



KIA MOTORS

Consumer Assistance Center Case Report

Printed By: [REDACTED]

Case Number [REDACTED]

11/19/2012 02:26:10 PM

Case Details

Title: Customer alleges that vehicle caught fire parked in leaves, took report

VIN: [REDACTED]

Mileage: 42000

Status: Working

Priority: Non-Priority

Severity: Low

Call Source: Phone - English

Owner: [REDACTED]

Owner Email: [REDACTED]

Case Type Level1: Complaint

Case Type Level2: Quality

Case Type Level3: Engine/Exhaust/Battery/Fuel System

Case Type Level4: Other

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

Contact Details

Name: [REDACTED]

Phone: [REDACTED]

Alt Phone: [REDACTED]

Fax:

Address1: [REDACTED] e

Address2:

City: [REDACTED]

State: OH

Zip: [REDACTED]

Email:

Dealer Details

Code: [REDACTED]

Name: Van Devere Kia

Case History

*** PHONE LOG 11/19/2012 02:22:59 PM (Local Time) [REDACTED] Action Type:

Customer states:

1. Customer alleges car caught on fire parked in a 1/2 -1 inch pile of leaves.
2. Is this normal?
3. Does this happen often?
4. We love the car, my daughter has the forte, we love Kia.
5. I just want to make sure this doesn't happen often.

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/Fire Report (if available)
 - ii. Pictures of vehicle (front, rear and side views)
4. Please mail directly to:
 - National Consumer Affairs
 - Case [REDACTED]
 - [REDACTED]
 - Irvine CA [REDACTED]
5. Gave writers name and extension, will forward this information to appropriate department for additional review.

[!<For Internal Use Only:
>!]

*** NOTES 11/19/2012 02:24:00 PM (Local Time) [REDACTED] Action Type: Manager review

DISPATCHED FOR:

1. CUSTOMER CONTACT.
2. CUSTOMER ALLEGES VEHICLE CAUGHT FIRE
 - CUSTOMER ALLEGES PARKED IN LEAVES
3. REVIEW OF CASE FOR ADDITIONAL ASSISTANCE DETERMINATION.

[!<For Internal Use Only:
>!]

Case History

******End Case Report* [REDACTED] *****