

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
	MI		Dealer: MI037 KIA of	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Product

Kia Case Type Lvl3: Spec
Kia Case Type Lvl4: Safety

Case History

*** () & () ***

Contact = , Priority = Standard, Sub Status = Working

*** () & () ***

Dispatched from = Default to Queue Callcenter by
Reason: Cust States: Safety Concerns

*** () ***

Accepted from Queue Callcenter to 0. Default by

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

Customer Called Back and States:

1. Calling back on case update
2. Gave Case#
3. My car on fire where my fuel tank was
4. My vehicle is totaled and towed At KIA OF

Wrt states;

1. I will doc this case let case manger know
2. Your Tcs will F/u in
3. Tcs is not available
4. This time i left vm to my tcs but i will lvm
5. xfer to vm

*** () ***

Yanked to default of

*** () ***

Assigned to 0. Default of by
Reason:

*** () ***

Yanked to 0. Default of

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

Call to Action:

1. Dispatching for Fire.
2. Cust States: Vehicle caught on fire and is total loss. No impact to vehicle to cause fire
3. Forwarding for further handling and review.
4. @

*** () ***

Dispatched from = 0. Default to by
Reason:

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

Accepted from to Inbox/Need To Call by

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

Assigned to of by
Reason:

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			Dealer: MI037 KIA of	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Spec

Kia Case Type Lvl2: Product

Kia Case Type Lvl4: Safety

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

location in

*** Pacific Time (&) ***

Photos_12364710.pdf added by on

*** Pacific Time (&) ***

Case moved into and Sub Status of Assigned

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

Cust States:

1. Went off the road.
2. Veh caught on fire in the rear end near the gas tank.
3. Have pictures and everything.
4. The was no contact with anything .
5. There is no reason for the vehicle to catch fire.
6. Vehicle was just sitting in mud.
7. Vehicle is a total loss.
8. Did get insurance payment but also have extreme safety concern for the vehicle heat shield cover around fuel tank.

Writer states:

1. Apologizes
2. A will contact you with in to assist you further.

<For Internal Use Only

.>

*** Others - Others created on Pacific Time (&) and created by

Reviewed case with Engineers:

1. Explain to customer subrogation process

*** Pacific Time (&) ***

Case moved into Legal Review and Sub Status of Assigned

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

Called customer and left message:

1. Calling in regards to a Kia
2. Requested call back
3. Left call back number

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

Received message from customer:

1. This is
2. I'm calling in regards of the Kia that caught on fire
3. Please give me a call back at

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
			Dealer: MI037	KIA of

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Spec

Kia Case Type Lvl2: Product

Kia Case Type Lvl4: Safety

4. Thank you

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

Called and spoke with

Writer states:

1. Apologized for the phone tag

Customer states:

1. I'm a truck driver
2. It was raining and the road curves
3. Instead of going head-on into a pole, I was like alright let me just go down the hill
4. By the time I stepped out of the vehicle, there was mud up to my knees, I'm 5' 1"
5. Within , my car was on fire

Writer states:

1. Explained subrogation process to customer

Customer states:

1. took a deductible and gave me for the car
2. After the loan, that leaves me with
3. I'm irritated right now
4. I will never own another Kia, that's for d*** sure

Writer states:

1. Apologized
2. If you have any additional questions or concerns, please feel free to contact me

(Customer disconnected call)

*** Pacific Time (&) ***

Closed with Resolution Code : Information Given

[Resolution Summary]

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
			Dealer: GA079	KIA of

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Case History

*** NOTES clarify Action Type: Manager review

*** Performed by contact:

Insulating pad in cargo area above muffler burns, had area rep look at it, not concerned but dealer replaced it at our request, it is burnt already. This is a potential fire hazard and needs immediate remedy.

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

Writer called dealership, of , to speak to service manager: spoke to :

1. Calling to determine if your dealer has looked at this vehicle for customer
2. has contacted via e mail about the insulating pad in cargo area above muffler
3. What information can the dealer provide for this concern?

states:

1. The customer concern is there is a heat protector matt that protects the heat from the muffler is causing the protector is melting
2. The customer is in a cleaning service and cust sits a tray of cleaning products on the protector and it will leave marks
3. The has provided approval to add another layer of padding in the trunk for customer satisfaction
4. There is no potential fire hazard - this actually located on the interior of the vehilce, in the trunk under the carpet, it is an insolation that is for sound/heat on the floor pan of the trunk
5. just left the drive lane

Writer Thanked for the information.

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

Writer called customer:

1. Calling regarding the email that was recieved
2. This office contacted your kia dealer and they have assured this office and customer wife that there is no potential fire hazard
3. That the materials used, will indent when items are setting in the area
4. If customer has furhter concerns, please contac this office.
5. Your has approved for another layer to be put into the vehicle, but this will also indent

tates:

1. Ok, thank you

*** CASE CLOSE Standard Time DLyons

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
			Dealer: IA006	KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type : Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** PHONE LOG Standard Time
car burned up started under the dash

*** NOTES Standard Time Action Type:Manager review
notes added to case

- caller stated
- 1. her Kia burned up --totaled
- 2. FD stated it started under the dash area
- 3. felt that Kia would want to know about this

wtr

- 1. yes we do
- 2. sorry that this has occurred

wtr

- 1. completed Fire report

cust e mailed pictures - attached to case

wtr

- 1. requested copy of Fire Report --cust will send it to us
- 2. will forward her case to the appropriate office
- 3. she should hear back from someone in that office within

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

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 incident involving your Kia.
- 3. We were very sorry to hear about the incident, however, certainly glad to hear that no one was injured.
- 4. is the person that has been assigned to your case to further assist you in resolving this matter.
- 5. We've received the photos that you sent to us and are awaiting a copy of the fire report.
- 6. Typically the insurance company takes the lead in investigating fires since they are covered under the insurance policy and are not covered by the manufacturer's warranty.
- 7. We will complete our own investigation to determine what our position is and next steps.
- 8. The insurance company usually contacts the manufacturer to put us on notice and give us an opportunity to participate in a joint inspection of the vehicle.
- 9. If the burn damage is too extensive we may decline to inspect the vehicle due to cause & origin of fire would be difficult to determine.
- 10. If customer chooses to proceed with the insurance claim then settlement is made between customer and the insurance co.
- 11. After a full investigation if the insurance company has adequate proof that a manufacturer's defect caused the fire they will file a subrogation claim with Kia requesting reimbursement of monies paid out on claim.

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<u>Last name</u>	<u>First name</u>	<u>of</u>	<u>Case Number</u>	<u>Mileage</u>
			Dealer: IA006	KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

12. At that time Kia will work directly with the insurance company to settle the matter.

13. If settlement is made with the insurance company by Kia than insurance company will reimburse you for your deductible.

Customer stated:

1. I am still working on obtaining a copy of the fire report.
2. Vehicle was parked for [REDACTED] after driving home [REDACTED] from a neighbor's house.
3. Vehicle was completely turned off when it caught fire.
4. I purchased the car with [REDACTED] on it.
5. It had a factory installed remote start already on it when I purchased the vehicle.
6. A friend at the dealership stated that they've had other incidents where vehicles were catching fire due to the remote starts.
7. Vehicle has a push button start.
8. I didn't have any concerns and no accidents prior to the fire.
9. What about all of the personal items that I lost in the vehicle?
10. My car insurance deductible is [REDACTED].
11. My car insurance policy doesn't cover personal items lost in the vehicle.
12. I would have to file a claim with my renter's insurance and pay another [REDACTED] deductible.
13. I lost my purse, [REDACTED] or [REDACTED] of [REDACTED], work clothes and [REDACTED]'s.
14. I'm always on the go between home, work and my daughter's school.
15. Please email your contact information to me.

[REDACTED] stated:

1. Sorry to hear about the loss of your personal items too.
2. Please send fire report and an itemized list of personal items you lost in the car.
3. [REDACTED] will send you an email with contact information.
4. [REDACTED] is not aware of any of our vehicle having a factory installed remote start installed at the plant.
5. Typically the dealer will install remote starts after vehicle is delivered to them.
6. [REDACTED] will request sales docs from the dealer to obtain additional information regarding the remote start.
7. [REDACTED] will touch base with you [REDACTED] regarding case.

Customer stated:

1. Thank you so much.

*** PHONE LOG [REDACTED] Pacific Daylight Time MHillegas Action Type:Incoming call
Tread review completed.

*** PHONE LOG [REDACTED] Pacific Daylight Time MHillegas Action Type:Outgoing call
[REDACTED] called customer, [REDACTED] and left a detailed VM requesting a call back.

*** PHONE LOG [REDACTED] Pacific Daylight Time MHillegas Action Type:Outgoing call
[REDACTED] spoke with [REDACTED] at [REDACTED] and stated:

1. Name, company and reason for calling.
2. [REDACTED] requested sales docs for customer, [REDACTED] and provided [REDACTED].
3. Customer states vehicle had a factory installed remote start on vehicle when she purchased it.
4. [REDACTED] provided [REDACTED]'s fax number.

[REDACTED] at [REDACTED] stated:

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			Dealer: IA006	KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

1. I don't see any accessories added to vehicle on the paperwork.
2. I will fax you a copy of the bill of sale.

Wtr stated:

1. Thank you.

*** CASE CLOSE Daylight Time MHillegas

Pending receipt of fire report and/or further customer contact.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
			Dealer: SC031	KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel S

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Warning Light

Case History

Dealer : [REDACTED] Kia [REDACTED]

Technician : [REDACTED]

Service Manager : [REDACTED]

Dealer Phone : [REDACTED]

DPSM : [REDACTED]

Vehicle Model : [REDACTED]

Model Year : [REDACTED]

Mileage : [REDACTED]

Initial comments by Technician found in [REDACTED] Case [REDACTED] :

*** Performed by contact: [REDACTED], * [REDACTED]

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

Problem Description :

cust states ck eng lights on [REDACTED]

Diagnostics Performed :

ck for any cloggs or leaks

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

*** NOTES [REDACTED] Mountain Standard Time SHoward Action Type:Dealer contact

Writer called [REDACTED] Service Advisor [REDACTED]

Writer states:

1. Calling to get information on a service alert

[REDACTED] states:

1. Customer Name: [REDACTED]

Customer phone #: [REDACTED]

Customer address: [REDACTED]

VIN: [REDACTED]

MY and Mileage: [REDACTED] Soul [REDACTED]

[REDACTED] and Open Date: [REDACTED]

Days Down at initial Service Alert report: [REDACTED]

Current Repair Issue and Diagnosis: Customer says CEL

Able to Duplicate (Y or N): Y

Repeat Repair (Y/N), if so, how many times?: Yes

Repair History of current concern with dates and mileage:

A) [REDACTED]

ETA for completion of repairs: N/A

Parts on order (Y/N), if so obtain part#, order#: None

Techline Case: [REDACTED]

Rental / Loaner Provided? If so, since when?: No

Dealer contacted their DPSM (if needed): No

Vehicle repaired & customer has possession: Yes/Yes

Dealer Code/Selling Dealer (Y or N): [REDACTED]

Original Owner (Y or N): N

Customer Request (if needed): N/A

Justification of [REDACTED] (must include maintenance history): N/A

If [REDACTED] vehicle, is dealer [REDACTED] certified (if needed): N/A

2. She bad fuel, [REDACTED] advised that she use a different fuel

Thanked call ended

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
			Dealer: SC031	Car KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel S

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Warning Light

*** NOTES Standard Time SHoward Action Type:Dealer contact

[!<For Internal Use Only

Follow up with the customer >!]

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

Wrt called to speak to customer and states:

1 This is KMA following up to see how veh is performing since repaired at dlr

Cust states:

1 I really have a lot of concerns with the veh; it is the only I have ever had problems with

2 On this veh, when you press the clutch in is it supposed to grind the gears?

3 If I have to pay for a veh I want to not have to bring it back to the dlr all the time

Writer states:

1 Apologize

2 I am not technically trained, however if the gears are grinding it does sound like we would need to get the veh into the dlr to diagnose the issue further

Cust states:

1 I have taken it back and every time that they look at it they say that they cannot duplicate it

2 In regards to the CEL issue it has not presented itself yet but I have not had a chance to fill the veh up with fuel

Writer states:

1 Apologize

2 What I suggest is if you bring the veh back to please have the svc mgr or svca ride with you so you may show them the concern that you have with the shifting issue

3 With the CEL issue I will contact you back on to see if the issue has presented itself as well as follow up on the shift concern

4 If you have any further questions or concerns prior to hearing back from me, please callback at , case#

Cust thanked and ended the call

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

customer states:

1. my CEL is back on again and the gears are grinding funny sometimes

2. i live like away from the dealer and cannot just keep going back and forth for this issue.

3. i am to the point that i do not want this vehicle anymore

4. i want Kia to take this back and give me another

writer states:

1. apologized

2. advised that spoke with customer earlier about car

3. advised of WICM

4. advised that office can get customer aligned with regional offices but will need to get more info on car

5. asked customer when she can get car into the dealer again

customer states:

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
			Dealer: SC031	Car Town KIA USA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel S

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Warning Light

1. i do not know, i have to plan this out.

writer states:

1. advised customer to call dealer and make them aware of issue
2. advised to ask about getting car back in
3. advised that she has [REDACTED] that can be used to tow vehicle to dealer.
4. advised to inquire also about possible alternate transportation so vehicle can be kept till repaired.
5. advised that writer will make case owner aware of request and more than likely a follow up to the dealer will occur [REDACTED].

customer thanked

*** NOTES [REDACTED] Mountain Daylight Time RWhite Action Type:Dealer contact

Writer called [REDACTED] and states:

- 1 Calling to see if cust brought the veh back in
- 2 Provided info

[REDACTED] states:

- 1 The veh has not back as of yet
- 2 We advised her that she had a bad batch of fuel; the [REDACTED] level is too high in the fuel
- 3 This is the [REDACTED] I have heard about the grinding issue

*** NOTES [REDACTED] Mountain Daylight Time RWhite Action Type:Manager review

****Email sent to [REDACTED] advising dispatching case to the region for repurchase request****

*** NOTES [REDACTED] Mountain Daylight Time RWhite Action Type:Manager review

****Call to action****

Dispatch for:

- 1 Veh having repeat CEL issues
- 2 Cust now requesting repurchase/replacement of veh
- 3 Assist determination

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

Wtr states:

Called [REDACTED]

1. Introduced myself.
2. Offered c/b & case #.
3. Asked if veh has been taken to dealer?

Cust states:

1. Well the veh is no longer in service.
2. At [REDACTED] I started my veh to warm, came back inside to get my daughter ready.
3. When I came back out my horn was blowing and the car was blazing!
4. There is nothing left to this veh but the frame.
5. The airbags deployed, the windows busted out, you can hardly close the doors.
6. I have contacted my insurance.
7. I am waiting for them to come and get the veh.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
			Dealer: SC031	KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel S

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Warning Light

Wtr states:

1. I am glad no one was hurt.
2. Do you know how the veh caught fire?

Cust states:

1. I do not.

Wtr states:

1. I understand.
2. I will need to review this with my RCAM.
3. I will be back in contact with you.

Cust states:

1. What do I need to do now?

Wtr states:

1. I can't advise you on that.
2. I will review this with my RCAM.
3. I will be back in contact with you

Cust states:

1. Great thank you.
2. Ended call.

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

Wtr:

1. Calling in reference to vehicle.
2. Apologized for incident that occurred.
3. Ran accident script.
4. Requested pictures and copy of fire report.

Customer:

1. I will send you the pictures and the copy of the police report.

Wtr:

1. Thanked customer.
2. What is customer requesting of Kia?
3. Has customer settled with ins. co.?

Customer:

1. Well, I am not really sure what I am requesting.
2. I had been back and forth so much with the dlr.
3. The CEL was on and I took it to the dlr.
4. They told me I had to run the gas out of it and then fill it with gas.
5. I ran it out of gas and had someone bring me of
6. This was the day before it caught fire.
7. The CEL stayed on though so I called the dlr and I was supposed to take it into the dlr but that is when it caught fire.
8. I have not settled with ins. co., but they picked up the car
9. I have not heard back from them.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
			Dealer: SC031	Car Town KIA USA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel S

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Warning Light

10. I am waiting to hear back from them.

Wtr:

1. Thanked customer for info.
2. Please send pictures and report and in the meantime, wtr will contact dlr for veh. history.
3. Thanked and disconnected.

*** PHONE LOG Time Action Type:Incoming call

Customer left VM:

1. Please let me know if you got the email and the fax.

*** PHONE LOG Time Action Type:Ltr/email/fax rec'd

Wtr received pictures via email.

Wtr received report via fax.

*** PHONE LOG Time Action Type:Ltr/email/fax sent

From:

Sent:

To:

Subject: RE: kia soul

Ms. ,

I received the pictures and the report. I will review your case and get back to you.

Thank you,

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

Cust states:

Called from

1. Introduced them self.
2. Asked if could give update to her case.

Wtr states:

1. Advised an e-mail had been sent to cust on the .
2. Advised in e-mail confirmed analyst has received report and pictures, will review and get back with cust accordingly.

Cust states:

1. Ok thank you.
2. I will wait for her to get back with me.

Wtr states:

1. Great.
2. Ended call.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
			Dealer: SC031	Car Town KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel S

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Warning Light

*** PHONE LOG Time Action Type:Outgoing call

Wtr spoke SM

1. SM faxing over vehicle history.

*** PHONE LOG Time Action Type:Ltr/email/fax rec'd

From: [mailto:]

Sent:

To: []

Subject: FW: scans

RO's for

*** PHONE LOG Action Type:Incoming call

Cust states:

Called from

1. Advised Mrs. calling.
2. Advised needing to know what is going on with my case?
3. A called requesting documents.
4. I sent them over and have not heard a word about anything.

Wtr states:

1. I do apologize.
2. I would be glad to forward a message to for you.

Cust states:

1. Yes please do.
2. I have no transportation.
3. I was so upside down in it, my insurance only paid off.
4. I need transportation.
5. My veh was in the shop and the dash caught on fire.

Wtr states:

1. I understand.
2. I will attempt to have some one get right back with you or

Cust states:

1. Thank you.
2. Ended call.

*** PHONE LOG Time Action Type:Incoming call

Cust states:

Called from

1. Advised Mrs. calling.
2. Requesting some one else call perhaps her supervisor.
3. Not able to reach
4. Attempted to call again and went straight to v/m.

Wtr states:

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			Dealer: SC031	KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel S

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Warning Light

1. I do apologize for that.
2. I would be glad to put in your request to her supervisor.

Cust states:

1. Can you please.
2. Can you get them to call me

states:

1. I will be glad to put your request in
2. However, I can't guarantee they will be able to c/b

Cust states:

1. Ok I understand that.
2. Thank you.
3. Ended call.

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

1. Calling in reference to vehicle.
2. apologizes for not calling back sooner.
3. did review the case with engineer.
4. Unfortunately, there is not much left of the vehicle.
5. Has customer settled with ins. co.?

Customer:

1. They paid off the loan and I got a check for only.

1. Explained subro process.
2. Apologized if customer only got, but the ins. co.'s responsibility is to cover the value of the vehicle.

Customer:

1. What am I supposed to do with out a car?
2. The car repeatedly had problems.
3. It was in the shop.

1. Apologize, wtr understands customer was inconvenienced.
2. However, rest assured, if ins. co. inspects the vehicle they will go after the party they feel is responsible to try to get reimbursed for the money they paid out.

Customer:

1. Ok, I am going to call them and give them your number.

1. Ok, but they will send a notice of subrogation should they feel the need to .
2. Thanked and disconnected.

*** CASE CLOSE Time

Closing case pending further contact.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
			Dealer: SC031	Car Town KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel S

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Warning Light

*** CASE CLOSE Pacific Daylight Time
TREAD REVIEW COMPLETE

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
			Dealer: TX002	KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

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

Caller

1. Last night at my car caught fire
2. I left my my part time job last night and I parked my car at a local store.
3. The car was off but I still was sitting on my car using my cel phone
4. I had the remote on my hand and the driver's side door was open w/ my leg sticking out
5. The car started smoking, some kind of white milky kind of smoke.
6. The smell was awful and so I got out of the car.
7. I took or away from the car then I looked back
8. I noticed the area behind the steering wheel was up in flames
9. I called and handed the phone to a lady in the store.
10. A came out w/ fire extinguisher.
11. By the time the came out they had already put out the fire.

Writer

1. I am sorry for what happened.
2. I will need pictures of the vehicle.
- Wrt file an fire report.
3. Please send this pictures to
4. Your case number is

Caller

1. Ok, thank you.
2. I am currently at work, I have to go.

*** Notes - Manager Review created on Pacific Time (&) and created by

Writer

1. Case dispatch to
 - a) Cust alleged the vehicle caught fire
 - b) Fire report was documented.
 - c) Requested pictures
 - d) Please call the cust back and handle the case accordingly

*** CASE DISPATCHED ON Pacific Time (&)
from a. Default to

*** CASE ACCEPTED ON Pacific Time (&)
from to Inbox/Need To Call.

*** CASE ASSIGNED ON (GMT-) Pacific Time (&)
to , Default

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
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Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

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

Customer calls in and states:

1. I have , the fire was around the steering wheel and dashboard caught on fire
2. And the dealer needs the mileage but since it caught fire i cant see it
3. Thats not my fault
4. But he said that hes going to wait to hear from KIA before doing anything
5. Another thing is I am out of a car, Im going to need a rental, but I guess on that I should wait for the other office to call me

Writer states:

1. Apologized
2. Advised customer is correct, the other office will be able to address all of customers questions and concerns

Customer states:

1. Okay
2. I am still shaking, I remembered I looked at all the smoke and the flames and then the vehicle back lights blink and my car all of a sudden started by itself
3. Even after the flames were put out the vehicle was still running
4. I can still smell the flames and all that
5. It was so scary

Writer states:

1. Apologized
2. Advised that writer is glad to hear customer is okay
3. Advised that will be in touch as soon as possible after reviewing case

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

Cust Called back:

1. I am waiting a callback from
2. I was advised I will get a callback but no one has called back yet.

Writer States:

1. Apologized
 2. Advised we have your case open; it takes few days to review the case but hopefully will callback
- Provided 's Ext and phone

*** Phone - Others created on (&) and created by

Customer left VM:

1. I know this process takes a
2. I am just sad because I haven't heard from anyone.

Kia Motors America
Consumer Affairs Department

of [REDACTED]

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
BAILEY	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
			Dealer: TX002	KIA

Kia Case Type Lvl1: Complaint

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Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

3. The dlr has been great.

4. I know you are busy, but I would appreciate you getting back to you [REDACTED]

5. I saw my car catch fire right in front of me.

6. Please c/b.

*** Phone - Call - Inbound created on [REDACTED] ([REDACTED] & [REDACTED]) and created by [REDACTED]
[REDACTED] left [REDACTED] for customer requesting c/b.

*** Phone - Call - Outbound created on [REDACTED] ([REDACTED] & [REDACTED]) and created by [REDACTED]
Customer left [REDACTED] requesting c/b.

*** Phone - Call - Inbound created on [REDACTED] ([REDACTED] & [REDACTED]) and created by [REDACTED]
[REDACTED] spoke to [REDACTED] ([REDACTED] at lunch):
1. [REDACTED] requested pictures of instrument panel, and pictures of underneath the steering wheel. Are there any aftermarkets?
2. [REDACTED] stated pictures will be emailed over, [REDACTED] stated 1 aftermarket (light kit).
3. [REDACTED] informed [REDACTED] to please put customer in loaner.
4. [REDACTED] stated customer will be contacted once loaner is available.

*** Phone - Call - Inbound created on [REDACTED] ([REDACTED] & [REDACTED]) and created by [REDACTED]
[REDACTED] left [REDACTED] for customer:
1. I spoke to the dlr and they will contact you once a loaner is available.
2. Please c/b.

*** Phone - Call - Inbound created on [REDACTED] ([REDACTED] & [REDACTED]) and created by [REDACTED]
Customer left [REDACTED] ([REDACTED]) requesting c/b.

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

Kia Motors America

Consumer Affairs Department

of

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Kia Case Type Lvl4: Fire/Explosion

1. I am glad we are finally able to communicate.
2. Informed of loaner.

Customer:

1. Yes, I got your VM and I called the SM.
2. They are working on getting me a loaner.
3. They are going to call me back about it.

1. I am glad to hear that.
2. I wanted to touch base with you because I want to apologize for the incident that occurred.
3. We want to look into this further, and I have requested pictures from the dlr.
4. Once I get the pictures, I will review with my engineer.

Customer:

1. Ok, thank you.
2. Everything that happened is just so weird.
- I was sitting in my car.
- I was on the phone, talking to my mentor, and my legs were outside the car.
- All of a sudden, I see smoke coming from the steering wheel area.
- I hung up, called [REDACTED], went inside [REDACTED] and told the lady to give them the address.
- Then, we tried to find the people that owned the [REDACTED] and the [REDACTED] parked next to me.
- There were [REDACTED] who helped me.
- [REDACTED] and [REDACTED] let us use their fire extinguisher.
- It all happened so fast I don't even know how we got them.
- [REDACTED] was a mechanic and he was helping get my stuff out of my car along with the other guy who was a detective.
- The other helped extinguish the fire, but I don't know who he was.

1. I am so sorry to hear that.
2. Were the other cars damaged?
3. Were there any aftermarket on the vehicle?

Customer:

1. No, I didn't install anything.
2. The other cars did not get damaged, the fire didn't go outside the car.

1. Ok, we don't take this lightly and do want to look further into it.
2. I will call you [REDACTED] on [REDACTED] or [REDACTED] with more info.
3. Provided email address.
4. If we are having trouble getting each other on the phone we can schedule something via email.
5. [REDACTED] thanked and disconnected.

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

[REDACTED] spoke to [REDACTED]:

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Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

1. Wtr informed that wtr has not received pictures.
2. Wtr informed that engineer inspection is tentatively scheduled for .

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

left VM:

1. We have been trying to send these to you but they won't go through.
2. It says its undeliverable.
3. Anyway, we got an for this.

*** Phone - Others created on (&) and created by

Wtr received copy of sent to dlr:

From: [mailto:]
Sent:
To: ;
Cc:
Subject: AND PICS

here are the pictures taken and letter sent by s attorney.
The pictures keep getting quarantined I will try to send them in a different format

*** Phone - Others created on (&) and created by

From:
Sent:
To:
Cc:
Subject: RE: AND PICS

I got the . However, I still haven't gotten any pictures. I would suggest sending or per . That might help.

Thank you,

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
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Kia Case Type Lvl4: Fire/Explosion

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

Wtr spoke to w/Law Offices of & Campolo

Wtr:

1. The dlr got your letter and sent me a copy.
2. If you are representing Ms. will need a letter stating so.

1. Ok, if you send me an email I will reply with what you are looking for.
2. Its simple, its just my and last name

Wtr:

1. I will send you an email once we are off the phone.
2. I also wanted to mention to you that we do have a tentative non-destructive inspection scheduled for .
3. However, those pictures are Kia's pictures.

1. Ok, that's fine as long as you are agreeing to a non-destructive inspection.
2. We will possibly have something out there too.

Wtr:

1. Ok, well I will send you that email.
2. Thanked and disconnected.

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

Wtr received dlr pictures from

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

From: []
Sent: []
To: []; []
Subject: RE: [] AND [] []

I got them! Thank you so much!

I spoke to Mr. and informed him that we do have a tentative non-destructive inspection scheduled for .

Kia Motors America
Consumer Affairs Department

of [REDACTED]

<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: TX002	KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Thank you,

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

From: [REDACTED] [mailto:[REDACTED]]
Sent: [REDACTED]
To: [REDACTED]; [REDACTED]
Subject: Re: Kia Case #: [REDACTED]

thanks for email. regarding photos, if no resolution can be had, then of course we will request during litigation. hopefully this matter will not spin off into something major.

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

From: [REDACTED] [mailto:[REDACTED]]
Sent: [REDACTED]
To: [REDACTED]; [REDACTED]
Subject: RE: Kia Case #: [REDACTED]

I wanted to inform you that my engineer was unable to inspect the vehicle on [REDACTED]. Once we have a new date, I will make sure to let you know.

Thank you,

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

From: [REDACTED] [mailto:[REDACTED]]
Sent: [REDACTED]
To: [REDACTED] [mailto:[REDACTED]]
Cc: [REDACTED] [mailto:[REDACTED]]
Subject: RE: [REDACTED] AND PICS [REDACTED]

Good morning I spoke to [REDACTED] the engineer that is supposed to inspect this vehicle and he has no eta as per the inspection.

[REDACTED] per your request I have placed this lady in a loaner but loaners are not intended for long periods of time I need our loaner back.

Furthermore, this lady has retained an attorney and we can not contact her directly so this complicates things as far as getting the loaner back.

Kia Motors America

Consumer Affairs Department

of

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			Dealer: TX002	KIA

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Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Please assist.

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

From: [redacted]

Sent: [redacted]

To: [redacted]

Cc: [redacted]

Subject: RE: [redacted] AND PICS [redacted]

I am sorry that my engineer was not able to complete the inspection. I cannot talk to the customer either, but I will see what I can do about the loaner situation. I am sorry, I didn't know it was going to go this route.

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

From: [redacted] [mailto:[redacted]]

Sent: [redacted]

To: [redacted]

Subject: Re: Kia Case #: [redacted]

where are we on this?

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

cust stated:

1. My car burned down
2. I do not have a VIN on me

writer locates by phone #

writer stated:

1. Showing a case open
2. Can you hold while I reach CSR or her VM

cust stated:

1. Yes

writer transfers to CSR VM

Kia Motors America

Consumer Affairs Department

of

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
BAILEY				
			Dealer: TX002	KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Phone - Others created on () and created by

From: [mailto:]

Sent:

To: []

Subject: Re: Kia Case #:

I have sent a previous email asking for status. Since we have not heard from you, we have no choice but to file suit.

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

Wtr left VM for :

1. Informed that inspection has been scheduled for .
2. Has customer returned loaner?
3. I am going to reach out to the atty so I wanted to know beforehand.
4. Anyway, please c/b or email.

*** Phone - Others created on () and created by

From: []

Sent:

To:

Subject: RE: Kia Case #:

I apologize for the delay in my response. My engineer has provided me with a new date for the vehicle inspection. My engineer will be inspecting the vehicle at on .

Thank you,

*** Phone - Others created on () and created by

From: [mailto:]

Sent:

To: []

Kia Motors America
Consumer Affairs Department

of [REDACTED]

<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: TX002	KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Subject: Re: Kia Case #: [REDACTED]

The problem is my client is making car payments. Need to get this worked out, sooner than [REDACTED]

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

From: [REDACTED] ([REDACTED])

Sent: [REDACTED]

To: [REDACTED]

Subject: RE: Kia Case #: [REDACTED]

[REDACTED]

I apologize for the delay. My engineers are normally scheduled a few weeks out and [REDACTED] was the next available. Anyway, he will be at the dealership [REDACTED]

Thank you,

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

[REDACTED] spoke to [REDACTED]:

1. [REDACTED] informed [REDACTED] that inspection will take place [REDACTED]
2. [REDACTED] will have loaner returned after inspection regardless of results.
3. [REDACTED] said thanks for getting back to me. I will wait for your call after VI.
4. [REDACTED] thanked and disconnected.

*** Notes - Internal created on [REDACTED] ([REDACTED] [REDACTED] Time ([REDACTED] & [REDACTED]) and created by [REDACTED]

TREAD review complete.

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

Customer left VM:

1. I wanted to see if you had any info for me.
2. I know the car was inspected [REDACTED].
3. Please call me back.

Kia Motors America
Consumer Affairs Department

of

Last name

First name

VIN of

Case Number

Mileage

Dealer: TX002 KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

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

spoke to in finance dept at :

1. requested copy of sales contract.
2. stated this is in storage, will have to go get it and send it over.
3. provided email address, fax #, and c/b #.

*** Phone - Others created on (&) and created by

From: [mailto:]

Sent:

To: []

Subject: Re: Kia Case #:

Please be advised that I have been instructed to file suit in this matter. We have repeatedly tried to work with you in this matter, and you have repeatedly delayed and obfuscated. Situations handled like this are how small cases become big ones.

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

wtr left voicemail for atty to call back.

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

atty left voicemail for wtr to call back

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

wtr spoke with atty:

1. apologized for delays as vehicle was inspected
2. from the inspection, would like to perform
3. atty asked wtr how works
4. wtr advised of
5. atty stated customer no longer wishes to have Kia vehicle and wanted repurchase
6. wtr advised we are working on getting a copy of the sales contract
7. please send copy of sales contract for review of request.

[REDACTED] America
Consumer Affairs Department

[REDACTED] of [REDACTED]

<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: TX002	KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

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

From: [REDACTED] [REDACTED]; [REDACTED]

Sent: [REDACTED]

To: [REDACTED] [REDACTED]; [REDACTED] [REDACTED]

Subject: Re: Kia Case #: [REDACTED]

We sent a request for the findings and access to my clients vehicle. We need an update immediately. We are trying to avoid filing suit, but if the only way to obtain this information is through litigation, then so be it.

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

From: [REDACTED] [<[REDACTED]; [REDACTED]>]

Sent: [REDACTED]

To: [REDACTED] [REDACTED]

Subject: Re: Kia Case #: [REDACTED]

[REDACTED], do not have your email. The contract for sale of the vehicle is probably in the car. Also we would request a copy of the engineers report on causation of the fire. We are putting together a demand and will forward.

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

From: [REDACTED] [REDACTED]

Sent: [REDACTED]

To: [REDACTED] [REDACTED] [REDACTED]

Subject: RE: Kia Case #: [REDACTED]

[REDACTED]

I have attached a [REDACTED] offer to this email. As you advised, the customers copy of the sales contract was probably lost in the vehicle; we were able to receive figures from the dealership. [REDACTED] does not have a report as this was a visual inspection. I also understand your client is in a dealer loaner vehicle; the dealership is requesting to have the customer return the loaner and pick up an Enterprise rental vehicle in which [REDACTED] would be responsible for the associated fees (minus gas and insurance). Please review the offer letter and advise if you have any questions.

Thank you,

Kia Motors America
Consumer Affairs Department

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			Dealer: TX002	KIA

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Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Phone - Others created on () and created by

From: ()

Sent: ()

To: ()

Cc: ()

Subject: RE: Kia Case #: ()

I understand you are out of the office but wanted to follow up in reference to the below.

Thank you,

*** Phone - Others created on () and created by

From: () <()> [() <()>]

Sent: ()

To: ()

Cc: ()

Subject: ()

IN REGARDS TO CASE# () WHAT HAS KIA DECIDED TO DO?

I need to know which direction to go with this vehicle.

This person is still in a vehicle at () the cost is substantial roughly () in reimbursement.

PARTS AND SERVICE DIRECTOR

() KIA

()

() <()>

*** Phone - Others created on () and created by

From: ()

Sent: ()

To: ()

Cc: ()

Subject: RE: ()

We have been working on getting your vehicle back to the dealer. Unfortunately, as you know, we are unable to

Kia Motors America

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Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

make direct contact with the customer and the attorney has not gotten back to us.

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

From: []

Sent: []

To: []

Cc: []

Subject: RE: []

Also, Kia has offered the customer a repurchase or replacement. The offer letter has already gone out. We are waiting to hear back from the attorney on their decision.

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

From: [] [mailto:]

Sent: []

To: []

Subject: Re: Kia Case #: []

Sorry been traveling for work. Heres my thought. My client bought a

Car from KIA that

Caught on FIRE! Luckily she got out. Pursuant to [] this has happened before. I would assume a a simple forensic forensic inspection would reveal the cause and origin. To avoid all of this i would propose the

Following. Get her a car. It can have some miles on it but u owe her a

Car. Free and clear. Can be same year and miles. It is a good deal for

KIA. Take a small problem and make it go away. If not, no

Telling where this goes.

Sent from my []

*** Phone - Others created on (&) and created by

From: []

Sent: []

To: []

Cc: []

Subject: RE: Kia Case #: []

Mr. []

[REDACTED] America
Consumer Affairs Department

[REDACTED] of [REDACTED]

<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: TX002	KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

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

We have sent you a letter listing [REDACTED] (a repurchase or a substitution of collateral). Please discuss this with you client and send us the signed offer letter stating which option she has selected.

Thank you,

*** Phone - Others created on [REDACTED] Pacific Time ([REDACTED] & [REDACTED]) and created by [REDACTED]
From: [REDACTED] [mailto:[REDACTED]]
Sent: [REDACTED]
To: [REDACTED] [REDACTED]
Subject: Re: Kia Case #: [REDACTED]

We countered. U have not replied, just let me know if i need to file suit. Will leave my offer open until [REDACTED] [REDACTED]

*** Phone - Others created on [REDACTED] Pacific Time ([REDACTED] & [REDACTED]) and created by [REDACTED]
From: [REDACTED] [mailto:[REDACTED]]
Sent: [REDACTED]
To: [REDACTED] [REDACTED]
Cc: [REDACTED] [REDACTED]
Subject: Re: Kia Case #: [REDACTED]

I responded over [REDACTED] with our proposal. We will keep it open until [REDACTED] at [REDACTED].

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

Kia did offer to replace your clients vehicle in our offer letter dated [REDACTED]. Since that offer has expired, I have extended the same [REDACTED] until [REDACTED].

Once again, I do understand your client is currently in a dealership loaner vehicle; the dealership is requesting to have the customer return the loaner and pick up an Enterprise rental vehicle in which [REDACTED] would be responsible for the associated fees (minus gas and insurance). Your client has been in the dealer loaner vehicle for [REDACTED] and the vehicle needs to be returned.

If your client does not return the loaner vehicle and obtain an Enterprise rental vehicle and accept Kia's offer, I would then need to refer your client to their insurance company and your client will need to return the loaner vehicle

Kia Motors America
Consumer Affairs Department

of [REDACTED]

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]		[REDACTED]	Dealer: TX002 [REDACTED] KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

or they may be charged fees as [REDACTED] will no longer be paying for those fees. Please advise if you have any questions.

Thank you,

*** Phone - Others created on [REDACTED] ([REDACTED] Pacific Time ([REDACTED] & [REDACTED]) and created by [REDACTED]
[REDACTED]
Sorry heading into deposition. So are basically you are offering her nothing for what she has been through?

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

We do apologize for any concerns that your client has experienced. However, we have offered [REDACTED] for your client to choose from.

Thank you,

*** Phone - Others created on [REDACTED] ([REDACTED] Pacific Time ([REDACTED] & [REDACTED]) and created by [REDACTED]
[REDACTED]
From: [REDACTED] [mailto:[REDACTED]]
Sent: [REDACTED]
To: [REDACTED] [REDACTED]
Cc: [REDACTED] [REDACTED]
Subject: [REDACTED]

IN REGARDS TO CASE [REDACTED] [REDACTED]

Just to be clear she dropped off our loaner and we put her in a rental [REDACTED], which she stated was at your instruction.
Is that correct?

*** Phone - Others created on [REDACTED] Pacific Time ([REDACTED] & [REDACTED]) and created by [REDACTED]
[REDACTED]
From: [REDACTED] [REDACTED]
Sent: [REDACTED]
To: [REDACTED]

Consumer Affairs Department

of

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
			Dealer: TX002	KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Cc: [REDACTED] [KMA]

Subject: RE: [REDACTED]

Yes, [REDACTED]

Thank you for your patience. We are trying to work with her attorney, but as of [REDACTED] the customer still has not accepted Kia's offer which is valid through [REDACTED].

Thank you,

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

We sent our proposal. Will leave it open until [REDACTED] [REDACTED]

Sent from my [REDACTED]

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

I understand your client has returned the loaner vehicle and been placed into an Enterprise rental vehicle. The offer letters dated [REDACTED] and [REDACTED] will be the only offers at this time. The offer is valid through [REDACTED]; if your client does not accept the offer, [REDACTED] will not authorize payment on the rental vehicle [REDACTED]. If you have any questions, please let me know.

Thank you,

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

I will inform my client and advise accordingly. I assume the vehicle is still available for inspection as I sent correspondence requesting that it be retained. Under [REDACTED] law, you are under a duty to retain evidence after being put on notice.

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

Consumer Affairs Department

of

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
			Dealer: TX002	KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

is not in possession of the vehicle. If you intend or intended to bring a claim against Kia as an entity, we believe you are obligated to preserve the subject vehicle, including any and all of its component parts in its immediate, post-incident condition, and that the vehicle remain intact, unchanged, and protected from the elements during the pendency of this matter, in order to avoid any potential claim Kia may otherwise have for spoliation of this key evidence.

Thank you,

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

Since you guys inspected it, I have no idea where you put it. Got a call into the client. Maybe she took it home.

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

From: [mailto:]
Sent:
To: ;
Subject: Re: Kia Case #:

my client will accept a substitution of collateral.

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

From:
Sent:
To: ;
Subject: RE: Kia Case #:

We have yet to receive the signed offer letter. Can you please make sure to send it asap so we can proceed? Thank you.

*** Phone - Others created on (&) and created by

Kia Motors America
Consumer Affairs Department

of

Last name

First name

VIN of

Case Number

Mileage

Dealer: TX002 KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

From: [redacted] [mailto:[redacted]]

Sent: [redacted]

To: [redacted] [redacted]

Subject: Re: Kia Case #: [redacted]

Client coming in [redacted] to sign agreement

*** Phone - Others created on [redacted] ([redacted] & [redacted]) and created by [redacted]

A fax has arrived from remote ID ".

[redacted] Transmission Record

Received from remote ID:

Inbound user ID [redacted]-RIGHTFAX, routing code 0

Result: ([redacted]) Successful Send

Page record: [redacted]

Elapsed time: [redacted] on channel 0

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

wtr spoke with atty Tim

1. atty is unavailable but will be available in [redacted]

2. wtr advised will contact him back in [redacted] as we need to come to a resolution for his client.

*** Notes - Dealer Contact created on [redacted] Pacific Time ([redacted] & [redacted]) and created by [redacted]

wtr spoke with attorney

1. atty will have customer go pick out like vehicle

2. customer is currently with [redacted] for financing.

*** Phone - Others created on [redacted] ([redacted] & [redacted]) and created by [redacted]

-----Original Message-----

From: [redacted] [mailto:[redacted]]

Sent: [redacted]

To: [redacted] [redacted]

Cc: [redacted] [redacted]

Kia Motors America
Consumer Affairs Department

of

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
			Dealer: TX002	KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Subject: IN REGARDS TO CASE

Please give me an update on this case with Ms. she is still in a rental and it is now been at to this point.

PARTS AND SERVICE DIRECTOR

*** Phone - Call - Inbound created on Pacific Time (&) and craeted by
Wtr left msg for atty (atty on the other line) requesting c/b.

*** Phone - Others created on (Pacific Time (&) and craeted by
From: []
Sent: []
To: []
Cc: []
Subject: RE: IN REGARDS TO CASE

Thank you so much for your patience. We finally received the signed docs from the customer's attorney. She is in the process of selecting the replacement vehicle. I will have her return the rental asap.

Thank you,

*** Phone - Others created on (Pacific Time (&) and craeted by
From: [mailto:]
Sent: []
To: []
Subject: vin number

for kia for

Kia Motors America Consumer Affairs Department

of

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

Dealer: TX002 KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Phone - Others created on (&) and created by

From: []

Sent: []

To: []

Cc: []

Subject: Kia Case #: []

That is not a valid VIN. Please send me a valid VIN asap so we can finally move forward.

Thank you,

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

Ms. [] left VM:

1. I got word on [] that you are no longer paying my rental.
2. Please contact me or my lawyer.
3. I didn't even get a warning.

*** Phone - Others created on (&) and created by

From: [mailto:]

Sent: []

To: []

Subject: [CONTENT] vin

SHOULD BE IT

*** Phone - Others created on (&) and created by

From: []

Sent: []

To: []

Cc: []

Subject: RE: Automatic reply: vin number

Kia Motors America

Consumer Affairs Department

of

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
			Dealer: TX002	KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Yes, we have stopped paying for your clients rental vehicle as it has been [REDACTED] since we made our offer for a substitution of collateral. We received the VIN for the new vehicle on, or around, [REDACTED]. You and I had conversation around [REDACTED] in which we need to obtain your clients lien holder information so we can contact them in reference to the substitution. I am attaching it to this email so it can be filled out and returned. Once we receive this back from your client, we can discuss moving forward with the substitution of collateral. Once we receive the lien holder information, I believe the transaction should take [REDACTED] to complete.

Thank you,

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

From: [REDACTED] [<mailto:[REDACTED]>]

Sent: [REDACTED]

To: [REDACTED] [REDACTED]

Subject: Re: Automatic reply: vin number

[REDACTED] the problem is she is now incurring expenses through no fault of her own; Yes it takes time to gets pre-litigation matters resolved; however let us not loose sight of the fact that the car you sold her BURNED UP! We are too close to getting this done; she can't afford a rent car, she needs to get to work. Come on dude, no malice intended here. A [REDACTED] in a rent car?

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

From: [REDACTED] [REDACTED]

Sent: [REDACTED]

To: [REDACTED]

Cc: [REDACTED] [REDACTED]

Subject: RE: Automatic reply: vin number

If your client returns the loan information worksheet filled out so we can proceed and come to a resolution, most likely I will offer the rental vehicle. Again, this situation usually takes [REDACTED] to come to a complete resolution while we are at [REDACTED] so far.

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

Kia Motors America
Consumer Affairs Department

of

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
			Dealer: TX002	KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

attempted to contact lender:

1. was forwarded to Recover team.
2. attempted to leave VM, but VM box was full.

*** Phone - Others created on (&) and created by

From: [mailto:]
Sent:
To:
Subject: Authorization to Release

: I have attached the rization to Release the Loan. Mrs. is asking that you please contact Enterprise and speak to at , so that you can cover the rental for her.

Thank you for your assistance,

Legal Assistant to

Telephone
Facsimile

Email: <mailto: >

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

spoke to at ():

1. provided acct #:
2. Agent stated there is a big issue on this account, we need to speak to the consumer directly, I can't tell you why.
3. advised of to Release Loan info.
4. Agent stated can't release info until speaking directly with customer.
5. thanked and disconnected.

*** Phone - Others created on (&) and created by

From:
Sent:
To:

Kia Motors America
Consumer Affairs Department

of [REDACTED]

<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: TX002	KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Cc: [REDACTED] [REDACTED]

Subject: RE: Automatic reply: vin number

[REDACTED]

It took us a few tries but were finally able to speak with the lender. They advised there are concerns with your clients account and will not authorize the [REDACTED] at this time. They advised they need to speak with your client directly. Please have your client contact [REDACTED] and see if they can clear up any of the concerns. Once your client has spoken with [REDACTED], please advise of the outcome so we can determine next steps.

Thank you,

*** Phone - Others created on [REDACTED] ([REDACTED] Pacific Time ([REDACTED] & [REDACTED])) and created by [REDACTED]
[REDACTED] faxed auth to rel. loan info to bank [REDACTED]

*** Phone - Call - [REDACTED] created on [REDACTED] [REDACTED] Pacific Time ([REDACTED] & [REDACTED]) and created by [REDACTED]
[REDACTED] spoke to [REDACTED] at [REDACTED]:

1. [REDACTED] stated it looks like customer did call in [REDACTED]
2. [REDACTED] stated they are requesting auth from cust to talk to Kia about account.
3. [REDACTED] informed [REDACTED] that loan auth doc was faxed [REDACTED]
4. [REDACTED] stated it takes [REDACTED] to show receipt of fax in system and recommended that wtr c/b [REDACTED]

*** Phone - Call - [REDACTED] created on [REDACTED] ([REDACTED] Pacific Time ([REDACTED] & [REDACTED])) and created by [REDACTED]
[REDACTED] spoke to [REDACTED] at [REDACTED]:

1. [REDACTED] stated paperwork was received.
2. [REDACTED] stated wtr will need to fax Request for [REDACTED] to [REDACTED] or speak to area sales manager.
3. [REDACTED] thanked and disconnected.

*** Phone - Others created on [REDACTED] ([REDACTED] & [REDACTED]) and created by [REDACTED]
[REDACTED] faxed dealer invoices and copy of signed offer letter to [REDACTED] auto finance.

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

Kia Motors America
Consumer Affairs Department

of

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
			Dealer: TX002	KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

From: <mailto: > [<mailto:>]
Sent:
To:
Cc:
Subject: IN REGARDS TO CASE

JUST AN FYI,

Enterprise is seeking update on rental, Ms. is still in the rental as of

PARTS AND SERVICE DIRECTOR

KIA

<

*** Phone - Others created on Time (&) and created by

From:
Sent:
To:
Cc:
Subject: RE: IN REGARDS TO CASE

According to her attorney, she returned the rental on or around because Enterprise was asking for the vehicle back.
Please confirm?

*** Phone - Others created on Time (&) and created by

From: [mailto:
Sent:
To:
Cc:
Subject: RE: IN REGARDS TO CASE

I just spoke to Enterprise and she is still in a rental.

Kia Motors America
Consumer Affairs Department

of

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
			Dealer: TX002	KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

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

spoke to , :

1. informed that Tradeout Auth will need to be sent over according to dlr fees.

2. stated:

-Title fee: \$33

-Dlr doc fee:

-License fee:

-GAP:

-Antitheft:

-Deputy Fee: \$10

-Safety inspection:

-Customer rebate:

-Holdback:

3. provided email address

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

From: []

Sent:

To:

Subject: Soul

Fil,

Please see the doc attached that needs to be signed and returned to me. Let me know if you have any questions.

Thank you,

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

Customer called and states

1. Trying to get a hold of my case worker

2. she will not call me back

3. she wont call my lawyer back

4. i love my car

5. but i hate KIA right now

Writer states

1. Looks like you case is at

2. i can transfer you to your case workers line

3. if un available will get you to her VM

Kia Motors America
Consumer Affairs Department

of

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
			Dealer: TX002	KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Caller thanked and was transferred to VM

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

From:

Sent:

To:

Cc:

Subject: Kia Case #:

The vehicle Ms. selected is being used for auto shows and is now wrapped in a theme and will tour throughout the

Do you wish for us to just repurchase the vehicle or does she want to proceed with the? Obviously, she would have to pick out another vehicle.

Thank you,

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

Customer called and states: Mrs.

1. Offered case#
2. Need someone higher,
3. Understand veh was sold
4. Cust states know that lawyer was to take care of this but
5. Need to speak to the boss of

Writer states:

1. Apologized for the concerns
2. Advised is managing case
3. Writer is not aware of an escalation process beyond to an
4. After a Lawyer is involved the lawyer will need to be in direct contact with
5. Writer can note this request in the case, and connect to

Customer states:

1. Last time called the corporate office was connected with
2. Not going to pay for rental. Very upset
3. Previous contact attempts have been unsuccessful

Writer states:

1. Understand, will be connecting to
2. If there is further escalation available then it can be taken by the
3. This office does not have authority over regarding case management

Kia Motors America Consumer Affairs Department

of

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
			Dealer: TX002	KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Cust states:

1. Agreed to contact with

Writer placed call on hold in order to connect

-----cust disconnected call--

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

at dlr left VM requesting c/b at

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

From: [mailto:]

Sent:

To: []

Cc: []

Subject: Re: Kia Case #:

Obviously this has reached the point of absurdity, and is now bordering on the malicious. I will tell her to go to the dealership, however last time there she was told they would not talk to her. Reach out to them and get this done

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

Wtr spoke to :

1. will reach out to customer to ask her to come in and pick out a another like veh.

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

From: []

Sent:

To:

Cc: []

Subject: RE: Kia Case #:

Kia Motors America
Consumer Affairs Department

of

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
			Dealer: TX002	KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

The dealership has never been advised not to speak to Ms. I have spoken to and he is going to reach out to Ms.

Also, Ms. has contacted Kia requesting that I or contact her. Just FYI.

Thank you,

*** Notes - Dealer Contact created on (&) and created by

contacted wtr to speak with enterprise

1. wtr spoke with at
2. rental bill as of is

*** Notes - Dealer Contact created on (&) and created by

customer went to dlr and picked out new VIN

1. wtr working with in reference to new documents

*** Phone - Others created on (&) and created by

From: ()

Sent: ()

To: ()

Cc: ()

Subject: RE: Fwd: ()

Mr. ,

We have spoken with who has received all the documents to process the transaction. I also left a voicemail for to call me back so I can confirm with her that her main office received documents. I understand you should be receiving docs and Kia docs by Once you receive of documents, please contact or myself so we can run over the documents before the customer signs them.

Thank you,

*** Phone - Others created on (&) and created by

Kia Motors America Consumer Affairs Department

of

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
			Dealer: TX002	KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Wtr sent docs via :

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

From: <: > [<>: >]
Sent: <: >
To: <: >
Cc: <: >
Subject: <: >

came in & she signed all her docs. Let me know, what I need to do now.

*** Notes - Internal created on Pacific Time (&) and created by

Wtr submitted VRS:

Dlr to be reimbursed

*** Notes - Dealer Contact created on Pacific Time (&) and created by

rec'd copy of title and paperwork. Attaching to case and reassigning to

*** CASE ASSIGNED ON Pacific Time (&)

to , WIP Default

*** Phone - Others created on (&) and created by

From: <: > [<>: >]

Consumer Affairs Department

of

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
			Dealer: TX002	KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Sent:

To:

Cc:

Subject:

Good afternoon,

We recieved partial payment for but are short on deal including rental.

PARTS AND SERVICE DIRECTOR

*** Phone - Others created on (Pacific Time (&)) and craeted by

From:

Sent:

To:

Subject: RE:

Do you have a breakdown of the that you are short so we can look into it? Or please let me know if there is a good time to speak over the phone as I do have a few meetings

Thank you,

Consumer Affairs Field Operations Manager

P: F:

<mailto: >

*** Phone - Others created on Pacific Time (&)) and craeted by

Wtr mailed check to

Kia Motors America

Consumer Affairs Department

of

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
BAILEY				
			Dealer: TX002	KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

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

From: []

Sent: []

To: []; []

Subject: RE: []

Just wanted to follow up on 's email below:

*** Phone - Others created on (&) and created by

From: []

Sent: []

To: []

Subject: RE: []

I apologize as there must have been a clerical error on the trade out authorization form. If you add the numbers on the trade out authorization the subtotal should have been [] and then after the deductions its []. Plus the rental of [] is equal to 20,984.26

*** Notes - Internal created on Pacific Time (&) and created by

Wtr sent scrap request.

*** CASE CLOSED ON [] Pacific Time (&)

Status = Closed, Resolution Code = []

Page 1 of 4

Techline Case: [REDACTED]

Kia Motors America

Consumer Affairs Department

of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
			Dealer: CA269 Dch KIA of	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Interior Device

Rental / Loaner Provided / Date: Yes

Repair History of current concern with dates and mileage: NA

Customer Request: NA

Justification of Goodwill: Dealer contacted their DPSM (Y or N): No

If vehicle, is dealer certified NA

*** PHONE LOG BHernandez Action Type:Outgoing call
Writer called customer - phone number disconnected

*** PHONE LOG BHernandez Action Type:Outgoing call
Writer called and states:
1. Calling for updated phone number for customer

SVCA states:

*** PHONE LOG BHernandez Action Type:Outgoing call
Writer called customer - wrong number

*** PHONE LOG BHernandez Action Type:Outgoing call
Writer called and states:
1. Checking on status of repairs

SVC states:

1. Please call back with a customer at this time

*** PHONE LOG BHernandez Action Type:Outgoing call
Writer called customer - phone number work number at hospital. Customer not able to answer phones

*** PHONE LOG BHernandez Action Type:Outgoing call
Writer called and states:
1. Checking on status of repairs

states:

1. Vehicle is still down
2. The customer has been in a rental car for
- 3.. We are still waiting on the headliner
4. The that we got was not adapted for a sunroof
5. There are no headliners in the country
6. Part number is
7. Customer is a nurse and works night so best time to call is late in evening

Kia Motors America
Consumer Affairs Department

of 4

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

Dealer: CA269 Dch KIA of

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Interior Device

*** PHONE LOG Action Type:Outgoing call
Writer called customer - NA

*** PHONE LOG Action Type:Outgoing call
Writer called customer and left message

1. Gave writer information and case number
2. Following up on concerns with vehicle
3. Advised forwarding to regional office for further follow up
4. Advised will receive call back in
5. Requested call back for further follow up

*** NOTES Action Type:Dealer contact
Sent e-mail to Lawyer

*** NOTES Action Type:Dealer contact
Forwarding to region for further handling and review

1. Vehicle has been down for
2. Dealership is waiting on parts
3. Left message for customer
4. Unable to contact
5. Please assist as necessary

*** PHONE LOG -WE Action Type:Outgoing call
Wtr called customer at was advised wtr had wrong #

*** PHONE LOG -WE Action Type:Outgoing call
Wtr called, LVM requesting return call

*** SUBCASE CREATED -WE
Contact dlr for status of repair

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

called and spoke to

Wtr sts

- 1) Calling requesting status update on cust veh/possible repairs

sts

- 1) Veh has been repaired. either waiting on cust to pick up or possibly cust has picked their veh up

- 2) As stated on the pre-invoice

Wtr thanked and ended call

*** NOTES -WE Action Type:Manager review
Call me letter sent

Kia Motors America Consumer Affairs Department

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

Dealer: CA269 Dch KIA of

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Interior Device

*** SUBCASE CLOSED Mountain Standard Time -WE

*** CASE CLOSE Mountain Standard Time -WE

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
			Dealer: PA074	KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Air Conditioning

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Conditioner Operation

Case History

*** NOTES [REDACTED] clarify Action Type: Dealer contact

*** Performed by contact: [REDACTED]
My complaint relates to a recurring issue with the heater in our [REDACTED]. On [REDACTED] the heater control head was replaced, because heater wasn't working. [REDACTED] heater is not working again and the blower motor is replaced on [REDACTED]. Now for a [REDACTED] the heater is not working and we were told on [REDACTED], less [REDACTED] after the [REDACTED] repair that the heater control module needs replaced again. In my opinion this is not normal. Quality with the part itself or the operating system of the heater that is causing repeated issues is in question and the cost of repair is high. At this point I question how I can feel confident that this issue will be resolved and that I will not be replacing it again in a [REDACTED]. We have been loyal Kia customers, but when faced with a recurring problem like this, I start to question whether our next purchase will be a Kia.

*** PHONE LOG [REDACTED] Mountain Standard Time ACromer Action Type:Outgoing call
Called cust LVM

*** PHONE LOG [REDACTED] Mountain Standard Time JUpson Action Type:Outgoing call

- 1) 3x I have had the heater issue with the vehicle
- 2) [REDACTED] - 3x down for same issue
- 3) They told me the control module is burnt and the wiring harness is melted
- 4) It was repaired [REDACTED] under warranty before
- 5) Requesting [REDACTED] assistance for the repair of the vehicle

Writer

- 1) Thanked, apologized, updated information
- 2) Advised Customer that we will review with dealership and [REDACTED] for [REDACTED] assistance for out of warranty repair
- 3) Advised not a guarantee
- 4) Thanked and apologized, advised [REDACTED] for callback

*** NOTES [REDACTED] Mountain Standard Time ACromer Action Type:Dealer contact

Customer Name: [REDACTED]

Customer phone#: [REDACTED]

Customer Address:

VIN: [REDACTED]

MY and Mileage: [REDACTED] Miles

Original Owner:

Dealer Code/Selling Dealer: PA074

[REDACTED] and Open Date: [REDACTED], Opened [REDACTED]

Days Down at initial Service Alert report:

Current Repair Issue and Diagnosis:

-Customer states

- He just wanted an oil change this last time he came in, heater complaint, took care of a few [REDACTED], he doesn't get maintenance done here. Control head not working. Cust declined repair

Able to Duplicate: Y

Parts on order (Y/N): N

Vehicle repaired & customer has possession (Y/N): N/Y

Repeat Repair (Y/N), if so, how many times:

Repair History of current concern with dates and mileage: [REDACTED] complained [REDACTED] mileage, [REDACTED] with [REDACTED] in [REDACTED].

ETA for completion of repairs: Depends on customer

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
			Dealer: PA074	KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Air Conditioning

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Conditioner Operation

Techline Case: No

Rental/Loaner Provided/Date: No

Customer Request: None

Justification of Goodwill: None

Dealer contacted their [REDACTED] No

If [REDACTED] vehicle, is dealer [REDACTED] certified: N/A

*** PHONE LOG [REDACTED] [REDACTED] Standard Time ACromer Action Type:Outgoing call
Called cust lvm

*** PHONE LOG [REDACTED] [REDACTED] Standard Time ACromer Action Type:Outgoing call
Called lvm

*** PHONE LOG [REDACTED] [REDACTED] Standard Time BHardt Action Type:Outgoing call
Cust states:
1. Provided case #.
2. Requesting update.

Wrt states:
1. Apologized.
2. Can see if [REDACTED] is available.
3. If unavailable, can provide VM.

Cust states:
1. Accepts VM.

Wrt thanked and conferenced in with [REDACTED]'s VM.

*** PHONE LOG [REDACTED] [REDACTED] Standard Time LHargis Action Type:Outgoing call

Cust states:
1. I have a case number [REDACTED]
Wrt states:
1. Wrt will review case and if [REDACTED] not available Wrt will try to assist.
Cust states:
1. This is the [REDACTED] for this repaire so I was not comfortable putting money into this if this is recurring issue.
2. Now I am driving around with no heat and I did not know it was going to take this long.
3. I never spoke to [REDACTED] just a gentleman.
4. He said I may here something by [REDACTED] and now I am calling because i havent heard something
5. It was repaired under warranty [REDACTED].
6. Within [REDACTED] the heater has been a problem
7. Now that I am asking to pay I am concerned it may happen again.
8. Since it was repaired before under warranty, I am asking for assitance for repair.

Wrt states:
1. Wrt apologizes on behalf of [REDACTED] that you had to get heater fixed [REDACTED].
2. Wrt will escalate case to proper dept.
3. Wrt will email [REDACTED] your request for assistance with repair.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
			Dealer: PA074	KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Air Conditioning

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Conditioner Operation

Cust states:

1. Thank you.

*** end call transfered to survey ***

*** NOTES Standard Time LHargis Action Type:Internal

** notes continued from call with cust **

Wrt states:

1. Please allow for follow up.

*** NOTES Standard Time LHargis Action Type:Internal

(Email sent to with cust request for assistance outside of warranty)

*** NOTES Standard Time LHargis Action Type:Internal

*****CALL TO ACTION: DISPATCHING TO RCA*****

1. Cust alleges to dlr for same heater repair.
2. Cust alleges to heater done under warranty.
3. Cust alleges dlr now wants to charge for same repair.
4. Cust requesting assistance with repair outside of warranty now that warranty has come to terms.

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

Cust states:

1. I have a case number

Wrt states:

1. Wrt will review case and if not available Wrt will try to assist.

Cust states:

1. This is the for this repaire so I was not comfortable putting money into this if this is recurring issue.
2. Now I am driving around with no heat and I did not know it was going to take this long.
3. I never spoke to just a gentleman.
4. He said I may here something by and now I am calling because i havent heard something
5. It was repaired under warranty.
6. Within the heater has been a problem
7. Now that I am asking to pay I am concerned it may happen again.
8. Since it was repaired before under warranty, I am asking for assitance for repair.

Wrt states:

1. Wrt apologizes on behalf of that you had to get heater fixed.
2. Wrt will escalate case to proper dept.
3. Wrt will email your request for assistance with repair.

Cust states:

1. Thank you.

*** NOTES Standard Time LHargis Action Type:Internal

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Last name	First name	VIN of	Case Number	Mileage
			Dealer: PA074	KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Air Conditioning

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Conditioner Operation

(email received from CUSTOMER IN AT AND DLR REPLACED CONTROL HEAD. AT DLR THEN REPLACED BLOWER MOTOR AND RELAY. THE VEHICLE CURRENTLY HAS SO VEHICLE HAS BEEN TROUBLE FREE FOR. I CANNOT PROVIDE ANY GOODWILL ASSISTANCE.)

*** PRIORITY CHANGE -EA

*** PHONE LOG Standard Time -EA Action Type:Outgoing call

ECR called customer and states:

1. Introduced self
2. Wanted to discuss concerns with

Customer states:

1. Yes

Writer states:

1. Have reviewed over case
2. At this point we are unable to assist
3. The part has a warranty on it
4. The part is out of that warranty

Customer states:

1. I understand
2. But I will never buy another Kia again
3. I will drive this one until it dies which won't be much longer
4. Thanks for the callback

Writer thanked call ended

*** CASE CLOSE Standard Time -EA

*** PHONE LOG Daylight Time HHolt Action Type:Web Contact

SOCIAL MEDIA CONTACT

CUSTOMER

My Kia's blower motor and temperature control unit went out. They would not cover it the. Never KIA again.

KMA

Hi - We are sorry to hear of this concern. Please private message your VIN and contact number so that a member of our team can follow up with you regarding this concern. ^AC

CUSTOMER

You contacted me after a post of mine on complained of the issues I had with my. I will give you the requested information but feel compelled to offer a little background. My wife worked at a KIA dealership and is well versed in warranty information. If something keeps needing to be repaired, one would think there is something inherently wrong with the part or within the operating system. We have owned KIA's and her lease on a ends. The plan was to continue with maybe a SPORTAGE. The callousness shown to us by KIA in resolving the issue has lessened our desire to continue with your brand. Try driving

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
			Dealer: PA074	Battlefield KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Air Conditioning

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Conditioner Operation

around in the middle of winter with no heat. Not fun. Try doing that in a period because that is what happened. I must say the responses from Corporate were not what we expected and the Customer Service process was a nightmare. Thank you, VIN#

*** PHONE LOG Daylight Time HHolt Action Type:Web Contact
SOCIAL MEDIA CONTACT

CUSTOMER

may be right. I private messaged you and...crickets.

KMA

Hi - We apologize for the delay. We have reached out to your regional case analyst and she will be in contact with you at her earliest convenience. ^HH

*** PHONE LOG Standard Time BLewis-EA Action Type:Outgoing call
ECR called customer and LVM:
1. Following up
2. Requesting callback
3. Left contact info

*** PHONE LOG Daylight Time HHolt Action Type:Web Contact
SOCIAL MEDIA CONTACT

CUSTOMER

I'm STILL trying to get resolution over an issue with my. Only after a post did they respond for me to IM them. at, has not gotten back yet. Try driving around in the middle of winter with no heat. Try doing that, that's what happened. Same parts going bad, customer service has been a joke.

*** SUBCASE CREATED Daylight Time BLewis-EA
Follow up with dealer for maintenance records on all vehicles

*** PHONE LOG Daylight Time BLewis-EA Action Type:Outgoing call
ECR called customer and states:
1. Following up

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
				Dealer: PA074 Battlefield KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Air Conditioning

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Conditioner Operation

2. Wanted to discuss concerns with heater in
3. We had previously spoken in regards to this concern and we had denied assistance
4. Do you have any new information to add to case

Customer states:

1. Well this has been repaired 3x
2. I do not feel like this should have broken this many times
3. We have the lease coming up and do not think we are going to stay with Kia
4. My wife worked as a sales person at that dealer and sold many kias
5. I mean I was just putting my thoughts out there
6. I think you guys should help us

Writer states:

1. Do you maintain your vehicles at the dealer

Customer states:

1. Yes we do all the maintenance at the dealer

Writer states:

1. Ok let me follow up with the dealer
2. Once I get that info we can come to a decision

Customer thanked call ended

*** NOTES Pacific Daylight Time Action Type:Dealer contact
spoke with in svc.

Wtr:

1. Requested update.
2. Requested RO.

sts:

1. I thought we closed this one already.
2. Customer is not a maintenance customer.
3. They come in for warranty work and they have free oil changes.
4. Last time customer came in was and before that was.
5. What is your fax number?

Wtr:

1. Provided #.
2. Thanked!

*** NOTES Pacific Daylight Time Action Type:Dealer contact
received invoices.

*** PHONE LOG Mountain Daylight Time BLewis-EA Action Type:Outgoing call
ECR called customer and LVM:

1. Following up

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Last name	First name	VIN of	Case Number	Mileage
			Dealer: PA074	KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Air Conditioning

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Conditioner Operation

2. Requesting callback

3. Left contact info

*** PHONE LOG Mountain Daylight Time -EA Action Type:Outgoing call

ECR called customer and LVM:

1. Following up

2. Re-reviewed case

3. Will not be offering assistance

4. Any questions or concerns call me

5. Left contact info

*** NOTES Mountain Daylight Time -EA Action Type:Manager review

Closing case pending customer callback

*** SUBCASE CLOSED Mountain Daylight Time -EA

*** CASE CLOSE Mountain Daylight Time -EA

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

Dealer: VA049 Beyer KIA Falls Church

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** PHONE LOG Mountain Standard Time MCarpenter

customer states

1. my vehicle was sitting in it's parking spot
2. when it started on fire

writer

1. apologized
2. took accident report

customer states

1. car was sitting in parking spot
2. I went to work and my wife went for a walk
3. when she got back the fire and police department were there
4. the vehicle is still under warranty
5. would like to know if it's covered under warranty

writer

1. will be sending to another department
2. they will be contacting you back in
3. gave address
4. please get the police report and pictures
5. make sure the case # is on all the paperwork
6. gave case #,
7. thank you

customer

1. thank you

writer called DLR

1. looking for the VIN #
2. on Mr. vehicle

1. I cannot find any information on him

writer

1. thank you
2. I'll call and see what i can find
3. thank you

*****call ended

writer called Mrs,

1. trying to get some information

Mrs.

1. explained vehicle purchased in WV
2. but did give the middle of her husband

writer

1. thank you

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Last name

First name

of

Case Number

Mileage

Dealer: VA049 Beyer KIA Falls Church

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*****call ended

*****called

writer

1. Mr. middle name is

1. I have it here

2. it's a Soul

3. the address and phone number are different

4. I have the #

writer

1. thank you

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

Wtr LVM for

*** PHONE LOG Mountain Daylight Time GTurrubiarres1 Action Type:Incoming call

Dr. customer's wife, calls and states

1. Calling back

2. <customer gave case, and her and husband's name>

Writer states:

1. From notes see that caught fire.

2. Also that accident info was taken and case escalated.

Dr. customer's wife, states:

1. started fire at

2. At husband took motorcycle

3. I went walking for

4. Saw police lights.

5. They told me neighbors hear popping.

6. Called police because could not reach me.

7. I don't take phone with me on walks.

8. Was told that electrical issue and to call.

Writer states:

1. Apologize this happened.

Customer states:

1. Police case contact

2. This occurred on;

3. We live in very good neighborhood.

4. has

5. Was a gift to husband for

Writer states:

1. Will document.

2. See that case escalated and assigned to someone else trying to look for that person's tel#.

Kia Motors America
Consumer Affairs Department

of 10

Last name

First name

VIN of

Case Number

Mileage

Dealer: VA049 Beyer KIA Falls Church

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Customer states:

1. I was still in coma, of shock.
2. So giving more info.
3. We called [REDACTED], [REDACTED] and only get his VM.
4. I am getting mad.
5. Only VM comes on and he does nothing.
6. Kia is not taking this seriously.
7. I live in [REDACTED]
8. What if [REDACTED] posted story? What would Kia do then?

Writer states:

1. Understand that you are upset.
2. [REDACTED] is not trained to deal with issues like this.
3. As I am sure you were told when initially called on [REDACTED]
4. That is why case has been escalated.

Custmoer states:

1. I am mad.
2. Don't want him.
3. He does not care.
4. Please have someone who cares call me.

Writer states:

1. I will make that request.

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

[REDACTED] spoke with Ms. [REDACTED]:

- 1.Advised that case is being looked over
2. Asked for pictures and fire/ police report

Ms. [REDACTED] stated:

1. I have the info from the officer I can send you
2. When I am off the phone, I can email you what I have
3. It was [REDACTED]
4. I went for a walk on the fire department was there at the car

[REDACTED] stated:

1. Okay
2. we will be reveiwing your case once we get pictures

Ms. [REDACTED]:

1. Thank you

call ended

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

[REDACTED] Called Ms. [REDACTED]:

1. Phone kept ringing, couldnt leave voicemail

Kia Motors America
Consumer Affairs Department

of

Last name

First name

VIN of

Case Number

Mileage

Dealer: VA049 Beyer KIA Falls Church

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

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

Caller Mr. Stated

1. I was calling to see what the next step is
2. We replied to the persons e-mail with the info he requested
3. This has been going on for now

Writer Stated

1. Apologized for concern
2. We are not at the so I am not sure what the next step is
3. I can provide the persons phone number

Caller Stated

1. We have that already
2. I have called and left messages but nobody calls back
3. Okay well I might just go outside of Kia to see what can be done
4. Thanked

Writer Stated

1. Thanked

*** PHONE LOG Standard Time MCarpenter Action Type:Incoming call
customer states

1. we have not yet heard back from
2. we have called and sent e-mails
3. i am and I can write a letter in
4. and send it to
5. we can contact here
6. I don't want to do this
7. just want to hear back from him
8. we want some action
9. this is my i-phone
10. he can reach me

writer

1. apologized

customer

1. the vehicle is still under warranty
2. this is very inconvenient for us
3. he needs to have a plan
4. an action plan

writer

1. apologized

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

Wtr spoke with Ms. :

1. Advised that our engineers have reviewed your case
2. At this point, they find no signs of manufacturers defect

Kia Motors America

Consumer Affairs Department

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Last name

First name

VIN of

Case Number

Mileage

Dealer: VA049 Beyer KIA Falls Church

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

3. Referred to insurance

Ms. [REDACTED] stated:

1. We cant do that
2. My husband didn't get comprehensive insurance
3. you cannot deny us
4. We have to be compensated
5. I am a very important person
6. I am a professor at the university
7. We have lived in [REDACTED] for [REDACTED] at the same house
8. The neighborhood is nice
9. We have no enemies

[REDACTED] stated;

1. I can reveiw it with my supervisor with this new information
2. He is in a meeting, once I speak with him I will give you a call to let him know

Ms. [REDACTED] stated:

1. Yes
2. Tell him that you cant deny us
3. We have to be compensated

[REDACTED] stated:

1. I will let him know maam

Ms. [REDACTED] stated;

1. Thank you

call ended

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

[REDACTED] received VM from Ms. [REDACTED]

1. Checking in
2. Call me when you can

call ended

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

Ms. [REDACTED] left voicemail for wtr

1. you have to do something
2. you need to send inspector out to inspect vehicle [REDACTED]
3. i will be out of town [REDACTED] through Friday
4. please call me back so engineer can come inspect my car at my house

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

[REDACTED] LVM for [REDACTED]

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

Kia Motors America

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Last name

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Case Number

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Dealer: VA049 Beyer KIA Falls Church

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Wtr received VM from Ms. [REDACTED]:

1. Im back from my trip
2. Please give me a call
3. I have not heard from your supervisor

call ended

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

Wtr received VM from

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

Wtr received VM from [REDACTED]:

1. Asking for update
2. please give me a call back

call ended

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

Wtr LVM for [REDACTED]

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

Wtr LVM for [REDACTED]

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

Wtr LVM for [REDACTED]

*** CASE CLOSE [REDACTED] Time [REDACTED]

No further contact needed

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

Tread review completed

*** CASE CLOSE [REDACTED] Time [REDACTED]

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

[REDACTED] States:

1. Provides case number.
2. I was speaking to someone a [REDACTED].
3. I am requesting for assistance with compensation.
4. The vehicle is sitting at the salvage yard.
5. [REDACTED] did not want to do anything to the vehicle.
6. They

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of

Last name

First name

VIN of

Case Number

Mileage

Dealer: VA049 Beyer KIA Falls Church

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Writer States:

1. Apologized.
2. Advised customer that based on the requests writer will need to escalate the case to the appropriate office.
3. A CSR will follow up with you within .

Customer States:

1. I want the phone number to that office.
2. It is at a salvage yards now.
3. I don't want to it to get demolished before I get a callback.

Writer States:

1. Apologized.
2. Advised after reviewing case notes that it was determined that the cause of the fire was not due to a manufacturer defect and that you would need to go through your insurance.
3. However if you do not agree with this writer will escalate it to the appropriate office.

Customer States:

1. The insurance will not cover this.
2. Kia needs to pay for this.
3. I will take this to court.
4. I will take to court.

Writer States:

1. Apologized.
2. Due to your current concerns writer will escalate your case to the appropriate office.
3. You will receive a callback within .

Customer States:

1. Thank you.

*** NOTES Daylight Time MLang Action Type:Manager review

Dispatching case :

1. Customer is requesting for assistance with repair.
2. Customer alleging product liability.
3. Customer alleging possible legal action.
4. Case previously handled by .

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

(Spouse) States:

1. Provides VIN #.
2. I do not want to speak to .
3. He will not do anything.
4. I need to speak to someone else.

Writer States:

1. Apologized.
2. Case has been escalated to the appropriate office on .
3. Case is currently being handled by .

Kia Motors America

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Last name

First name

VIN of

Case Number

Mileage

Dealer: VA049 Beyer KIA Falls Church

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

4. If you would like to speak to someone else you will want to make that request through [REDACTED].
5. Can connect you to CSR's line.
6. It will be a brief hold.

Customer States:

1. Thank you.

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

1. My case is [REDACTED].
2. [REDACTED] has not done a thing
3. It has been [REDACTED]
4. I am very angry
5. The veh caught fire in driveway.

Wrt states:

1. Apologized
2. [REDACTED] here to advocate on your behalf.
3. Your case has been escalated to our National office for review.
4. Wrt so sorry you had this happen with veh.
5. Wrt has to get you to the national office for case to be reviewed.

Cust states:

1. I do not want to speak to [REDACTED].
2. I want someone else.

Wrt states:

1. Wrt will see what wrt can do....

(wrt reviewed case and assistance denied by [REDACTED]: not manufact defect)

(warm transferred to [REDACTED] rep)

Spoke to millie, [REDACTED] who stated:

1. All the reps are out to lunch
2. Tell cust to call back later

Wrt states:

1. ok

Wrt states to cust:

1. provided [REDACTED] number
2. Adv to call later

Cust states:

1. Thank you

Declined survey

Kia Motors America

Consumer Affairs Department

of

Last name

First name

VIN of

Case Number

Mileage

Dealer: VA049 Beyer KIA Falls Church

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** NOTES Pacific Daylight Time Action Type:Internal
Wtr sent letter to Cust. on

*** CASE CLOSE Pacific Daylight Time
Pending further customer contact

*** PHONE LOG Pacific Daylight Time Action Type:Outgoing call
Wtr spoke with Ms. :
1.

*** NOTES Pacific Daylight Time CLoftus Action Type: Corresp. rec'd
rec'd letter from customer (in). Customer states:
1. My issues are being ignored.
2. Please give me compensation.
3. Our vehicle caught on fire.
4. I've been waiting after Kia diagnosed my vehicle.
5. I deserve for compensation.

Attaching to case and reassigning to .

*** PHONE LOG Pacific Daylight Time Action Type:Outgoing call
Wtr LVM for Ms.

*** PHONE LOG Pacific Daylight Time Action Type:Outgoing call
Wtr LVM for Ms.

*** PHONE LOG Pacific Daylight Time Action Type:Outgoing call
Wtr spoke with Ms. on :
1. called to verify location

Ms. stated:
1. I dont know where its at
2. The dealer towed it

Wtr stated:
1. I will call the dealer and ask

call ended

*** PHONE LOG Time Action Type:Outgoing call
Wtr Called Dlr to getting towing company information

Kia Motors America
Consumer Affairs Department

of

Last name

First name

VIN of

Case Number

Mileage

Dealer: VA049 Beyer KIA Falls Church

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** PHONE LOG Pacific Daylight Time Action Type:Outgoing call
called towing company to get vehicle location at

*** PHONE LOG Pacific Daylight Time Action Type:Outgoing call
spoke with at:

1. He advised vehicle is at facility
2. Vehicle was purchased from Mr.
3. Vehicle is in the process of being dismantled
4. will call back for any further questions
5. Call ended

*** PHONE LOG Pacific Daylight Time Action Type:Outgoing call
LVM for Mr and Mrs.

*** PHONE LOG Pacific Daylight Time Action Type:Outgoing call
called Mrs.:

1. Advised that vehicle is dismantled
2. At this point, we cannot inspect the vehicle

Mrs. stated:

1. This isnt right
2. please i am a woman of god
3. Please do right by him and compensate me

stated:

1. Maam we would need to inspect your vehicle
2. At this point, we cant
3. I apologize but thats all we can do at the moment

Mrs. stated:

1. This will come back to you gustavo
2. This isnt what a man of god will do

stated:

1. advised again on last statement

Call ended

*** CASE CLOSE Daylight Time
Pending further customer contact

Kia Motors America

Consumer Affairs Department

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Last name	First name	VIN of	Case Number	Mileage
			Dealer: CA244	KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Air Conditioning

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Conditioner Operation

Case History

*** PHONE LOG Eastern Daylight Time DPalmer

cust states

- 1 My vehicle is at Kia and has been there for
- 2 Currently the A/C control unit has shut down, the A/C was not cooling and the functions on the control panel not working correcting and the temperature gage is not flashing
- 3 They said the unit in the back of the dash is melted, 1st they said it was the temperature sensor was bad and they repair that for. Now saying panel in the dash (it overheated and melted)
- 4 I originally took in as it was burning oil
- 5 We went back and forth at the dealer
- 6 They stated is was an engine failure, they made the repair/replacement
- 7 I have always had a problem with the vehicle overheating
- 8 My CD player still overheats

wtr states (no SC)

1 apologized

2 advised

cust states

- 1 I use Kia for my repairs but not basic maintance, like oil changes
- 2 I do have all the paperwork for all repairs
- 3 I feel that there has always been a problem with the control panel on the dash and this should be covered under warranty
- 4 I feel the dealer grossly mishandled the repairs and issues that I have had with the vehicle
- 5 I just stated working with Manual at the dealership and he has been helpful
- 6 The dealership is understaffed and always behind, The service manager is

states

1 provided case # & contact #

2 advised callback in

*** NOTES Eastern Daylight Time DPalmer Action Type:Internal
Call dealer for temp

*** PRIORITY CHANGE DPalmer

*** NOTES Eastern Daylight Time DPalmer Action Type:Dealer contact
Called spoke with service -

Customer Name:

Customer phone #:

Customer address:

VIN:

MY and Mileage:

Most recent RO# and Open Date:

Kia Motors America

Consumer Affairs Department

2 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
				Dealer: CA244 Palm Springs KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Air Conditioning

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Conditioner Operation

Days Down at initial Service Alert report (if applicable):

Most recent Repair Issue and Diagnosis: Customer says, engine burns in , diagnosis - tech found internal engine failure/low compression, leak down test on cilder 2, replaced longblock

Able to Duplicate (Y or N): Y

Repeat Repair (Y/N), N/A if so, how many times?: N/A

Repair History of current concern with dates and mileage: N/A

ETA for completion of repairs (if applicable): N/A

Parts on order (Y/N), if so obtain part#, order#: Not available

Techline Case (if applicable):

Rental / Loaner Provided? No If so, since when?:

Dealer contacted (if needed): unknown

Vehicle repaired?: Yes

Customer has possession?: Yes

Dealer Code/Selling Dealer (Y or N): Y

Original Owner (Y or N): Y

What is current Customer Request (if needed): N/A

If HEV vehicle, is dealer HEV certified (if needed): N/A

Service Manager -

Left voice message

1 advised case # and call back # with reason for call

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

Service Manager

1. Returning a call

ext

case number

Writer states

1. Do see they got the template

2. Not sure what else they may need

a. Will see if they are available

b. Transferd Service Manager to

*** NOTES Eastern Daylight Time DPalmer Action Type:Dealer contact

, Service Manager called

states

1 The car has been here since

2 Paying for rental cal

3 I am checking all hardware to see

4 there is front end damage

VIN:

MY and Mileage:

Most recent RO# and Open Date: /

Kia Motors America
Consumer Affairs Department

3 of 4

<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: CA244 Palm Springs KIA				

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Air Conditioning

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Conditioner Operation

Days Down at initial Service Alert report (if applicable): [REDACTED]

Most recent Repair Issue and Diagnosis: Customer says, A/C not coolong and temp guage is not working, Diagnosis:

Needs control head [REDACTED] to instal

Able to Duplicate (Y or N): Y

Repeat Repair (Y/N), N if so, how many times?:

Repair History of current concern with dates and mileage: N/A

ETA for completion of repairs (if applicable): cust hasn't approved repair

Parts on order (Y/N), if so obtain part#, order#: N/A

Techline Case (if applicable): Yes, not available

Rental / Loaner Provided? Y If so, since when?: rental [REDACTED] for [REDACTED], now in loaner

Dealer contacted [REDACTED] (if needed): No

Vehicle repaired?: No

Customer has possession?: No

Dealer Code/Selling Dealer (Y or N): y CA244

Original Owner (Y or N): Y

What is current Customer Request (if needed): She wants the repair for the A/C repaired at no charge, this is [REDACTED]

[REDACTED] since engine repair, not posible engine issue to cause this issue. This is out of warranty

If [REDACTED] vehicle, is dealer [REDACTED] certified (if needed): N/A

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

wtr states

1 advised spoke with dealer

2 advised repair is outside of warranty window so repair

3 dealer is waiting on your approval

cust states

1 I think this should be repaired

2 this melted when they told me to continue driving the vehcile

3 The seat belt unlatches when driving randomly

4 I have told the dealership about this several time but they have never took action

wtr states

1 apologize

2 advised will get additional resources involed and someone will call within [REDACTED]

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

Voice Mail received from [REDACTED] [REDACTED]

Cust states

1 I have a question about the ECU control panel.

2 Is this the same contral panel that would control the low oil light

3 I was having a problem with the low oil light not coming on when I was low on oil in the past

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

Called Ms [REDACTED] at [REDACTED] left voice message

wtr states

1 advised [REDACTED] returning call

2 advised to contact dealer for diagnosis on seat belt

3 advised case # and call back #

Kia Motors America Consumer Affairs Department

of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
			Dealer: CA244 Palm Springs KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Air Conditioning

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Conditioner Operation

4 advised to call back if additional assistance required

*** CASE CLOSE Eastern Daylight Time DPalmer

*** CASE CLOSE Daylight Time J Mojica
review complete.

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
				0

Dealer:

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type : Quality

Kia Case Type Lvl4: New Car Smell

Case History

*** PHONE LOG Time CLOftus

was forwarded customer email below:

From: []

Sent:

To: []

Subject: Kia

Good afternoon

My name is [] and I hate to bother you with this but I'm afraid and can't get a response. I have a [] Kia [] and purchased it in []. I smell something burning in my vehicle and have tried since [] to get assistance. I called at [] for an evening or [] appointment. The Lady that responded said she will speak to her guys and call me back.

Now it's [] and I called [] and another person answered and said I was supposed to speak to []. [] was supposed to call me back. We are now on [] and I have yet to get assistance.

I have had other make/models vehicles and their service departments were great. I have not ever been [] satisfied with this service department. They are slow and apparently incapable of making an Appointment.

The store I'm speaking of is [] Kia [].

If they do not want to assist me I want a written notice I can have someone else look at the vehicle and have the warranty information provided and paid for by that mechanic. I can't continue not using my vehicle.

My email is [] <[]>

Sincerely frustrated and drained,

[]

Dispatching to call center for follow up.

*** NOTES [] Mountain Daylight Time KBrazzle Action Type:Dealer contact

Call me letter emailed

*** CASE CLOSE [] Mountain Daylight Time KBrazzle

*** NOTES [] Daylight Time CLOftus Action Type:Dealer contact

was forwarded customer email below:

From: [] [] <[]> []

Sent: [] Standard Time

To: []

Subject: Re: [] Kia []

Kia Motors America

Consumer Affairs Department

2 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
				0
Dealer:				

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type : Quality

Kia Case Type Lvl4: New Car Smell

Well it's day and I still have not received a phone call nor a response from you. I guess this is how the company does business. Take our money and don't fix the product.

Mz.

*** PHONE LOG Daylight Time RJaure Action Type:Outgoing call
GM of :

1. This is a used car
2. The phone number for her is .
3. She can call me to set up the service.
4. She bought the vehicle it had .
5. She should still be under warranty.
6. She can go to the website to schedule an appointment as well.

Writer :

1. Thanked the GM.

<call ended>

*** PHONE LOG Daylight Time RJaure Action Type:Outgoing call
Writer :

1. Called the customer and left message on voice mail.
2. Provided phone number and case number.
3. Advised to call back if additional assistance is needed with regards to the repairs of the vehicle.
4. Failed attempt to reach the customer.

<call ended>

*** PHONE LOG Daylight Time RJaure Action Type:Outgoing call
Writer :

1. Attempted to call the customer but left message on voice mail.
2. Provided phone number and case number.
3. Advised to call back if additional assistance is needed to schedule an appointment.
4. failed attempt to reach the customer.

<call ended>

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

[!<For Internal Use Only
<call me letter will be sent>>!]

Kia Motors America

Consumer Affairs Department

3 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
				0

Dealer:

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type : Quality

Kia Case Type Lvl4: New Car Smell

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

Customer states:

1. someone dlr finally assisted me
2. They looked at it.
3. They said there was a plastic bag wrapped around exhaust
4. They let the car run to burn it off.
5. It's still there. It's been .
6. They had it for . I picked it up on .
7. They said they can't get it all off.
8. He said it's takes time.
9. I'm just calling back to let him know

Writer states:

1. Thank you for calling to let us know
2. We just wanted to make sure you were able to contact the dlr and get this fixed.
3. We didn't have a phone # for you but we did call the dlr eventually and get your phone #.

Customer states:

1. Ok thank you

*** CASE CLOSE Mountain Daylight Time

*** CASE CLOSE Mountain Daylight Time
Fire TREAD completed by