

[REDACTED] of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Dealer: TX119				[REDACTED]

Case Type Lvl1: Complaint
Case Type Lvl2: Quality

Case Type Lvl3: Product Liability
Case Type Lvl4: Fire/Explosion

Case History

*** [REDACTED] ***

Con [REDACTED] Priority = Standard, Sub Status = Dispatched

*** [REDACTED] ***

We [REDACTED] and created by [REDACTED]
Well driving [REDACTED] ghters who wer [REDACTED] kseat begin to tell me that they could
smell smok [REDACTED] pulled in my driveway and there was smoke in the car. I am mediately started to get my
grandchildren out of the backseat, I was having lots of trouble with getting my granddaughter out of her car seat which
was on the side of the door that was problematic. I have to call the fire department I was able to get my granddaughter
out but the fire department had me pull my car into the street, and advised me to contact someone about fixing the
problem. I was very fearful as my granddaughters are [REDACTED] and [REDACTED] Is this a recall item? I am
fearful to drive my car now.

*** [REDACTED] ([REDACTED] [REDACTED] ***

Acc [REDACTED] default by [REDACTED]

*** [REDACTED] [REDACTED] ***

Disp [REDACTED]

*** [REDACTED] Eastern Time [REDACTED] & [REDACTED] ***

Acc [REDACTED] to [REDACTED] I X [REDACTED]

*** Phone - Call - Inbound commitment created on [REDACTED] Eastern Time ([REDACTED] & [REDACTED] with
Commitment Date [REDACTED] and created by [REDACTED]
Call customer

*** Phone - Call - Inbound commitment created on [REDACTED] Eastern Time ([REDACTED] & [REDACTED] with
Commitment Date [REDACTED] and created by [REDACTED]

Customer States

1. The vehicle while driving started smoking from the driver side rear door panel
2. It will not run now
3. I is sitting outside fire dept came and said it needed to be looked at
4. I have not had it to the dealership

Wtr states

1. Apologized for Issue
 2. Thanked customer for calling [REDACTED]
 3. Scripted
 4. Advised customer will escalate case
 5. Please allow [REDACTED] to be contacted
- Customer state
1. Ok Thank you

*** Phone - Call - Inbound commitment fulfilled on [REDACTED] Eastern Time ([REDACTED] & [REDACTED] with
Commitment Date [REDACTED] closed by [REDACTED]
Product Liability
Forwarding to [REDACTED]

1. Customer a [REDACTED] the vehicle was smoking and almost caught fire
2. Vehicle is currently down in customers possession

Last name	First name	VIN of	SOUL	Case Number	Mileage
				Dealer:	

Case Type Lvl1: Complaint

Case Type Lvl2: Quality

Case Type Lvl3: Product Liability

Case Type Lvl4: Fire/Explosion

3. Customer is requesting to look at vehicle
4. Please review and contact customer as needed.

*** Eastern Time (&) ***
 Dispatched from = to by
 Reason:

*** Pacific Time (&) ***
 Accepted from to Inbox/Need To Call by

*** Pacific Time (&) ***
 Assigned to default of by
 Reason:

*** Phone - Call - Outbound created on Pacific Time (&) and created by ***

Wrt states

1. Hello contacting in regards to case
2. Please advise

Cust states

1. This happened on I believe
2. I picked up grand kids and we went to a festival
3. We got back in the car and while driving, there was black smoke and smelled like plastic wire was melting
4. Dash lights are on
5. Car is at my house
6. Rep from insurance looked at car
7. They tried to turn car on and it made an electrical noise

Wrt states

1. Please provide photos of vehicle
2. will review and follow up

*** Email - External Email Sent created on (&) and created by ***

Sent:

To:

Subject:

Hello

Thank you for speaking with me earlier. Per our conversation, please email me pictures of your vehicle and a copy of the police and/or fire report if you have one. Please send the photos 1 at a time as our system does not accept large file attachments.

Thank you,

*** Phone - Call - Inbound commitment created on (&) with Commitment Date and created by ***

Last name	First name	VIN of	SOUL	Case Number	Mileage
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			Dealer:		
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Case Type Lvl1: Complaint	Case Type Lvl3: Product Liability
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Case Type Lvl2: Quality	Case Type Lvl4: Fire/Explosion
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*** Phone - Call - Outbound created on Pacific Time (&) and created by

Wrt attempted contact. Unable to leaves message for CB

*** Phone - Call - Inbound commitment created on Pacific Time (&) with

Commitment Date and created by ***

*** Phone - Call - Outbound created on (Pacific Time (&) and created by

Wrt attempted contact. Left message for CB

*** Phone - Call - Inbound commitment created on Pacific Time (&) with

Commitment Date and created by ***

*** Phone - Call - Inbound commitment fulfilled on Pacific Time (&) with

Commitment Date closed by ***

*** (Pacific Time (&) ***

Closed with Resolution Code : No Cust Contact

[Resolution Summary]

Pending further contact.

Last name	First name	VIN of	SOUL	Case Number	Mileage
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Dealer:

Case Type Lvl1: Complaint
Case Type Lvl2: Quality

Case Type Lvl3: Product Liability
Case Type Lvl4: Other

Case History

*** [REDACTED] ***

Contact = [REDACTED], Priority = Standard, Sub Status = Working

*** Web - Note created on [REDACTED] ([REDACTED] [REDACTED] and created by [REDACTED] ***
SOCIAL MEDIA CONTACT [REDACTED]

CUSTOMER [REDACTED]

[REDACTED]: I've owned an immaculate, used [REDACTED] [REDACTED] for [REDACTED]. My seat warmer just burned through my seat, melted the leather and almost through my pants! Thank goodness I started to smell the burning! I turned off the warmer and made sure the flame (ish) was out that I could see through the new hole! Has this happened before? Is there a recall I don't know about? I am so happy I didn't get burned!!!

[REDACTED]
Don't have my vin # at the moment.

Hello [REDACTED] - We understand your concern, thank you for providing your contact number. Please allow [REDACTED] [REDACTED] for a member of our team to contact you. ^MC

<For Internal Use Only

CTA: Please contact cust and dispatch to [REDACTED] as needed>

*** [REDACTED] ***

Assigned to [REDACTED] Inbox of [REDACTED] by [REDACTED]
Reason:

*** Phone - Call - Inbound commitment created on [REDACTED] Eastern Time ([REDACTED] & [REDACTED]) with Commitment Date [REDACTED] and created by [REDACTED] ***

*** Phone - Call - Inbound commitment created on [REDACTED] Eastern Time ([REDACTED] & [REDACTED]) with Commitment Date [REDACTED] and created by [REDACTED] ***

*** Web - Note created on [REDACTED] [REDACTED] and created by [REDACTED] ***
Social Media Contact [REDACTED]

CUSTOMER [REDACTED]

*** Phone - Call - Outbound created on [REDACTED] Eastern Time ([REDACTED] & [REDACTED]) and created by [REDACTED] ***

Wrt called cust to follow up:

1. Left VM with [REDACTED] # and Case ID
2. Calling to follow up on veh concerns

Last name	First name	VIN of	SOUL	Case Number	Mileage
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Dealer:

Case Type Lvl1: Complaint

Case Type Lvl2: Quality

Case Type Lvl3: Product Liability

Case Type Lvl4: Other

3. Please call to discuss

4. Thank you

*** Phone - Call - Inbound commitment fulfilled on Eastern Time (&) with
Commitment Date closed by ***

*** Phone - Call - Inbound commitment created on Eastern Time (&) with
Commitment Date and created by ***

*** Phone - Call - Inbound created on and created by ***
Cust states

1-I was returning a call on someone calling me on this case

2-I have an appointment at the dealership k for this issue

3-eureka is the dealer

4-date is is my appointment

wrt states

1-Apologized

2-your case owner will no longer be - he is esc your case for you and someone will contact you in

-- might even be

cust states

1-Thank you

*** Phone - Call - Inbound commitment fulfilled on Eastern Time (&) with
Commitment Date closed by ***

*** Note - Others created on (Eastern Time (&) and created by

<For Internal Use Only

Closing case pending Cust callback after appt.>

*** (Eastern Time (&)) ***

Closed with Resolution Code : Concerns Recorded

[Resolution Summary]

*** () ***

Reopened with Sub Status of Working

*** Phone - Call - Inbound created on () and created by

Customer states:

1. I am following up regarding the concerns with my vehicle

2. I had taken it to the dealership after the seat warmer burned a hole in my seat

3. The dealership charged me to disconnect the seat warmers

4. I was told that I would get a call back

Writer states:

1. Apologized

2. Processed accident scripting

Last name	First name	VIN of	SOUL	Case Number	Mileage
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Dealer:

Case Type Lvl1: Complaint
Case Type Lvl2: Quality

Case Type Lvl3: Product Liability
Case Type Lvl4: Other

3. Advised customer would escalate case at this time

Customer states:

1. I had already answered these questions
2. I am surprised that you are asking these questions

Writer states:

1. Apologized

*** Phone - Call - Inbound created on () and created by

Escalating case for review

1. Customer alleges that seat warmers burned a hole in the seat
2. Customer had warmers disconnected at the dealership and is driving the vehicle
3. Please follow up

*** Dispatched from = default to Queue by Reason:

*** Phone - Call - Inbound created on and created by

<For Internal Use Only

Customer address is >

*** Pacific Time (&) ***
Accepted, from Queue = to Inbox/Need to Call

*** Pacific Time (&) ***
Assigned to of by Reason:

*** Pacific Time (&) ***
Case moved into and Sub Status of Assigned

*** Pacific Time (&) ***
Case moved into and Sub Status of Assigned

*** Phone - Call - Outbound created on Pacific Time (&) and created by

Called and spoke with

Writer states:

1. Calling in regards to a

Customer states:

1. I was leaving work, I get off work at
2. I was running errands so I was in and out of my car maybe
3. I had my seat warmer on high
4. I was driving home and it felt like my leg was burning
5. And then I started to smell burning which is when I looked down and I saw the coil
6. I pulled over and turned the seat warmer off and was padding it

Case Type Lvl2: Quality

Case Type Lvl4: Other

- Writer states:

- Customer states:

- Writer states:

- Customer states:

- *** Phone - Call - Outbound created on [REDACTED] ([REDACTED] & [REDACTED]) and created by [REDACTED] ***

Called dealer [REDACTED] and spoke with [REDACTED] in the Service Department

Writer states:

- Dealer states:

- *** Fax - Fax Received created on [REDACTED] [REDACTED] ([REDACTED] & [REDACTED]) and created by [REDACTED] ***

Received RO [REDACTED] from dealer [REDACTED] via fax.

*** Note - Others created on [REDACTED] [REDACTED] ([REDACTED] & [REDACTED]) and created by [REDACTED]

Reviewed case with [REDACTED] Engineer

*** [REDACTED] ([REDACTED] & [REDACTED]) ***
Case moved into [REDACTED] Legal Review and Sub Status of Assigned

*** [REDACTED] ([REDACTED] & [REDACTED]) ***

Case Type Lvl3: Product Liability
Case Type Lvl4: Other

*** Ph [REDACTED] - Call - Outbound created on [REDACTED] ([REDACTED] & [REDACTED]) and created by [REDACTED]

1. Calling in regards to [REDACTED]
2. Requested repair estimate at warranty cost
3. Gave dealer call back number and email address

*** [REDACTED] Pacific Time ([REDACTED] & [REDACTED]) ***
Case moved into [REDACTED] ([REDACTED]) and Sub Status of Assigned

*** Phone - Call - Outbound created on [REDACTED] Pacific Time ([REDACTED] & [REDACTED]) and created by [REDACTED]

1. Calling because I haven't received the repair estimate

1. I must have sent it to the wrong email
2. We'd be covering [REDACTED] driver and passenger seat, right?
3. She has [REDACTED] of the special edition seat covers

1. We are only considering to offer goodwill for the driver seat
2. Writer is unable to authorize a goodwill for preventative measures
3. Gave dealer call back number

1. I understand, but she's [REDACTED] of my better customers and I want to take care of her
2. I'll give you a call later to make sure you received my email

*** (b) (6) Pacific Time (b) (6) & (b) (6) ***
Case moved into (b) (6) and Sub Status of Assigned

*** [REDACTED] ([REDACTED]) Pacific Time ([REDACTED] & [REDACTED]) ***
Case moved into [REDACTED] and Sub Status of Assigned [REDACTED]

*** Phone - Call - Outbound created on [REDACTED] Pacific Time ([REDACTED] & [REDACTED]) and created by [REDACTED] ***

1. Calling because I haven't received the repair estimate
2. Gave dealer call back number

1. I will call you after I send it

Last name	First name	VIN of	SOUL	Case Number	Mileage
				Dealer:	

Case Type Lvl1: Complaint

Case Type Lvl3: Product Liability

Case Type Lvl2: Quality

Case Type Lvl4: Other

*** Pacific Time (&) ***

Case moved into WIPBin) and Sub Status of Assigned

*** Phone - Call - Inbound created on Pacific Time (&) and created by

Received message from in the Service Department at dealer :

1. Hey Mr.
2. This is from
3. I was just touching base trying to follow up with that situation
4. I sent you the price of the parts and the labot for the front cushion assembly
5. Yea, just give me a call back, let me know what you think
6. Thanks, bye

*** Email - External Email Received created on (Pacific Time (&) and created by ***

Received repair estimate from dealer ()

*** Pacific Time (&) ***

Case moved into WIPBin () and Sub Status of Assigned

*** Pacific Time (&) ***

Case moved into WIPBin () and Sub Status of Assigned

*** Phone - Call - Outbound created on Pacific Time (&) and created by

Called dealer and spoke with in the Service Department

Writer states:

1. Estimate is not a warranty cost
2. will reimburse you at the warranty cost
3. Please proceed with the replacement of Ms. Pfeiffer's front cushion assembly and submit it as a goodwill
4. I will send you an email

Dealer states:

1. I'm still new here
2. Okay, thank you

*** Email - External Email Sent created on (&) and created by ***

Sent email to and CC'd at dealer () and CC'd ()
Hi ,

We have a customer who states their driver seat heater burned through the cushion (see attached photo). would like to offer the customer a , goodwill. Can you authorize the goodwill. I can't authorize a CA goodwill because the vehicle is outside of the warranty.

– Please make sure you document on the RO that this is a “ , goodwill from ”

*All repairs for which has authorized a dealer to perform will only be reimbursed by the warranty labor and parts markup rate in effect at the time of repair.

*** Pacific Time (&) ***

of 13

of 13

Last name	First name	VIN of [REDACTED] SOUL	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	Dealer: [REDACTED]	[REDACTED]

Case Type Lvl1: Complaint

Case Type Lvl3: Product Liability

Case Type Lvl2: Quality

Case Type Lvl4: Other

Case moved into WIPBin [REDACTED] and Sub Status of Assigned

*** Email - External Email Received created on [REDACTED] ([REDACTED] & [REDACTED]) and created by [REDACTED] ***
Received email from [REDACTED] ASmith and sent to Service Manager Robert [REDACTED] at dealer [REDACTED] ([REDACTED]) and CC'd to [REDACTED] ([REDACTED])
I'll replace under goodwill. Please send [REDACTED] request under goodwill. The repair order must, I repeat must state that this is goodwill.

Thanks

*** [REDACTED] ([REDACTED] Pacific Time ([REDACTED] & [REDACTED]) ***
Closed with Resolution Code : Goodwill Issued
[Resolution Summary]

*** [REDACTED] Pacific Time ([REDACTED] & [REDACTED]) ***
Reopened with Sub Status of Working

*** Note - Others created on [REDACTED] ([REDACTED] Pacific Time ([REDACTED] & [REDACTED]) and created by [REDACTED]
TREAD review complete.

*** [REDACTED] ([REDACTED] Pacific Time ([REDACTED] & [REDACTED])) ***
 Closed with Resolution Code : Goodwill Issued
 [Resolution Summary]

*** [REDACTED] ***
Reopened by [REDACTED] with Sub Status of Working

*** Phone - Call - Inbound created on [REDACTED] and created by [REDACTED] ***
Customer states

1. So my case opened in [REDACTED]
2. The material was made special by the [REDACTED]
3. [REDACTED] said they cant find matching seat cover and dont know what to do because they cant find the covers
4. The [REDACTED] doesnt know what to do
5. Its no records about the 3rd party company they used
6. Im happy to negotiate as long as they can replace the passenger side too

Writer states

1. Ok so i see the GW that was approved
2. SO you are willing to get [REDACTED] changed out if they are able to do [REDACTED] of them another style

Customer states

1. Yes

Writer states

1. Ok let me look over your notes and give the [REDACTED] a call

Customer states

<u>Last name</u>	<u>First name</u>	VIN of	SOUL	<u>Case Number</u>	<u>Mileage</u>
				Dealer: CA082	

Case Type Lvl1: Complaint

Case Type Lvl2: Quality

Case Type Lvl3: Product Liability

Case Type Lvl4: Other

3. Will have to reach out to him again and wait for reply from him, once then we will know what to do.

Customer states

1. OK thank you i appreciate it

*** [REDACTED] ***

Cas [REDACTED] 1. Default and Sub Status of Working

*** Phone - Call - Outbound created on [REDACTED] and created by [REDACTED] ***

Writer called [REDACTED]

1. Calling on

2. Was previously approved and and customer went to [REDACTED] and they said could not do it

3. Want to see what is decision

[REDACTED]

1. Well if its the element we can go ahead and do it

2. If it is the whole eat then we need to figure out if we are replacing the whole thing and that gets expensive so we would have to see if were going to go half or so.

Writer states

1. Ok will notate here

[REDACTED]

ne also make sure that she signs the RO and on it states that is a [REDACTED] goodwill.

*** Note - Others created on [REDACTED] and created by [REDACTED] ***

1. Dispatching back to [REDACTED]

2. Customer requestin [REDACTED] ir for seat/ seat heater

3. Please follow up accordingly

<For Internal Use Only

Spoke to SUP since case was previously with [REDACTED] would need to re-escalate case for further handling.>

*** [REDACTED] ***

Disp [REDACTED] 5. [REDACTED] GW to [REDACTED] by [REDACTED]

Reason:

*** [REDACTED] ***

Disp [REDACTED] 1. Default to [REDACTED] by [REDACTED]

Reason: Custom ing to see if c [REDACTED] e [REDACTED] ther than the heater, understands seats are from third [REDACTED] but just wants the hole/ blemish repaired

*** Email - External Email Received created on [REDACTED] and created by [REDACTED] ***

Hi again,

Now that this has gone through [REDACTED] I want to clarify that the 3rd [REDACTED] that did the interior was hired by [REDACTED] of [REDACTED] not by the original o [REDACTED] t that piece to be lost. [REDACTED] o [REDACTED] found the 3rd [REDACTED] even thou [REDACTED] had no record of it.

I look forward to hearing how we are moving forward.

Regards

1. The dealership that this [REDACTED] came from was from [REDACTED] ([REDACTED])
2. It's a completely different dealership now, [REDACTED] on [REDACTED]

[REDACTED]
[REDACTED] of [REDACTED]
Last name

First name

VIN of [REDACTED] SOUL

Case Number

Mileage

Dealer: [REDACTED]

Case Type Lvl1: Complaint

Case Type Lvl3: Product Liability

Case Type Lvl2: Quality

Case Type Lvl4: Other

3. I believe it was called [REDACTED], it's like Vintage something style
4. It was aftermarket, but the dealer had put it on
5. We ordered the seat cover for her VIN and it was different
6. She has some really nice seat covers, leather seats with gold

*** [REDACTED] Pacific Time ([REDACTED] & [REDACTED]) ***
Case moved into WIPBin [REDACTED] ([REDACTED]) and Sub Status of Assigned

*** Email - External Email Received created on [REDACTED] Pacific Time ([REDACTED] & [REDACTED]) and created by [REDACTED] ***
Received email from [REDACTED]
Hi [REDACTED],

I just wanted to let you know that I am expecting to get [REDACTED] for you. I have been making a lot of calls but I will spare you the details of how that has gone. None of the places, including [REDACTED] have record of doing my exact car, however Classic soft Trim and [REDACTED] said that they can help, either with replacement or repair (local shop). Once, I receive all of the quotes, I will get them over to you for approval. I know you said call one but I thought if I can find something cheaper, that would be more likely to get approved :)

Thanks,
[REDACTED]

*** Email - External Email Received created on [REDACTED] ([REDACTED] & [REDACTED]) and created by [REDACTED] ***
Received email from [REDACTED]
Hi [REDACTED],

This is what I have come up with-

[REDACTED] ([REDACTED]) - [REDACTED] plus shipping. See attached. I still will need to send them a swatch for matching and ordering but they are happy to send the cover straight to [REDACTED].

[REDACTED] Vinyl (would order from [REDACTED]) - [REDACTED] + shipping

[REDACTED] (a company that [REDACTED] usually uses for repairs and replacements - [REDACTED] - He added "install" to the quote but he understood that it would not be install. He added that a repair would cost as much (but likely more) and would include labor.

Let me know next steps.

thanks for your patience and support,
[REDACTED]

*** Email - External Email Sent created on [REDACTED] ([REDACTED] & [REDACTED]) and created by [REDACTED] ***
Sent email to [REDACTED]
Hi [REDACTED],

[REDACTED] would be more than happy to reimburse you [REDACTED] per the repair estimate from [REDACTED]. Please have them ship the part directly to [REDACTED] and send me a copy of the final invoice once it has been paid in full and we will issue payment to you directly.

[REDACTED] of [REDACTED]

Last name	First name	VIN of	SOUL	Case Number	Mileage
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[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Dealer:	[REDACTED]	[REDACTED]	[REDACTED]
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Case Type Lvl1: Complaint

Case Type Lvl2: Quality

Case Type Lvl3: Product Liability

Case Type Lvl4: Other

If you have any questions, I'm here to help.

*** Email - External Email Received created on [REDACTED] Time ([REDACTED] & [REDACTED]) and created by [REDACTED] ***
Received email from [REDACTED]
Ok! I will get the balls in motion- thank you!!

*** Email - External Email Received created on [REDACTED] Time ([REDACTED] & [REDACTED]) and created by [REDACTED] ***
Received email from [REDACTED]
Hi [REDACTED],

Here is the parts receipt from [REDACTED]. The cover has been ordered and will be sent directly to [REDACTED] at [REDACTED]. [REDACTED] said once the part arrives, I can schedule the repair of seat warmer and cover replacement. Thank you for helping me take care of all of this.

Will you please let me know when I can expect the reimbursement?

Regards,
[REDACTED]

*** [REDACTED] Time ([REDACTED] & [REDACTED]) ***
[REDACTED] #: [REDACTED] Submitted

*** Email - External Email Sent created on [REDACTED] Time ([REDACTED] & [REDACTED]) and created by [REDACTED] ***
Sent email to [REDACTED]
Hi [REDACTED],

Everything looks good. Please allow 4 to 6 weeks for processing of payment. If you have any additional questions or concerns, please do not hesitate to contact me.

*** [REDACTED] Time ([REDACTED] & [REDACTED]) ***
[REDACTED] #: [REDACTED] Submitted

*** [REDACTED] Time ([REDACTED] & [REDACTED]) ***
[REDACTED] #: [REDACTED] Final Approved

*** Letter - Letter Sent created on [REDACTED] Time ([REDACTED] & [REDACTED]) and created by [REDACTED] ***
Sent customer check via [REDACTED].

*** [REDACTED] Time ([REDACTED] & [REDACTED]) ***
Closed by [REDACTED] with Resolution [REDACTED]: [REDACTED] Issued
[Resolution Summary]

Last name	First name	VIN of	SOUL	Case Number	Mileage

Dealer:

Case Type Lvl1: Complaint

Case Type Lvl2: Quality

Case Type Lvl3: Product Liability

Case Type Lvl4: Fire/Explosion

Case History

*** () Eastern Time (&) ***
Contact = , Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on () Eastern Time (&) and created by ***

Cust (grand-daughter) states

1 just got off the phone with incident that happened last week

2 my car was shut off and had been sitting in my driveway for

3 when I came out the windows were fogged up and I opened the front door smoke came out - there was no flames that we saw right off

4 when my son opened the back door the car exploded

5 caught my neighbors car and our garage o

wrt states

1 apologized

2 need to get some additional information

3 will need to send our national team for review

cust states

1 still parked in my garage

2 the dept said he believed it was a wiring issue

4 what are you asking of - replacement of car, knowledge

wrt states

1 set up case

2 provided case#

3 advise normal time to hear from

cust states

1 Thank you

*** Note - Others created on Eastern Time (&) and created by ***

Dispatching to

1 cust alleges vehicle exploded while sitting in driveway not running

2 vehicle still sitting in customers' driveway

3 Customer requesting vehicle replaced and to know what caused this issue

4 please review and follow up accordingly

*** Eastern Time (&) ***

Dispatched from = Inbox to by

Reason:

*** Pacific Time (&) ***

Accepted from to Inbox/Need To Call by

*** Pacific Time (&) ***

Assigned to of by

Reason:

*** Pacific Time (&) ***

Case moved into and Sub Status of Assigned

Last name	First name	VIN of	Case Number	Mileage

Dealer:

Case Type Lvl1: Complaint

Case Type Lvl2: Quality

Case Type Lvl3: Product Liability

Case Type Lvl4: Fire/Explosion

*** Pacific Time (&) ***

Case moved into WIPBin () and Sub Status of Assigned

*** Phone - Call - Outbound created on Pacific Time (&) and created by ***

Called and spoke with

Writer states:

1. Calling in regards to a

Customer states:

1. Last
2. I got off work, came home and was home for at the most
3. The car was shut off
4. My son came out and when we approached the car, the windows were all foggy
5. We opened the passenger side door and the driver side door, at that point there was no flames
6. We're standing inbetween the driver side front and driver side rear and when we opened the driver side rear door, the whole car exploded
7. We ran down the street and called
8. By the FD came, it caught my neighbor's car on fire and my landlord's garage

Writer states:

1. Are you and your son okay?
2. Where did the incident happen?
3. Were the windows rolled up at the time if the incident?
4. Do you know the make and model of your neighbor's car that caught on fire?
5. Did you have any personal belongings inside the vehicle at the time of the incident?

Customer states:

1. We're okay, we're uninjured
2. I don't know how we walked away without any injuries
3. It happened on
4. It's a duplex
5. All were up
6. It was a, I believe
7. My son had basketball shoes, some basketball equipment, no electronics

Writer states:

1. Did you ever have any concerns with the vehicle before?
2. What is the name of your insurance company?

Customer states:

1. In, I took it to in and had them do a full diagnostics, back brakes, windshield wipers, tires
2. Progressive, they told me that they are going to cover my neighbor's car and the property damage
3. But as far as my car is concerned, it's up in the air
4. I don't know what the miscommunication with the insurance was
5. There's still a lien on the car, I have extended warranty as well as GAP insurance
6. In I leased the car, and in I refinanced the car and bought it

Writer states:

1. Has the vehicle ever been involved in a previous accident?

Last name	First name	VIN of	SOUL	Case Number	Mileage

Dealer:

Case Type Lvl1: Complaint

Case Type Lvl3: Product Liability

Case Type Lvl2: Quality

Case Type Lvl4: Fire/Explosion

2. Requested photos and a copy of the Fire Report
3. Gave customer call back number and email address
4. Once I receive it, I will follow up with you

Customer states:

1. It was involved in accident I believe the [REDACTED] that I had it
2. It was a week before [REDACTED], icy [REDACTED], it was just a fender bender, I rear ended another car
3. I actually went to the FD [REDACTED] to get a Fire Report
4. Their investigator, he's going to get me the report [REDACTED], they had a problem with their printer
5. He said in the report, they don't believe it was arson

*** Email - External Email Received created on [REDACTED] Time ([REDACTED] & [REDACTED]) and created by [REDACTED] ***
Received photos from customer ([REDACTED])

*** [REDACTED] Time ([REDACTED] & [REDACTED]) ***
Case moved into [REDACTED] Pictures / Police Report and Sub Status of Assigned

*** Phone - Call - Inbound created on [REDACTED] Time ([REDACTED] & [REDACTED]) and created by [REDACTED] ***

Received message from customer:

1. Hi [REDACTED]
2. This is [REDACTED]
3. I'm the one that has the [REDACTED] [REDACTED] in PA that caught fire on the [REDACTED]
4. I thought I was gonna hear back from you [REDACTED]
5. I was just calling to see if anythings came about with anything, what's going on, what's the next step
6. If you could call me back, I'd appreciate it
7. My numbers [REDACTED]
8. Thank you

*** Note - Others created on [REDACTED] Time ([REDACTED] & [REDACTED]) and created by [REDACTED]

Reviewed case with [REDACTED] Engineer

*** [REDACTED] Time ([REDACTED] & [REDACTED]) ***
Case moved into [REDACTED] Legal Review and Sub Status of Assigned

*** Phone - Call - Outbound created on [REDACTED] Time ([REDACTED] & [REDACTED]) and created by [REDACTED] ***

Called customer and left message:

1. Requested insurance information
2. Left call back number and email address

*** [REDACTED] Time ([REDACTED] & [REDACTED]) ***
Case moved into [REDACTED] and Sub Status of Assigned

*** [REDACTED] Time ([REDACTED] & [REDACTED]) ***
Case moved into [REDACTED] Legal Review and Sub Status of Assigned

*** Phone - Call - Inbound created on [REDACTED] Time ([REDACTED] & [REDACTED]) and created by [REDACTED] ***

Received message from customer:

Last name	First name	VIN of	Case Number	Mileage

Dealer:

Case Type Lvl1: Complaint
Case Type Lvl2: Quality

Case Type Lvl3: Product Liability
Case Type Lvl4: Fire/Explosion

- Hi
- This is with the in PA
- I was returning your phone call, you had just called me
- If you could call me back whenever you get this, I'd appreciate it
- Thank you

*** Email - External Email Received created on (&) and created by ***
Received email from customer ()
Insurance company
Progressive
Adjuster
Claim number

*** Phone - Call - Inbound created on (&) and created by ***
Received message from customer:

- Hi, this is again with the in PA
- I've called you, I haven't heard from you
- I'm now getting phone calls from the Code Enforcement Officer of my city because my cars still sitting in my driveway
- The last I knew I was supposed to leave it there
- If I don't have it towed, I'm going to get fined
- I need to know what is going on with car and what I'm supposed to do with it
- Please call me back, thank you

*** Phone - Call - Outbound created on (&) and created by ***
Called and spoke with
Writer states:

- I am going to get in contact with your insurance company to determine if someone is going to inspect the vehicle

Customer states:

- When I called my adjuster to ask her, she said she didn't have to tell me what caused the fire because my car is not covered
- I just got fined from the code enforcer and she's telling me I don't care
- I just had to go buy a new car
- I had the car inspected in and there were a that were covered under my extended warranty
- My grandmother Virginia leased the car and then I bought it, she co-signed for me

Writer states:

- Let me contact your insurance company and I will follow up with you

Customer states:

- Okay

*** (&) ***
Case moved into WIPBin () and Sub Status of Assigned

Last name	First name	VIN of	SOUL	Case Number	Mileage

Dealer:

Case Type Lvl1: Complaint
Case Type Lvl2: Quality

Case Type Lvl3: Product Liability
Case Type Lvl4: Fire/Explosion

*** Email - External Email Received created on () and created by ***
Received email from
Just wanted to let you know, my attorney hired a mechanical investigator to come out and do an investigation on . They will be here at . I will be having some he car towed shortly there after.

*** (Pacific Time (&)) ***
Case moved into Legal Review and Sub Status of Assigned

*** Note - Others created on Pacific Time (&) and created by
Reviewed case with Engineer:
1. Obtain permission to inspect

*** Email - External Email Sent created on (Pacific Time (&)) and created by ***
Sent email to
Thank you for letting me know. Could I get the contact information for your attorney

*** Email - External Email Received created on (Pacific Time (&)) and created by ***
Received email from
After they come out and investigate and decide if they want to proceed with my case I will give you their information.

*** (Pacific Time (&)) ***
Case moved into Legal Inspection and Sub Status of Assigned

*** (Pacific Time (&)) ***
Case moved into Legal Review and Sub Status of Assigned

*** Note - Others created on (Pacific Time (&)) and created by
A Engineer requesting to perform preliminary inspection on

*** (Pacific Time (&)) ***
Case moved into Legal Inspection and Sub Status of Assigned

*** (Pacific Time (&)) ***
Case moved into and Sub Status of Assigned

*** (Pacific Time (&)) ***
Case moved into () and Sub Status of Assigned

*** Phone - Call - Outbound created on Pacific Time (&) and created by ***
Called and spoke with
Writer states:
1. Calling in regards to your
2. So you know what the investigator found?

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Last name	First name	VIN of	SOUL	Case Number	Mileage
				Dealer:	

Case Type Lvl1: Complaint
Case Type Lvl2: Quality

Case Type Lvl3: Product Liability
Case Type Lvl4: Fire/Explosion

Customer states:

1. I'm not sure as of yet
2. The cleanup process is going to begin this
3. Whose your boss? You want to be a smart aleck

Writer states:

1. I will have my manager contact you

Customer states:

1. No s***, I know you have a boss
2. You make sure he gives me a call back

(Customer disconnected call)

*** Phone - Call - Outbound created on () and created by

wtr spoke with customer

1. customer advised her insurance inspected the vehicle and could not find what caused the fire
2. customer advised her attorney hired an investigator that came out and waiting on his report but believe they unable to find cause
3. wtr advised will be in the area and can inspect in the afternoon
4. customer advised that is fine for the inspection

*** Case moved into Legal Inspection and Sub Status of Assigned

*** Case moved into Manager Callback and Sub Status of Assigned

*** Phone - Call - Outbound created on () and created by

wtr spoke with

1. wtr advised as you are aware we inspected vehicle on
2. customer advised inspector didn't acknowledge he was at my property
3. wtr advised he advised that he knocked with no answer and then started inspecting vehicle on driveway, female then opened window and advised you were home
4. wtr was advised you watched the entire inspection
5. customer advised inspector did not inspect the vehicle at all
6. wtr advised based on the inspection, could not find a manufacturing concern that could of caused the fire
7. customer advised her attorney inspector was unable to find cause of fire as well
8. customer asked next steps
9. wtr advised based upon the inspection would refer you to the insurance company at this time. if you have further information to review can forward to wtr
10. customer advised insurance claim is closed because was inspecting vehicle
11. wtr advised would reach out to insurance and advise of our inspection

*** Phone - Call - Outbound created on () and created by

wtr left voicemail for at insurance to call back

claim

Consumer Affairs

of 9

Last name

First name

VIN of SOUL

Case Number

Mileage

Dealer:

Case Type Lvl1: Complaint

Case Type Lvl3: Product Liability

Case Type Lvl2: Quality

Case Type Lvl4: Fire/Explosion

*** Pacific Time (&) ***

Case moved into WIPBin Inbox/Need To Call and Sub Status of Working

*** Phone - Call - Outbound created on (Pacific Time (&) and created by

wtr left voicemail for at insurance to call back

claim

*** Phone - No Callback created on and created by ***

c/s:

1. I need to speak with the CEO of the company
- 2 Who is the CEO?

Writer states:

1. I do not believe I can get the CEO on the line for you
2. I will see what sup we can get on the line for you in place of the CEO?
3. One moment

<For Internal Use Only

****trans to TMorales****>

*** Phone - Call - Inbound created on (and created by ***

Transferred sup call from
co owner Ms. McIntire states:

1. I and my granddaughter have not heard anything back from regarding our car exploding and catching fire.
2. I will be in contact with the state AG office if is not going to do anything.

Writer advised:

1. Apologized for the problem
2. Reviewed latest case notes: the case owner has been trying to make contact with at the insurance co.
3. Writer will reach out to the case owner and advise that the customer needs contact as soon as possible.

stated:

1. Ok thank you.

*** Note - Others created on (and created by ***

Writer sent email to advising cust states she will contact her state AG office if she is not contacted by regarding her case.

*** Phone - Call - Outbound created on (Pacific Time (&) and created by

wtr spoke with at progressive

1. advised they closed the case as the customer only has liability coverage and does not fall under this type of coverage.

*** Phone - Call - Outbound created on Pacific Time (&) and created by

wtr spoke with and stated:

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
				Dealer:	

Case Type Lvl1: Complaint

Case Type Lvl2: Quality

Case Type Lvl3: Product Liability

Case Type Lvl4: Fire/Explosion

customer stated:

1. your apology means nothing to me
2. I am out this money now
3. I will continue to bad mouth [REDACTED] until something is done

wtr stated:

1. again I do apologize and do feel sorry
2. [REDACTED] inspected the vehicle and could not find a concern
3. [REDACTED] signed for a vehicle that you do not drive and the other party didn't have full coverage on the vehicle
4. again I apologize for your situation but [REDACTED] did not find a manufacturing concern

*** Letter - Letter Received created on [REDACTED] ([REDACTED] & [REDACTED] and created by [REDACTED] ***

1. Enclosed please find a copy of a consumer complaint that was filed.
2. We request you provide a prompt written reply so that we may amicably resolve this complaint.
3. Please respond within [REDACTED] from the above date.

Attaching to case.

*** Note - Others created on [REDACTED] Pacific Time ([REDACTED] & [REDACTED] and created by [REDACTED] ***

to [REDACTED]

*** [REDACTED] Pacific Time ([REDACTED] & [REDACTED] ***

Disp [REDACTED] b [REDACTED]
Reason: [REDACTED]

*** [REDACTED] Pacific Time ([REDACTED] & [REDACTED] ***

Acc [REDACTED] Inbox/ [REDACTED]

*** [REDACTED] Pacific Time ([REDACTED] & [REDACTED] ***

Cas [REDACTED] o Call and Su [REDACTED] at [REDACTED] rking

*** [REDACTED] Pacific Time ([REDACTED] & [REDACTED] ***

Cas [REDACTED] and Sub Statu

*** Email - External Email Sent created on [REDACTED] Pacific Time ([REDACTED] & [REDACTED] and created

by [REDACTED] ***

Ms. [REDACTED]

Please see attached and advise if you have any questions.

Thank you,

*** [REDACTED] Pacific Time ([REDACTED] & [REDACTED] ***

Clos [REDACTED] ode : Letter

[Resolutio

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
				Dealer:	of

Case Type Lvl1: Complaint

Case Type Lvl2: Fire

Case Type : Not Applicable

Case Type Lvl4:

Case History

Techline case () created on by of .

Please contact dealership and customer to see if any further assistance can be provided and that the concerns have been addressed. Thank You.

--For Reference--

TL Case created by (Dealer Technician) :

TL Case creator phone : *

TL Case creator email :

the notes from the TL case describing the concern:

*** Performed by contact: , *

*** This is a Request for Assistance ***

Customer stated burning smell and smoke coming from heater control head. Removed center facia and checked all wires and connections at center section. All connections looked good and found no signs of damage to any wires or connectors. I removed the cover from the heater control head and found damage from what looks like a bad connection on the circuit board. Is it safe to replace the heater head? Has this been seen before? Any other things I should look for?

What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG US Action Type: Outgoing call

Wtr called of spoke to who states:

1. The SM is out and will be back
 2. I can help you
 3. Customer complained of a burning smell and smoke coming from the heater
 4. We found a burnt cricket board and have parts on order
 5. Customer is no longer in the vehicle
 6. We reversed the sale
- Thanked and call ended

*** NOTES US Action Type: Manager review

Dispatching to

Customer complained of burning smell and smoke coming from heater

Dealer found burnt circuit board

Sale reversed and customer no longer in vehicle

Dispatching for visibility

*** NOTES Pacific Daylight Action Type: Manager review

Writer states:

1. reviewed the case
2. No further actions
3. Closing case

*** CASE CLOSE Pacific Daylight

No further actions

[REDACTED]

Consumer Affairs Department

[REDACTED] of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Dealer: [REDACTED]	[REDACTED] of [REDACTED]

[REDACTED] Case Type Lvl1: Complaint

[REDACTED] Case Type [REDACTED]: Not Applicable

[REDACTED] Case Type Lvl2: Fire

[REDACTED] Case Type Lvl4:

*** CASE CLOSE [REDACTED] Pacific Daylight Time [REDACTED]
TREAD

Consumer Affairs Department

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Last name	First name	VIN of	SOUL	Case Number	Mileage
				Dealer:	

Case Type Lvl1: Complaint

Case Type Lvl3:

Case Type Lvl2: R/A Tow

Case Type Lvl4:

Case History

R/A towed vehicle to [REDACTED] contact dealer to determine the reason for tow and contact the customer for assistance.

- For Reference -

Caller Name :

Caller Phone :

Dispatched

Tow Provider :

*** PHONE LOG [REDACTED] US [REDACTED] Action Type:Outgoing call

Writer called [REDACTED] and stated:

1. Advised of customer name and vehicle.
2. Looking to get information on diagnosis/repairs.

[REDACTED] in svc stated:

1. Vehicle was here.
2. Needed an ABS pump.
3. Vehicle is repaired and gone already.

Writer Stated:

1. Thanks for the info.

*** PHONE LOG [REDACTED] US [REDACTED] Action Type:Outgoing call

Writer called customer and left vm stating:

1. Calling back regarding recent roadside svc.
2. If you still have questions or concerns, please call us.
3. Gave [REDACTED] number and case number.

*** CASE CLOS [REDACTED] US [REDACTED]
closed pending cust call back.

*** PHONE LOG [REDACTED] US [REDACTED] SChun Action Type:Incoming call

Techline case ([REDACTED]) created on [REDACTED] by [REDACTED]

Please contact dealership and customer to see if any further assistance can be provided and that the concerns have been addressed.Thank You.

--For Reference--

TL Case created by (Dealer Technician): [REDACTED]

TL Case creator phone : [REDACTED]

TL Case creator email : [REDACTED]

[REDACTED] the notes from the TL case describing the concern:

*** Performed by contact: [REDACTED]

*** This is a Request for Assistance ***

Problem Description :

Consumer Affairs Department

of 2

Last name

First name

VIN of SOUL

Case Number

Mileage

Dealer:

Case Type Lvl1: Complaint

Case Type Lvl3:

Case Type Lvl2: R/A Tow

Case Type Lvl4:

performed sa upgrade, customer left dealership, states after driving for If wheel was locking up not allowing vehicle to shift, parked vehicle and brakes pads on fire, towed to shop

Diagnostics Performed :

inspected vehicle brake fluid clean and and max level, removed wheels inspected calipers all calipers moving in and out with out problem,brake pads moving free in caliper braket. found If pad "burned" no other damage found, scanned esc/abs module code primary pressure sensor sensor fault, cleared code test drove code returned , with out drivabilty issue cleared and drove again in same manner, no return code or issue. inspected wire harness and connector all ok, according to service manual replace with known good hecu. have part have not installed request further assistance

*** PHONE LOG US Mountain Standard Time SChun Action Type:Outgoing call

/SVC S staed:

1. it is picked up

*** PHONE LOG US Mountain Standard Time SChun Action Type:Incoming call

it is duplicated case - please refer

*** CASE CLOSE US Mountain Standard Time SChun

Last name First name VIN of SOUL Case Number Mileage

Dealer:

Case Type Lvl1: Complaint

Case Type Lvl2: Techline Escalation

Case Type : Other

Case Type Lvl4:

Case History

Techline case () created on by .

Please contact dealership and customer to see if any further assistance can be provided and that the concerns have been addressed. Thank You.

--For Reference--

TL Case created by (Dealer Technician) :

TL Case creator phone :

TL Case creator email :

the notes from the TL case describing the concern:

*** Performed by contact:

*** This is a Request for Assistance ***

Problem Description :

CUSTOMER STATES THAT WHILE ON HIGHWAY SMOKE STARTED TO POUR FROM THE CENTER DASH AREA NEER RADIO AND HEAT CONTROLS

Diagnostics Performed :

I REMOVED THE HEATER CONTROLS AND FOUND THEM BURNT INTERNALLY YOU CAN SMELL THAT ELECTRICAL BURN SMELL THE CAR NEEDS A NEW HEATER CONTROL UNIT RADIO ASSEMBLY IS OK

*** PHONE LOG

Action Type:Outgoing call

called

stated

1 the heater CU shorted internal and melted down producing smoke.

2 swapped the part off a lot from another veh.

3 repair is complete.

4 customer has the veh back.

stated

1 thank you

*** PHONE LOG

Action Type:Outgoing call

called the customer and stated

1 Following up on the repair of the Soul.

2 Has the concern been addressed?

Customer stated

1 It has, thank you.

*** CASE CLOSE

Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of	SOUL	Case Number	Mileage
				Dealer:	

Case Type Lvl1: Complaint

Case Type Lvl2: Repair Assistance

Case Type : Not Applicable

Case Type Lvl4:

Case History

*** PHONE LOG US Standard Time ATorres Action Type:Incoming call

Cst states;

1. The AC is smoking.
2. This is our only car. How do we get to work?
3. My wife has the veh and she is going to drop it off .
4. I work for MO003.
5. I told her if she couldn't drive it tow it in. She says it stop smoking when the AC is not on. So she said she was going to drive it in.

Wrt states:

1. Updated, no SC, Apologized.
2. Warr covers manuf defect.
3. does assist with rentals on a case-by-case basis.
4. The decision will not come from this office.
5. Would need to review your request with srv mgr and once we have a diagnosis on the veh.
6. Can promise anything since it's not a provision warr.
7. Loaners are based on dlr participation.
8. Provided file number and wrt ext.

Cst states:

1. Dlr doesn't have Loaners but maybe they had sympathy for me.
2. Call me back on I'm at work right now, that number is .
2. Ok. thanks.

*** PHONE LOG US Standard Time ATorres Action Type:Outgoing call

Wrt called spoke to srv mgr and stated:

1. Following up on diagnosis. Cst is asking for rental.

n states:

1. Cst said the AC was going to catch on fire and AC was smoking.
2. Tech has not looked at veh yet but Srv adv turn AC in the srv drive and nothing happened.
3. We can call you back.

Wrt states:

1. Provided wrt contact.

*** NOTES US Standard Time ATorres Action Type:Manager review

Wrt spoke to about cst concern.

*** PHONE LOG US Standard Time ATorres Action Type:Incoming call

Wrt called cst on and states:

1. Spoke to dlr and tech has not looked at veh but adv ran veh in the srv drive and nothing came out.
2. Did leave wrt contact info so they can call wrt back once they have looked at veh.
3. Do you have high humidity in your area?

Cst states:

1. Yeah, can see they have not seen it. It's in the drive.
2. My wife said it did stop.
3. Yes. the humidity is bad.

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
				Dealer:	
Case Type Lvl1: Complaint		Case Type : Not Applicable			
Case Type : Repair Assistance		Case Type Lvl4:			

Wrt state:

1. It could be condensation that is burn off.
2. Once dlr call back will call you.

Cst states:

1. That would be great. I hope it's that.
2. Thanks for calling me back.

*** PHONE LOG US Time ATorres Action Type:Outgoing call
Wrt called no one for srv answered was on hold for .

*** PHONE LOG US Time ATorres Action Type:Outgoing call
Wrt called cst and left VM
1. Was calling to follow up, have not heard back from dlr and they haven't called.

Cst states;

1. It was water built up. It's fine
2. Thank you.

*** CASE CLOSE US Time ATorres
veh is repaired.

Consumer Affairs

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Last name	First name	VIN of	SOUL	Case Number	Mileage
				Dealer:	

Case Type Lvl1: Complaint

Case Type : Replacement

Case Type : Not Applicable

Case Type :

Case History

*** PHONE LOG US Mountain Standard Time RHall

stated

- 1 The vehicle is very very cheaply made
- 2 I have made parts for and other vehicles
- 3 I have never seen the quality like this
- 4 There was scratches on the dash, vinyl man repaired it - still doesnt look good
- 5 The dlr said that someone was using clean it and it is peeling
- 6 The dash is getting scratches really easy, console is getting scratched
- 7 On drivers side seat you can see the foam where the seat doesnt come down
- 8 My sunvisor melted, they replaced the sunvisor
- 9 The maintenance guy got grease all over the headliner - that is my complaint about the dealer
- 10 This is very very cheaply made, anytime someone gets in the vehicle the glove box scratches
- 11 Only which I never mentioned to the dealer, while going , after a rain, the brakes kept grabbing, I didnt think I was going to stop , felt I was going to run into person in front of me- I dont know if it is the anti-lock brakes or what
- 12 My a/c blows out smoke, like steam, out of the a/c
- 13 If I could I would trade if for something else

Wrt stated

- 1 Apologized
- 2 What are you requesting of ?

Mrs stated

- 1 If I could I would try to trade for the or the because I heard they are made better
- 2 I dont know what to do- this is a very cheaply made vehicle
- 3 I dont want to have to pay for something so cheaply made- month

Wrt stated

- 1 Apologized
- 2 What are you requesting of ?

Mrs stated

- 1 I dont know what my options are
- 2 the dlr said they could try to work with me for a trade
- 3 I feel like the dlr lied to me to get for me to buy the car
- 4 The service department is horrible

Wrt stated

- 1 Apologized is not involved in the sales of the vehicle, the dlr would be the resource to work with if you are requesting to trade your vehicle in
- 2 You can also consult your , wrt can document a complaint against the quality of the vehicle if you like? or against the dlr if you like?
- 3 Wrt would be happy to research any concerns or request you may have - What are you specifically requesting of ?

Mrs stated

- 1 I dont know, I dont know where to start
- 2 If I could trade it I would and I could get a better quality vehicle

Wrt stated

- 1 apologized, wrt understands you are upset
- 2 Wrt would be happy to research any concerns or request you may have - What are you specifically requesting of

Last name	First name	VIN of	SOUL	Case Number	Mileage
				Dealer:	

Case Type Lvl1: Complaint
Case Type Lvl2: Replacement

Case Type : Not Applicable
Case Type Lvl4:

?

stated

- 1 Can I trade the vehicle in for a new one? I want a different vehicle!
- 2 This vehicle is a piece of
- 3 I am very picky about my vehicles!
- 4 The whole vehicle is a piece of for /month this is a vehicle!
- 5 Even the passenger side visor has bubbles in it, it looks horrible
- 6 The dash, glove box, and console scratch so easily and I dont have any kids or anything
- 7 I want a new vehicle !!

Wrt stated

- 1 apologized
- 2 Wrt will be happy to research your request
- 3 Wrt will need to get in contact with dlr mgr and
- 4 this research will take a
- 5 once necessary information is obtained wrt will call you to advise when case will be forwarded to Regional office for further handling and review
- 6 Please consult your , each state's laws are different

stated

- 1 I should not have to research my own state laws or research anything
- 2 This vehicle is a piece of

Wrt stated

- 1 apologized
- 2 Wrt will be happy to research your request
- 3 Wrt will need to get in contact with dlr mgr and
- 4 this research will take a
- 5 once necessary information is obtained wrt will call you to advise when case will be forwarded to Regional office for further handling and review
- 6 Please consult your , each state's laws are different
- 7 Gave case # and ext #

*** PHONE LOG Standard Time RHall Action Type:Outgoing call

Wrt called to speak to
1 Calling to get diagnosis and repair history for customer

stated

- replaced sun visor drivers side, oil change
- oil change
- completed

Email was sent to regarding customer's concerns

I read case notes - Customer has never complained to dlr about trim or brake concern

Warranty wont cover scratches on the trim from outside influence, that is not a mfr defect

The customer mentioned she wanted a or , gave that information to Sales , not sure what transpired from that

*** PHONE LOG Standard Time RHall Action Type:Outgoing call

Wrt called to speak to

Last name	First name	VIN of	Case Number	Mileage
			Dealer:	

Case Type Lvl1: Complaint Case Type : Not Applicable
Case Type Lvl2: Replacement Case Type Lvl4:

- 1 owner of with
- 2 Customer alleges vehicle has poor quality
- 3 Customer states concerns with interior scratching, visors, a/c, brakes, seat foam
- 4 Customer is seeking replacement vehicle of or
- 5 Wrt is forwarding case to the Region - please advise if you got case information
- 6 or email

*** EMAIL OUT Action Type:External email

- Send to
- 1 owner of with
 - 2 Customer alleges vehicle has poor quality
 - 3 Customer states concerns with interior scratching, visors, a/c, brakes, seat foam
 - 4 Customer is seeking replacement vehicle of or
 - 5 Wrt is forwarding case to the Region - please advise if you got case information
 - 6 or email

You have been sent a Consumer 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 at AND delete this email.

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<<File Attachment:

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*** NOTES Action Type:Manager review

- EMAIL FROM DPSM
- 1 I got case information
 - 2 SM says they are trying to trade the customer out of this car

*** PHONE LOG Action Type:Outgoing call

- Wrt called to speak to
- 1 This is calling to give status on your case
 - 2 Wrt is getting more resources invovled
 - 3 Your case is going to the Regional office, you will get a call back in 48 bus hrs

Mrs stated
1 Ok - I am also working with the dlr but I have been too sick to do anything

*** NOTES Action Type:Manager review

- Forward to the Region for further handling and review:
- 1 owner of with
 - 2 Customer alleges vehicle has poor quality
 - 3 Customer states concerns with interior scratching, visors, a/c, brakes, seat foam

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
				Dealer: IL064
Case Type Lvl1: Complaint		Case Type Lvl3: Not Applicable		
Case Type Lvl2: Other		Case Type Lvl4:		

Case History

*** PHONE LOG Standard Time ARuss Action Type:Incoming call

Customer Close

ph#

1. M purchased a agents my wishes

2. She had in the brakes rought it in originally at around

- They rotated the tires at that time, but it didn't resolve

3. If theres something grinding the rotors

- There is no way in hell you should have rust or grooves in the brakes

4. Spoke with in SVC at

5. It was a de something

Writer states:

1. Apologized

2. Advised writer would be glad to look into customer request further

3. Advised no guarantee determination will change but writer will insure aware and makes final determination

Customer friend states:

1. I don't want to make a stink but if this isn't resolved she'll have to trade it in

2. And I'll make sure it goes into the lemon law effect

Writer states:

1. Advised will give information on customer consumer rights and lemon law in customers state

2. Advised ill do additional research and receive final determination from

3. Advised writer unsure if determination will be made by

- But writer will follow up with owner of vehicle by additional steps will be addressed as needed

4. Advised customer welcome to call if additional concerns arise

- Gave writer name, extension, and case #

Customer friend states:

1. Ok thank you

*** PHONE LOG Standard Time ARuss Action Type:Outgoing call

Writer called

1. Request v diagnosis

Assist SVC states:

1. Last RO

2. Custom pl n breaks

- and smell of plastic burning

3. Found excessive brake wear

- Appears riding breaks

- And plastic smell bag melted on cat converter

4. Declined brake service

5. Previously here @

- Lube oil filter and tire rotation

- No notice of any brake concerns at that time

6. Customer picked up vehicle

*** PHONE LOG Standard Time ARuss Action Type:Outgoing call

Last name First name VIN of SOUL Case Number Mileage

Dealer:

Case Type Lvl1: Complaint

Case Type : Other

Case Type : Not Applicable

Case Type Lvl4:

Writer called customer and :

1. Advised writer calling from
2. Advised call received from advising of customer concerns with brakes
3. Advised has been contacted regarding concerns
4. Request call back to discuss questions/concerns further
5. Gave # and case #

*** CASE CLOSE US Standard Time ARuss

Closed pending customer call back

*** PHONE LOG US Standard Time ARuss Action Type:Incoming call

Customer friend :

1. Gave case #
2. Never got a all back
3. We need assistance because the brakes are sounding really bad
- Just wanted to follow up and see what's going one

5. She's ready to trade the car in

*** PHONE LOG US Standard Time ARuss Action Type:Outgoing call

Writer called customer friend and

1. Advised writer calling back from
2. Request customer CB to discuss further
3. Gave writer name, #, extension, and case #

*** PHONE LOG US Standard Time ARuss Action Type:Web Contact

Customer friend :

1. You and I appreciate that
- has not been getting VMs lately there is a problem with the phone
2. Gave case #
3. Gave ph #
4. She has an interview but let me know if you can tell me anything
- tell her to keep an eye out for the phone or whatever
5. Thanks again

*** PHONE LOG US Standard Time LSaulls Action Type:Incoming call

:

- 1 Can I speak to ? gave case#

Wrt stated:

- 1 Will see if is available
- 2 put caller on hold - - thanked for hold
- 3 Apologize, ARuss currently not available

:

- 1 Veh had when bought it. Was a demo veh
- 2 Having problem with brakes squeaking

Last name First name VIN of SOUL Case Number Mileage

Dealer:

Case Type Lvl1: Complaint

Case Type : Not Applicable

Case Type : Other

Case Type :

3 Srv mgr said brakes look fine, will rotate tires & should stop the squeaking.

- That was at

4 Squeaking stopped for then was here & there

5 Veh in again recently & srv mgr said would cost to replace all brakes & rotors

6 He said he could only do it if was

7 Salesman drove veh so I dont think I should be responsible for those miles

8 Shouldnt it be covered if it was brought in before veh out of ?

9 Srv mgr said someone drive veh with causing this

10 I dont drive with so it must have been from when the salesman drove veh

Wrt stated:

1 Apologized for concerns

2 If no concern found with brakes while veh at dlr & still under warranty then the warranty does not remain for any future brake concerns just because veh was brought in for brake noise

3 Warranty coverage is based on whe a dlr verifies a veh concern

4 Veh concern was verified when veh out of warranty so not covered

5 You signed odometer disclosure agreement when you purchased veh

6 Warranty coverage for mileage is for what the mileage is on veh- not the # of miles it got after you purchased veh

7 If you feel this is something possibly caused by salesman driving veh- advise going through dlr for any resolution

8 Dlr are independently owned & operated

9 KMA not resolsible for how a salesman may drive a veh- referred to dlr for resolution

:

1 So I have to eat it because of how the salesman drove veh before?

Wrt stated:

1 You will have to bring that up with the salesman

2 This is not something is responsible for

:

1 Ok thank you

--- customer ended call ---

*** CASE CLOSE Standard Time ARuss

Closed pending customer call back

Last name	First name	VIN of	SOUL	Case Number	Mileage
				Dealer:	
Case Type Lvl1: Complaint		Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy			
Case Type Lvl2: Quality		Case Type Lvl4: Other			

Case History

*** PHONE LOG [REDACTED] US [REDACTED] Standard Time LEDavis

Customer states:

1. Customer alleges car caught on fire parked in a [REDACTED] pile of leaves.
2. Is this normal?
3. Does this happen often?
4. We love the car, my daughter has the forte, we love [REDACTED].
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:
 - [REDACTED]
 - Case [REDACTED]
 - [REDACTED]
5. Gave writers name and extension, will forward this information to appropriate department for additional review.

*** NOTES [REDACTED] US [REDACTED] Standard Time LEDavis 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.

*** EMAIL OUT LEDavis Action Type:External email

Send to: [REDACTED]

Hi [REDACTED]

FORWARDING CASE TO NCA DUE TO CUSTOMER ALLEGING VEHICLE CAUGHT FIRE

CUSTOMER: [REDACTED]

VIN: [REDACTED]

MILEAGE: [REDACTED]

FCM: [REDACTED]

[REDACTED]

You have been sent a [REDACTED] Consumer 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 [REDACTED] at [REDACTED] AND delete this email.

Consumer Affairs

of 2

Last name	First name	VIN of	SOUL	Case Number	Mileage
				Dealer:	

Case Type Lvl1: Complaint

Case Type Lvl2: Quality

Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy

Case Type Lvl4: Other

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<<File Attachment:

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*** NOTES [REDACTED] US [REDACTED] Standard Time LEDavis 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.

*** PHONE LOG [REDACTED] Pacific Daylight Time [REDACTED] Action Type:Outgoing call

Writer states:

1. Called and spoke with Mr. [REDACTED]
2. I'm calling to follow up on the recent incident involving your vehicle
3. I would like to get some additional information so I can best assist you with this concern

Mr. [REDACTED] states:

1. Thank you for the follow up call
2. My insurance has already taken care of everything
3. I was just calling to let [REDACTED] know what happened
4. It appears the leaves caught fire
5. I feel there should be some type of shield or something under there to prevent this from happening
6. But we really enjoy the car, we just wanted to let [REDACTED] know

Writer states:

1. Thank you for taking the time to contact us to address your concerns
2. If you have any further questions or concerns please feel free to contact me
3. No further actions
4. Closing case

*** CASE CLOSE [REDACTED] Pacific Daylight Time [REDACTED]

No further actions

*** CASE CLOSE [REDACTED] Pacific Daylight Time [REDACTED]

TREAD review completed

Consumer Affairs Department

Page 1 of 4

Last name	First name	VIN of	SOUL	Case Number	Mileage
				Dealer:	

Case Type Lvl1: Complaint

Case Type Lvl2: Quality

Case Type Lvl3: Suspension

Case Type Lvl4: Suspension

Case History

*** NOTES [REDACTED] Daylight [REDACTED] Action Type: Manager review

Writer states:

1. Received email from [REDACTED] about vehicle fire
2. Called and left message for [REDACTED] at dealer requesting callback

*** PHONE LOG [REDACTED] Daylight [REDACTED] Action Type: Incoming call

Writer states:

1. Received call from [REDACTED] at dealer
2. Informed we would like to request photos of surrounding area
3. Provided email address

[REDACTED] states:

1. OK, I will get those together
2. We have not done any disassembly
3. The customer is [REDACTED]
4. Home number [REDACTED] and cell number [REDACTED]

Writer states:

1. I will follow up with customer and wait on photos for review

*** PHONE LOG [REDACTED] Daylight [REDACTED] Action Type: Outgoing call

Writer states:

1. Called and spoke with Mr. [REDACTED]
2. Informed that case had been escalated here to [REDACTED] and I would be handling review
3. Informed that I was awaiting on photos from [REDACTED] and then I could review and contact again with more information

Mr. [REDACTED] states:

1. Good, something needs to be done
2. My wife was at the gas station and someone said, 'hey, your car is on fire'

Writer states:

1. I will be in touch as soon as I can
2. Provided phone number

*** PHONE LOG [REDACTED] Action Type: Outgoing call

Writer states:

1. Called and spoke with [REDACTED] at dealer
2. Requested update on photos

[REDACTED] states:

1. I will get those to you [REDACTED]

*** NOTES [REDACTED] Action Type: Manager review

Writer states:

1. Received photos from [REDACTED] at dealer
2. Scanned and attached to case

Case Type ■■■■■ Suspension

Case Type Lvl4: Suspension

Writer states:

- Writer states:

- Writer states:

- Mr. [REDACTED] states:

- Writer states:

- Mr. [REDACTED] states:

1. Well, OK
2. I have that number
3. I would like to be contacted again when the review of the shock is complete

Case Type: Suspension

Case Type Lvl4: Suspension

1. I will make a note of that
2. Please contact me with further questions or concerns

Thx [REDACTED], just to clarify, the dealer should replace [REDACTED] rear [REDACTED] and send [REDACTED] to us.

Hi [REDACTED],

15 JULY 2005

1. Customer picked up vehicle
2. As far as I know, everything is aOK

of 4

Mileage

Dealer:

Case Type Lvl4: Suspension

No further actions

Consumer Affairs

Page 1 of 2

Last name	First name	VIN of	SOUL	Case Number	Mileage
				Dealer:	Future

Case Type Lvl1: Complaint

Case Type Lvl2: Quality

Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy

Case Type Lvl4: Engine Warning Light

Case History

Dealer :Future

Technician :

Service Manager

Dealer Phone :

DPSM

Vehicle Model :SOUL

Model Year :

Mileage :

Initial comments by Technician found in TL Case 7 :

*** Performed by contact:

*** This is a Request for Assistance ***

Problem Description :

ESC light is on. Brake switch fused to connector. Is there an individual connector part number I can get or do I need to replace they entire harness?

Diagnostics Performed :

Found . Found Brake switch melted to connector and burned.

Please contact dealer for additional information regarding customer handling & repair status and update customer accordingly.

*** PHONE LOG US Standard Time BHernandez Action Type:Web Contact

Writer called and states:

1. Checking on SA

SVCA Matt states

Contact Name: Car Max

Customer phone #:

Year/Model/Mileage of Vehicle:

RO# and Open Date:

Days Down at initial Service Alert report:

Repair Issue: ESC light on in dash - brake switch bad melted harness and connector -

ETA for completion of repairs: unsure

Repeat Repair (Y/N), if so, how many? No

Techline Case:

Rental Provided? If so, since when? No

DPSM contacted by dealer? Yes

*** PHONE LOG US Standard Time BHernandez Action Type:Outgoing call

Writer called and states:

1. Checking on status of repairs

SVCA Bryan states:

1. Waiting on parts

2. Parts due on

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

Dealer:

Case Type Lvl1: Complaint

Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy

Case Type Lvl2: Quality

Case Type Lvl4: Engine Warning Light

*** PHONE LOG US Time BHernandez Action Type:Outgoing call

Writer called and states:

1. Checking on status of repairs

SVCA Matt states

1. Received incorrect part

2. Ordered the correct part and should be in on

*** PHONE LOG US Time BHernandez Action Type:Outgoing call

Writer called and left message

1. Gave writer information and case number

2. Gave customer information and checking on service alert

3. Requested call back

*** PHONE LOG US Time BHernandez Action Type:Outgoing call

Writer called and states:

1. Checking on status of repairs

SCVA Matt states:

1. Repairs are completed

2. Car Max will be picking up vehicle

*** CASE CLOSE US Time BHernandez

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
			Dealer: NJ043	Turnersville

Case Type Lvl1: Complaint

Case Type Lvl2: Quality

Case Type Lvl3: Brake

Case Type Lvl4: Other

-
Te
Rental Provide ince when? No
DPSM contacted by dealer? No

*** PHONE LOG Standard Time NKulow Action Type:Web Contact

Writer called cus

1. Calling to follow up with recent concerns.
2. Want to ensure concerns resolved.
3. Dlr advised vchl caught fire?

Customer states:

1. I went in to have done
2. Well that repair l e front brakes
3. That made the car catch on fire (customer began laughing)

Writer states:

1. Is customer okay?
2. Were there any subsequent damages?
3. What does customer mean fire? Open flames? Smoke?

Customer states:

1. (Continued to laugh) No there were open flames
2. The rotars caught fire
3. But the dlr replaced the rotars
4. They just got too hot from locking up and caught on fire (customer laughed)
5. The dlr replaced the rotars, brakes and brake pads so it isn't a big deal

Writer states:

1. Attempted to take report - customer declined
2. Is there anything customer requesting of

Customer states:

1. No everything fine

Writer states:

1. Attempted report again stated can follow up with concerns

Customer states:

1. Declined
2. Everything is fine now
3. I will call you if I need anything
4. I don't need a case number
5. Thank you

*** NOTES Standard Time NKulow Action Type:Manager review

Dispatchin

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
			Dealer:	

Case Type Lvl1: Complaint

Case Type Lvl2: Quality

Case Type : Brake

Case Type Lvl4: Other

- 1.
2. with
- 3.
4. Customer states after completed brakes locked up and rotors caught on fire
5. replaced brakes, rotors, and pads
6. Customer declined incident report
7. Dispatching for review and handling as needed

*** NOTES US Standard Time NKulow Action Type:Manager review

[!<For Internal Use Only

Case discussed with TL LSims, dispatching per her approval >!]

*** PHONE LOG Daylight Time Action Type:Incoming call

NCA reviewed case:

1. Brakes locked up and overheated after was completed.
2. Dealer replaced brakes and brake switch.
3. Customer declined to give incident report.
4. Customer is not requesting anything from .
5. Wtr closing case.

*** CASE CLOSE Daylight Time

No further actions.

*** CASE CLOSE 1 Daylight Time

Tread reviewed.

Last name	First name	VIN of	SOUL	Case Number	Mileage
				Dealer:	of High
Case Type Lvl1: Complaint		Case Type : Brake			
Case Type Lvl2: Quality		Case Type Lvl4: Other			

Case History

*** PHONE LOG US Standard

Ms

1. We need A to have veh towed to in
2. The brakes are smoking, they said they had fixed them
3. We pulled in the office building because they could have caught on fire

Wrt stated

1. Apologized
2. Updated cust info
3. open
4. What is the reason the veh needs to be towed?
5. Will get on line to assist cust with towing

Ms

1. Ok, thank you

Placed cust on hold

WRt called spoke with

1. Provided cust info
2. Cust requesting tow
3. Brakes were smoking

stated

1. Please transfer cust, will set up the towing

Re-instated cust call

Wrt stated

1. Apologized
2. Introduced to

*** PHONE LOG US Standard Action Type:Outgoing call

Wrt called spoke with service advisor

1. Calling in regards to Ms
2. Need diag for brake repairs?
3. Could they have caught on fire?

stated

1. When the brake lamp switch was replaced the caliper line got twisted
2. That caused the brakes to get hot and start to smoke
3. The tech is working on veh repairs now
4. Potentially, yes

*** PHONE LOG US Standard Action Type:Outgoing call

Wrt called spoke with service advisor

1. Calling in regards to Ms
2. Have the repairs been completed?
3. Has the veh been returned?

First nameVIN of SOUL

Case Number

Mileage

Dealer: [REDACTED] of High

Case Type [REDACTED]: Brake

Case Type Lvl4: Other

■ stated

1. Yes everything is great
2. Veh return

*** PHONE LOG [REDACTED] US [REDACTED] LuciaPaz Action Type:Outgoing call

Wrt called Ms [REDACTED] Left VM

1. Calling in regards to case
2. Following up make sure concerns resolved
3. Any further questions callback [REDACTED]
4. Provided callback# ext# and case#

*** PHONE LOG [REDACTED] US [REDACTED] LuciaPaz Action Type:Outgoing call

Wrt called Ms Left VM

1. Calling in regards to veh repairs [REDACTED]
2. Following up make sure concerns resolved
3. Any further questions callback [REDACTED]
4. Provided callback# and case#

*** NOTES [REDACTED] US [REDACTED] LuciaPaz Action Type:Manager review

[!<For Internal Use Only
Call Me Letter Sent>!]

*** CASE CLOSE [REDACTED] US [REDACTED] DFerrick

Call me letter sent out

Consumer Affairs

of 5

Last name

First name

VIN of SOUL

Case Number

Mileage

Dealer:

of

Case Type Lvl1: Complaint

Case Type Lvl3: Product Liability

Case Type Lvl2: Quality

Case Type Lvl4: Fire/Explosion

Case History

*** PHONE LOG US Standard Time SHoward

Customer states:

1. My vehicle is at
2. Right side passenger side caught on fire
3. The wires were exposed and melted
It extinguished itself
4. I think it was electrical
5. told me to call you before they could work on it until I called you

Writer states;

1. {accident scripting}
2. Gave case number
3. Writer will send to our national department
someone will follow up with you within

Thanked call ended

*** NOTES US Standard Time SHoward Action Type: Manager review

Dispatching to

1. The customer alleges that the vehicle caught on fire
2. Please review

*** PHONE LOG US Standard Time GRomero Action Type: Incoming call

states:

1. I just wanted to make sure the customer called you guys
2. I called it in as a Service Alert.

Writer states;

1. Advised customer was contacted.
2. Advised case is now being handled with proper department

states:

1. That's what I needed to know
2. Thank you

*** PHONE LOG Pacific Daylight Time MHillegas Action Type: Outgoing call

Wtr spoke with customer, and stated:

1. Name, company and case number.
2. We've received your case in our office for further review regarding the concern and incident involving your
3. Wtr apologized for the concern.
4. Wtr is the person that has been assigned to your case to further assist you with resolving the concern.
5. Wtr reviewed details of the incident with customer.
6. Wtr confirmed with customer that vehicle was parked and engine was turned off at the time of the incident.
7. Wtr confirmed with customer that fire was completely extinguished when she arrived at the car and notice fire damage.
8. How much time had lapsed between the time you parked the vehicle and when you noticed the fire damage?
9. Has the vehicle ever been in an accident?

Last name First name VIN of SOUL Case Number Mileage

Dealer: of

Case Type Lvl1: Complaint
Case Type Lvl2: Quality

Case Type Lvl3: Product Liability
Case Type Lvl4: Fire/Explosion

10. Are there any aftermarkets installed on the vehicle?
11. What is the extent of the fire damage?
12. Has the insurance company inspected vehicle? If so, what are their findings?
13. In order for us to begin our investigation we will need to obtain photos of all the damage to the vehicle for review with engineering to try and determine cause of fire.

Customer stated:

1. Vehicle was parked in my driveway and engine was turned off.
2. had lapsed from the time I parked the car and the time I opened up the driver's door and noticed the fire damage.
3. Fire had already completely extinguished itself at the time that I opened up the driver's door.
4. Insurance appraiser inspected and took photos on
5. Insurance appraiser stated that this was a vehicle problem and gave me a rough estimate of for cost to repair.
6. Wires are melted and exposed; wiring is below shifter on passenger side.
7. Most damage was down below at the floor area.
9. Front passenger seat, dashboard on pass side and knobs for radio were burned.
10. Adjuster stated car shouldn't be driven.
11. I had the car towed to the dealer and they provide me with a loaner vehicle.
12. I loved the vehicle; it was just the car I wanted with the decals.
13. There are no aftermarkets on the vehicle.
14. The only repair is I replaced the driver's side windshield wiper blade myself.
15. I haven't had any accidents in the vehicle.
16. After talking with some family members I don't want the car anymore.
17. I didn't take any photos.
18. If you get photos from the dealer I would like you to forward them to me.

Wtr stated:

1. Wtr will be contacting the dealer to obtain photos for review with engineering to try and determine cause of fire.
2. not be able to take responsibility for fire at this time.
3. We need to complete our investigation and try to make a determination on cause of fire.
4. If cause of fire is determined to be a warrantable concern then we will adhere to the terms and conditions of the manufacturer's warranty.
5. Wtr will make a note that you are requesting photos of the vehicle taken by the dealer.
6. As soon we receive and review photos of vehicle wtr will give you a call back with an update on the outcome of our review.
7. Gave wtr's contact information to customer.
8. Again we were sorry to hear about the incident.

Customer stated:

1. Thank you.

*** PHONE LOG Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with SA at and stated:

1. Wtr is calling in regard to customer, s Soul with fire damage.
2. Wtr reviewed details of the case with SA.
3. We will need you to take photos of all fire damage, interior and exterior of vehicle for review with engineering to try and determine cause of fire.
4. When was vehicle towed in and when was customer provided a loaner or rental?
5. Wtr provided name, phone number and email address.

Last name	First name	VIN of	SOUL	Case Number	Mileage
				Dealer:	of
Case Type Lvl1: Complaint		Case Type Lvl3: Product Liability			
Case Type Lvl2: Quality		Case Type Lvl4: Explosion			

SA stated:

1. Vehicle was towed here on [REDACTED] and we put the customer in a rental on [REDACTED].
2. Vehicle has a standard transmission.
3. I will get the pics to you by [REDACTED].

Wtr stated:

1. Thanks for your help on this.

*** PHONE LOG [REDACTED] Daylight Time MHillegas Action Type:Incoming call
NCA reviewed case with [REDACTED] engineer:

1. Obtain photos of fire damage and under carriage.

*** PHONE LOG [REDACTED] Daylight Time MHillegas Action Type:Outgoing call
Wtr called SA [REDACTED] and left a detailed VM stating:

1. We will also need photos of under carriage of vehicle.

*** PHONE LOG [REDACTED] Daylight Time MHillegas Action Type:Incoming call
Wtr spoke with SA [REDACTED] who stated:

1. We've tried to email photos to you 3X's and they won't go through.

Wtr stated:

1. Wtr will send you an email and you can reply with photos attached.

SA stated:

1. Send email to [REDACTED].

*** PHONE LOG [REDACTED] Daylight Time MHillegas Action Type:Outgoing call

Wtr sent email to SA [REDACTED] at [REDACTED]:

From: [REDACTED]

Sent: [REDACTED]

To: [REDACTED]

Subject: [REDACTED]

Hi [REDACTED],

As discussed please send photos of the fire damage, interior, exterior and undercarriage of vehicle.

Thanks,

[REDACTED]
Consumer Affairs Analyst

[REDACTED]
8 - Direct

[REDACTED]
- Fax

Consumer Affairs

of 5

Last name

First name

VIN of SOUL

Case Number

Mileage

Dealer:

of

Case Type Lvl1: Complaint

Case Type Lvl2: Quality

Case Type Lvl3: Product Liability

Case Type Lvl4: Fire/Explosion

*** PHONE LOG Pacific Daylight Time MHillegas Action Type:Incoming call

spoke with at and stated:

1. We've received from you so far.
2. We will need additional photos of undercarriage forward of the exhaust underneath engine compartment and close up photos of fire damage in front passenger floor area and underneath shifter.

4 stated:

1. I've got a to send to you.
2. I'll take more photos of the undercarriage and close up shots of the bottom of the shifter, passenger seat, dash and carpet.
3. Fire started down low.
4. I have not seen a .
5. There's burned books on the floor in the rear passenger compartment.
6. My gut feeling is that a lit cigarette was put in a bag of trash and started the fire.

stated:

1. will look out for additional photos.
2. Please look throughout the vehicle for any evidence of smoking, i.e., look in ash tray and take photos, etc.

*** PHONE LOG Pacific Daylight Time MHillegas Action Type:Incoming call

received additional photos from at :

1. attached photos to case.

*** PHONE LOG Pacific Daylight Time MHillegas Action Type:Incoming call

NCA reviewed case with engineers:

1. Fire contained within interior of vehicle.
2. Point of origin is at right front passenger floor where it meets side of center console.
3. Vehicle parked and ignition off - no electrical activity in the vicinity.
4. Don't see vehicle issue starting fire.
5. Ignition source not from vehicle.
6. Cause of fire from outside non-vehicle related ignition source.
7. Refer to insurance.

*** PHONE LOG Daylight Time MHillegas Action Type:Outgoing call

spoke with customer, and stated:

1. Name, company and case number.
2. Wtr is calling to provide you with an update on your case.
3. We've completed our review of all of the photos and information pertaining to your case with a team of engineers who specialize in these types of incidents.
4. Based on our review our findings are as follows:
 - a. Fire was contained within interior of vehicle.
 - b. Point of origin is at right front passenger floor where it meets side of center console.
 - c. Vehicle was parked and ignition off.
 - d. There was no electrical activity in the vicinity.
 - e. No evidence of fire starting underneath vehicle.
 - f. We do not see a vehicle issue starting fire.
 - g. Ignition source is not from the vehicle.
 - h. We believe cause of fire is from an outside non-vehicle related ignition source.

Last name First name VIN of SOUL Case Number Mileage

Dealer: of

Case Type Lvl1: Complaint

Case Type Lvl3: Product Liability

Case Type Lvl2: Quality

Case Type Lvl4: Fire/Explosion

5. Based on the above information, A will not be taking responsibility for the fire and are referring you back to the insurance company to proceed with the insurance claim to have vehicle repaired.
6. If the insurance company determines through their investigation that a vehicle defect caused the fire then they will file a subrogation claim with for reimbursement of monies paid out on the claim including deductible.
7. At that time will review and evaluate subrogation claim and work directly with insurance company on possible settlement.

Customer stated:

1. Insurance adjuster already inspected the vehicle and said it was a problem.
2. I will contact the insurance company and let them know that is not taking responsibility for the fire and request that they proceed with insurance claim.
3. I will follow up with the dealer regarding my vehicle.
4. Will I get my deductible back if settlement is made between insurance and ?
5. Will insurance claim be removed from my record?

Wtr stated:

1. If full settlement is made to insurance company then they will reimburse you for the deductible.
2. Wtr does not know insurance company's process to remove claim from your record.
3. It would be best to speak to your insurance agent or adjuster regarding that.
4. Wtr to contact dealer and advise them of our findings and s position in this matter.
5. advise dealer that we have referred you back to the insurance company to proceed with the insurance claim.
6. Thank you for giving us an opportunity to review your case and make a determination on your claim.
7. Have a good holiday.

*** PHONE LOG Time Action Type:Outgoing call

Wtr called SA at a detailed VM stating:

1. calling to provide you with an update on customer, s case regarding fire damage to her Soul.
2. We've completed our review of all of the photos and incident report pertaining to fire with a team of corporate engineers.
3. Based on our review we do not believe a vehicle issue started the fire.
4. We believe cause of fire was from an outside non-vehicle related ignition source.
5. not be taking responsibility for the fire.
6. We have referred customer back to the insurance company to proceed with insurance claim to have vehicle repaired.
7. Customer will be contacting dealer to advise of her next steps.
8. Any questions, please contact wtr at

*** CASE CLOSE Pacific Daylight Time

No further actions.

*** CASE CLOS Pacific Daylight Time

Tread reviewed.

Consumer Affairs Department

Page 1 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
				K3260929	180,000

Dealer:

Case Type Lvl1: Complaint

Case Type Lvl2: Quality

Case Type Lvl3: Product Liability

Case Type Lvl4: Fire/Explosion

Case History

*** PHONE LOG US Mountain Daylight Time JUpson

*** NOTES US Mountain Daylight Time JUpson Action Type:Dealer contact

@ // Ms. (If you cant get ahold of me)

- 1) Car was parked at
- 2) Vehicle randomly caught on fire when it was unlocked
- 3) has it on camera, vehicle currently at my house
- 4) Police came, but left it to fire department because it wasnt vandalized
- 5) Thank you

Writer

- 1) Thank you, apologized, updated information
- 2) Advised Customer that we will go ahead and escalate case to that will address Customer concerns in
- 3) Thanked, apologized, offered survey

*** NOTES US Mountain Daylight Time JUpson Action Type:Dealer contact

Dispatching case to

- 1) @
- 2) Soul
- 3) Customer alleges Wife had vehicle parked at s and once she unlocked it, the vehicle caught fire
- 4) Vehicle currently at Customer's house awaiting insurance agent inspector
- 5) Customer states he drove vehicle home after this happened
- 6) Contact Customer for assist determination

*** PHONE LOG Pacific Daylight Time AnReyes Action Type:Outgoing call

A called customer left a VM requesting photos, fire report, a call back to discuss

*** PHONE LOG Pacific Daylight Time AnReyes Action Type:Outgoing call

A spoke with customer

Writer:

1. Advised calling in reference to case
2. Would like to request photos and fire report.

Customer:

1. I sent that over to you guys already.
2. The dealership out here took photos here in

Writer:

1. Will try to contact them to request photos.

Customer:

1. Thanked

*** PHONE LOG Time AnReyes Action Type:Outgoing call