	Plate Number	State	Plate Type Code	Tan Year	Date Linked	Plate Reassigned to this vehicle after incident ☒
A				2016		
Vehicle Year	Make	Model	Color	ICC Number		
1997	CHEV	1500	MAR			
Vehicle Style/Type PICKUP						
Involvement Comments						
Type (A=Auto/Truck)	Plate Number	State	Plate Type Code	Tan Year	Date Linked	Plate Reassigned to this vehicle after incident ☒
A						
Vehicle Year	Make	Model	Color	Insurance Company Policy Number		
2015	KIA	SOL	BLK	908522798		
Vehicle Style/Type HATCHBACK, 4 DOOR						
Involvement Comments						

PERSON / VEHICLE INVOLVEMENTS

Involved Person / Involvement	Plate	State	Year	Make	Model	Color
STITTS	GEORGE	OWNR	YJS6194	PA	1997	CHEV
					1500	MAR

NP-16-00101 01/24/2016

IRF 1.6

APPROVED BY: [Signature]
APPROVED ON: 02/01/2016

PAGE 1

NORTHAMPTON POLICE DEPARTMENT

☐ Administrative ☐ Gang Related ☐ Paperless ☐ Officer
☐ Investigation ☐ Accident ☐ Arrests Made
☐ Suspects ☐ Ready for DA / Prosecutor

Involved Person / Involvement

SILKET

LISA

OWNER

Plate

JVJ3604

RESPONDING / INVOLVED UNITS, OFFICERS, TIMES

	Vehicle	Officer 1	Officer 2	Officer 3	Officer 4
Unit 1	4210A				
Unit 2					
Unit 3					
Unit 4					

Agency Numbers

Units & Times

COMMENTS / NARRATIVES

Title

NAR1

Updated By / On
 /31/2016 MJB4210 01/31/2018

TO THE AREA OF LINE ALLEY AND E. 22ND

VED VEHICLE FIRE AT THE INTERSECTION OF
 LINE ALLEY AND E. 22ND STREET. T/O REMAINED ON SCENE AND ASSISTED FIRE AS NEEDED. T/O
 SPOKE WITH THE VEHICLE OWNER, LISA SILKET, WHO STATED THAT SHE AND HER
 HAD BEEN ATTEMPTING TO GET THE VEHICLE OUT OF THE ALLEY WHEN IT CAUGH
 STATED THAT THE VEHICLE HAD BECOME STUCK IN THE SNOW, AND THEN BEGAN
 CAUGHT FIRE.

THE VEHICLE WAS TOWED FROM THE SCENE BY FORCE 1. T/O ALSO SPOKE TO THE
 HOMEOWN DAMAGE TO THEIR VEHICLE AND RESIDENCE. T/O
 SPOKE WITH OWN CONTACT AND VEHICLE INFORMATION. A TRUCK
 OWNED BY TO THE REAR OF HIS RESIDENCE IN LINE ALLEY HAD
 BEEN DAMA SO DAMAGED THE RESIDENCE AT 31 E. 22ND. T/O
 ADVISED TH DOCUMENTING THE DAMAGE TO BOTH THE VEHICLE
 AND RESIDENCE.

T/O CLEARED ONCE THE VEHICLE WAS REMOVED FROM THE SCENE.

NP-16-00101

01/24/2016



APPROVED BY: KATHY LINDENMOYER

PAGE 2

IRF 1.6

APPROVED ON: 02/01/2016

2725 CENTRE AVE
READING, PA. 19605
Phone: 610-678-0650
Fax: 610-898-8281

SAVAGE KIA, INC.

Fax



**SAVAGE KIA**2725 Centre Avenue
Reading, PA 19601

CASH REBATE AMOUNT:

2000.00

ADDRESS

SPOKE WITH

AMOUNT

GOOD TILL

VERIFIED BY

PRECEDES ALL PREVIOUS

VERBAL

MILES

Price of Vehicle & Accessories

16135.00

Sales Tax

968.10

TRANSFER

ENCUMBRANCE

24.00

125.00

I authorize any other person to assume for it any liability in connection with the sale of this item/line.



Technical Assistance Center Case Report

Printed By:ALiu-TL

Case Number -K3112167

01/26/2016 08:37:50 AM

Vehicle Data

Model/Year: 2015 SOUL

Engine: G4FDFH557338

Model Code: B1512

VIN: [REDACTED]

Mileage: 8485

Prod Date: 4/22/2015

Warranty Start Date: 8/30/2015

Port Options: CF, CN

Factory Options: STD

Freeze Frame Data

STFT Bank1:	LTFT Bank1:	Fuel Status Bank:
STFT Bank2:	LTFT Bank2:	Fuel Status Bank 2:
RPM:	Coolant Temp:	CALC Load:
Vehicle Speed:	APS Sensor 1% :	APS Sensor 2% :
Absolute TPS 1% :	Absolute TPS 2% :	Engine Run Time :

Phone:

Fax:

Contact: Lisa S [REDACTED]

Contact Title:

Service District:

Case Details

Title: Cust states: My car caught fire and NO LONGER HAVE A CAR NEED HELP ASAP

Symptom:

System: Please Specify

Component:

Resolution:

Solution ID:

Case History

*** PHONE LOG 01/25/2016 06:18:37 AM RWillyard Action Type:

Customer states:

- 1.When I purchased the vehicle
- 2.I can not remember if I have gap insurance

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 stressed about that too

Case History

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.

