

Kia Motors America Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2014 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]				94	40,000
				Dealer: OH043 Kings KIA	

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

Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: [REDACTED]

Case History

*** 07/18/ [REDACTED] 0:14:02 (GMT-07:00) Arizona ***

*** Phone - Call - Inbound created on 07/18/ [REDACTED] 0:10:04 (GMT-07:00) Arizona and created by [REDACTED]
Customer states:

1. My headlights have been turning on by themselves and off while i am driving
2. It happens everyday
3. I took it to OH043 and they said it was my battery
4. While my battery probably died because of this issue
5. I saw on the news Kia is aware of this issue
6. I had to pay for the battery and its still happening

Wtr states:

1. Apologized
2. Updated info
3. If customer is experiencing this issue we would recommend taking the vehicle back to the dealer
4. You may need to leave the vehicle there for a few days so they can duplicate the issue
5. Please let us know when you make the appointment and a TCS can stay involved

Customer states:

1. Okay I will do that
 2. Thank you for helping
- thanked and call ended

*** Phone - Call - Inbound created on 07/18/ [REDACTED] 0:34:38 (GMT-07:00) Arizona and created by [REDACTED]
Dispatching to NCA for visibility
Customer alleging headlights turning off while driving
Handle as needed
Customer unaware of dispatch

*** 07/18/ [REDACTED] 0:36:09 (GMT-07:00) Arizona ***
Dispatched from WIPBin = Default to Queue National CA by [REDACTED]
Reason: [REDACTED]

*** 07/19/ [REDACTED] 7:43:20 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call b [REDACTED]

*** 07/19/ [REDACTED] 7:50:28 (GMT-08:00) Pacific Time (US & Canada) ***
Dispatched from WIPBin = Inbox/Need To Call to Queue Central Region
Reason: [REDACTED]

*** 07/19/ [REDACTED] 6:47:40 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted, from Queue = Central Region to WIPBin Inbox

*** Phone - Call - Outbound created on 07/09/ [REDACTED] 6:07:15 (GMT-05:00) Eastern Time (US & Canada) and created by [REDACTED]
Ashley Lewis [REDACTED]
Writer called [REDACTED]
No answer, l [REDACTED]

Writer states:

1. Introduced self and advised calling from Kia's escalation team.
2. Advised writer is reaching out due to recent vehicle concern.

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Last name	First name	VIN of	2014 SOUL	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	894	40,000
Chenman, OH	[REDACTED]	11/12/2013		Dealer: OH043 Kings KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

3. Advised writer wanted to see if appointment has been setup for headlight concern.
4. Provided case # and direct contact information.
5. Please call back once appointment is setup so Kia can involve resources as necessary to assist dealership in repairs if needed.

*** 07/20/ [REDACTED] 4:37:54 (GMT-05:00) Eastern Time (US & Canada) ***

Closed with Resolution Code : Referred to Dlr
[Resolution Summary]

*** 07/20/ [REDACTED] 5:54:07 (GMT-07:00) Arizona ***

Reopened with Sub Status of Working

*** Phone - Call - Inbound created on 07/20/ [REDACTED] 5:54:30 (GMT-07:00) Arizona and created by [REDACTED]
Customer (Ms Johnson) states:

1. I took the veh to OH043 KINGS KIA [REDACTED] service dept today 7-20-2017 - they said they would keep the veh overnight to see if the concern can be replicated - headlights turning on by themselves while driving
2. I also noticed when I turned the veh off the parking lights came back on draining the battery - good thing I noticed it
3. I just wanted to call to update the case information

Writer states:

1. Apologize for inconvenience
2. Updated Customer information
3. No open SC

Customer states:

1. Ok
2. Thank You

Writer states:

1. Thank You

*** Phone - Call - Inbound commitment created on 07/20/ [REDACTED] 6:10:48 (GMT-07:00) Arizona with Commitment Date 07/21/2017 and created by [REDACTED]

*** Phone - Call - Inbound created on 07/20/ [REDACTED] 6:12:45 (GMT-07:00) Arizona and created by Jim Smith ***
Contact customer [REDACTED] or cell# [REDACTED]

*** 07/20/ [REDACTED] 6:13:56 (GMT-07:00) Arizona ***

Case moved into WIPBin dispatch and Sub Status of Working

*** Phone - Call - Inbound commitment fulfilled on 07/21/ [REDACTED] 10:15:24 (GMT-07:00) Arizona with Commitment Date 07/21/2017 closed by Jim Smith ***

[REDACTED] 5 (GMT-07:00) Arizona and created by Jim Smith ***

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2014 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
JOHNSON	CARRIE	KNDJN2A22E		894	40,000
Cincinnati ,	OH	11/12/2013		Dealer: OH043	Kings KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

Customer phone #: [REDACTED] or cell# [REDACTED]

Customer address:

VIN: KNDJN2A22E [REDACTED] 44

MY and Mileage: [REDACTED]

Most recent RO# and Open Date: [REDACTED] 7-20-2017 Cust states headlights turning on by themselves while driving - unable to replicate - still trying to reproduce issue - cust has rental veh

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

Most recent Repair Issue and Diagnosis: Customer says,

Able to Duplicate (Y or N): n

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

Repair History of current concern with dates and mileage: n/a

ETA for completion of repairs (if applicable): n

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

Techline Case (if applicable): n

Rental / Loaner Provided? If so, since when?: y

Dealer contacted DPSM (if needed):

Vehicle repaired?: n

Customer has possession?: n

Dealer Code/Selling Dealer (Y or N): OH043

Original Owner (Y or N): n

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

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

*** Phone - Call - Inbound created on 07/21/ [REDACTED] 0:22:30 (GMT-07:00) Arizona and created by Writer LVM for cust Carrie Johnson [REDACTED] or cell# [REDACTED] Req c/b

*** Phone - Call - Inbound commitment created on 07/21/ [REDACTED] 0:23:17 (GMT-07:00) Arizona with [REDACTED]

[REDACTED] 5:51:24 (GMT-07:00) Arizona and created by [REDACTED] ***

1. Provides case number.
2. Calling to get an update on case.

Writer States:

1. Apologized.
2. Advised customer the dealership is still diagnosing the vehicle.
3. Offered TCS JSmith's voicemail.

Customer States:

1. Thank you.

*** Phone - Call - Inbound created on 07/21/ [REDACTED] 6:03:14 (GMT-07:00) Arizona and created by Cust Carrie Johnson [REDACTED] or cell# [REDACTED] states:

1. I have a loaner veh
2. OH043 KINGS KIA service dept still has the veh - they are currently closed

Writer states:

1. Apologize for inconvenience
2. Updated C [REDACTED]
3. I will contact [REDACTED] dept on 7-24-2017 to obtain the veh status and call you back

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Last name	First name	VIN of	2014 SOUL	Case Number	Mileage
				894	40,000
Dealer: OH043 Kings KIA					

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

Cust Carrie Johnson or cell# states:

1. Ok
2. Thank You

Writer states:

1. Thank You

*** Phone - Call - Inbound created on 07/24/2017 10:47:20 (GMT-07:00) Arizona with Commitment Date 07/24/2017 closed by

07/24/2017 10:48:57 (GMT-07:00) Arizona and created by ***

*** Phone - Call - Inbound created on 07/24/2017 10:53:56 (GMT-07:00) Arizona and created by

Cust Ms Johnson phone #: or cell# states:

1. What is the status of my veh?

Writer states:

1. Apologize for inconvenience
2. Updated Customer information
3. OH043 service dept has not been able to replicate the veh concern

Customer states:

1. Ok, I will wait for OH043 to call me
2. Thank You

Writer states:

1. Thank You

*** Phone - Call - Inbound commitment created on 07/24/2017 10:56:38 (GMT-07:00) Arizona with Commitment Date 07/28/2017 and created by

*** Phone - Call - Inbound created on 07/24/2017 10:09:43 (GMT-07:00) Arizona with Commitment Date 07/28/2017 closed by

*** Phone - Call - Inbound created on 07/24/2017 10:47:22 (GMT-07:00) Arizona with Commitment Date 07/28/2017 and created by

*** Phone - Call - Inbound created on 07/28/2017 10:55:24 (GMT-07:00) Arizona with Commitment Date 07/28/2017 closed by

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Case Number **Mileage**

894 40,000

dealer: OH043 Kings KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

*** Phone - Call - Inbound created on 07/28/2014 10:56:41 (GMT-07:00) Arizona and created by Chad SA at OH043 service dept states:

1. Veh is ready for pickup
2. LVM for customer - customer has no called back

Writer states:

1. Thank you

*** Phone - Call - Inbound created on 08/02/2014 10:23:34 (GMT-07:00) Arizona and created by Carrie Johnson States:

1. Provides phone number to pull up case.
2. I picked up the vehicle on monday.
3. The lights on the dash are still coming on and off.
4. I have pictures of it on my cell phone.
5. I have to take it back again.
6. I will need to take it back to a dealer on my side of town.

Writer States:

1. Apologized.
2. Advised customer that they may want to authorize the tech to drive the vheicle over night to try to duplicate the concern.
3. Once the vehicle is back at the dealer please call KCAC in reference to the case number.

Customer States:

1. This will be my third time taking it in.
2. I will take it back tomorrow.

Writer States:

1. Apologized.
2. Advised customer that once the vehicle is down at the dealership we will escalate case to the appropriate office.
3. Call us in reference to the case number.

Customer States:

1. Thank you.

*** Phone - Call - Inbound created on 08/07/2014 6:21:23 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***

cust states

1. vehicle is back at Kings Kia, I dropped it off Thursday of last week
2. just wanted to let you know
3. I left a VM for the TCS and have not heard anything back

wrt states

1. apologized
 2. will notate the case that veh is at dlr
- cust states

1. I took it to the dlr and they said it was dead battery
2. the next time I took it in they had it for about a week and could not duplicate the concern
3. then I took it to the dlr and showed them a video of the lights blinking on and off
4. I did speak to the service manager and showed him the video
5. he did see it for himself

wrt states

1. notated case for TCS he will get more info from the dlr

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2014 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]				894	40,000
Dealer: OH043 Kings KIA					

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

2. he will be in contact with you to let you know how he will proceed

cust states

1. ok thank you

*** Phone - Call - Inbound commitment created on 08/07/ [REDACTED] 6:17:05 (GMT-07:00) Arizona with Commitment Date 08/08/2017 and created by [REDACTED]

*** Phone - Call - Inbound [REDACTED] on 08/07/ [REDACTED] 6:17:05 (GMT-07:00) Arizona with Commitment Date 08/08/2017 and created by [REDACTED]

*** Phone - Call - Inbound [REDACTED] 8:21:53 (GMT-07:00) Arizona and created by [REDACTED] Johnson ***
Customer called and was tr [REDACTED]

*** Phone - Call - Inbound [REDACTED] on 08/08/ [REDACTED] 0:15:59 (GMT-07:00) Arizona with Commitment Date 08/08/2017 closed by [REDACTED]

*** Phone - Call - Inbound [REDACTED] on 08/08/ [REDACTED] 0:16:00 (GMT-07:00) Arizona and created by [REDACTED]

Customer Name: Same Johnson

Customer phone #: [REDACTED]

or cell# [REDACTED]

Customer address: [REDACTED]

Most recent RO# and Open Date: [REDACTED] 6 8-4-2017 Cust states headlights turning on by themselves while driving - working with techline checking veh wiring - OH043 will contact cust when the veh has been repaired

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

Most recent Repair Issue and Diagnosis: Customer says,

Able to Duplicate (Y or N): n

Repeat Repair (Y/N), if so, how many times?: y 1

Repair History of current concern with dates and mileage:

RO [REDACTED] 0 7-[REDACTED] 04 mileage Cust states headlights turning on by themselves while driving - unable to replicate

ETA for completion of repairs (if applicable): n

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

Techline Case (if applicable): n

Rental / Loaner Provided? If so, since when?: y

Dealer contacted DPSM (if needed):

Vehicle repaired?:n

Customer has possession?: n

Dealer Code/Selling Dealer (Y or N): OH043

Original Owner (Y or N): n

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

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

eed veh status>

*** Phone - Call - Inbound created on 08/08/ [REDACTED] 0:26:40 (GMT-07:00) Arizona and created by [REDACTED]

Writer states:

the dept states OH034 is working with techline to resolve the veh headlight concern

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Last name	First name	VIN of	2014 SOUL	Case Number	Mileage
				894	40,000
				Dealer: OH043 Kings KIA	

Kia Case Type Lvl2: Quality Kia Case Type Lvl4: Exterior Lamp

Service dept states OH034 will contact you when the veh has been repaired
2017 to follow up

Customer Carrie Johnson or cell# states:
1. Ok
2. Thank You

Writer states:
1. Thank You

*** Phone - Call - Inbound commitment created on 08/08/2017 10:29:15 (GMT-07:00) Arizona with Commitment Date 08/14/2017 and c

*** Phone - Call on 08/14/2017 13:15:42 (GMT-07:00) Arizona with Commitment Date 08/14/2017 close

*** Phone - Call on 08/14/2017 13:16:04 (GMT-07:00) Arizona and created by Jim Smith ***
Writer LVM for cell# Req c/b

*** Phone - Call on 08/14/2017 13:43:19 (GMT-07:00) Arizona with Commitment Date 08/15/2017 and c

*** Phone - Call on 08/15/2017 14:46:41 (GMT-07:00) Arizona with Commitment Date 08/15/2017 close

*** Phone - Call on 08/15/2017 14:46:41 (GMT-07:00) Arizona and created by
Writer LV Req c/b

*** Phone - Call on 08/16/2017 14:48:21 (GMT-07:00) Arizona with Commitment Date 08/16/2017 close

*** Phone - Call on 08/16/2017 14:48:21 (GMT-07:00) Arizona and created by
Writer tried cell# no one answered the phone

*** Phone - Call on 08/16/2017 15:25:02 (GMT-07:00) Arizona with Commitment Date 08/16/2017 close

*** Phone - Call on 08/16/2017 15:25:02 (GMT-07:00) Arizona and created by

<For Inter
Writer will

*** Phone - Call on 08/16/2017 15:25:02 (GMT-07:00) Arizona and created by

<For Inter
complete

*** 08/16/2017

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2014 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					40,000
					ngs KIA

Closed with Resolution Code : Letter Sent
[Resolution Summary]

*** 08/17/2013 1:51:57 (GMT-07:00) Arizona ***
Reopened with Sub Status of Working

*** Phone - Call - Inbound created on 08/17/2013 1:54:57 (GMT-07:00) Arizona and created by [REDACTED]
Cust states:
1. It was the headlamps at first then then the dash lights and now the parking lights
2. It was in the shop for 10 days, just picked it up
3. We had a cell phone video of it going on and off
4. Then I picked my veh on Monday
 - now it is the parking lights on
5. I was going to the restroom and I saw the lights on so I ran out at 2am and turned off the lights
6. I thought maybe I left them on but now I am at work and they are back on again
7. I have talked to many of you people
8. there is something terribly wrong with this veh
9. If I take it back this will be the 4th or 5th time for the same thing
10. Can you send this case someplace where someone will call me and get this resolved once and for all
 - it was supposed to have been done before and I guess it wasnt done

Writer states:

1. Apologized
2. Verified cust info
3. Writer will send case to the appropriate office for further assistance
4. Pls give them approx 3 business days for contact
5. In the meantime pls take the veh back to the dlr for further assistance

cust states:

1. Also there was a burning oil smell, probably because they did an oil chg

Writer states:

1. Pls mention that when you bring in the veh

*** Phone - Call - Inbound created on 08/17/2013 3:07:45 (GMT-07:00) Arizona and created by [REDACTED]
Writer sent case notes [REDACTED]

*** Phone - Call - Inbound created on 08/17/2013 3:08:07 (GMT-07:00) Arizona and created by [REDACTED]
Forward to ECR:

1. cust alleges veh has been to the dlr 4 -5 times for same concern
2. The head lights come on by itself, the dash lights come on by themselves and now the parking lights come on by themselves
3. cust stated she thought the case was going to be escalated and is requesting the case to be escalated now
4. DPSM has been advised
5. Please review and follow up accordingly

*** 08/17/2013 3:10:08 (GMT-07:00) Arizona ***
Dispatched from WIPBin = Inbox to Queue Central Region by Angel Soto
Reason:

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Last name	First name	VIN of	2014 SOUL	Case Number	Mileage
[REDACTED]				894	40,000
Dealer: OH043 Kings KIA					

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

*** 08/18/ [REDACTED] 3:10:26 (GMT-05:00) Eastern Time (US & Canada) ***

Accepted, from Queue = Central Region to WIPBin Inbox

*** Phone - Call - Outbound created on 08/22/ [REDACTED] 3:45:36 (GMT-05:00) Eastern Time (US & Canada) and created by [REDACTED]

Writer states:

1. Introduced self and advised calling from Kia's escalation team.
2. Advised writer is reaching out due to recent vehicle concern.
3. Advised writer will be following up through repairs to ensure vehicle is taken care of as needed.
4. Provided case # and direct contact information if any additional questions or concerns.
5. Advised writer will follow up in approximately one week.

*** Phone - Call - Outbound commitment [REDACTED] 5:48 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 08/25/2017 and [REDACTED]

*** Phone - Call - Outbound commitment [REDACTED] 2:20 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 08/28/2017 and [REDACTED]

*** Phone - Call - Outbound commitment [REDACTED] 2:03 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 08/28/2017 close [REDACTED]

*** Phone - Call - Outbound commitment [REDACTED] 2:28 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 08/25/2017 close [REDACTED]

Writer called Carrie Johnson @ [REDACTED]
No answer, left voicemail.

Writer states:

1. Introduced self and advised calling from Kia's escalation team.
2. Advised writer is reaching out due to recent vehicle concern.
3. Advised writer wanted to touch base and discuss concerns further.
4. Provided case # and direct contact information if any additional questions or concerns.

*** Letter - Letter Sent created on 08/28/ [REDACTED] 5:12:30 (GMT-05:00) Eastern Time (US & Canada) and created by [REDACTED]

*** 08/28/ [REDACTED] 5:14:15 (GMT-05:00) Eastern Time (US & Canada) ***

Closed with Resolution Code : Letter Sent
[Resolution Summary]

*** 08/28/ [REDACTED] 3:00:11 (GMT-07:00) Mountain Time (US & Canada) ***

Reopened with Sub Status of Working

*** Phone - Call - Inbound created on 08/28/ [REDACTED] 3:00:15 (GMT-07:00) Mountain Time (US & Canada) and created by Linda Welter ***

Customer Sates:

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Last name	First name	VIN of	2014 SOUL	Case Number	Mileage
				894	40,000
Dealer: OH043 Kings KIA					

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

1. Have been missing calls from Ashley.
2. DLR says veh ready to be picked up.
3. Ashley was supposed to speak to the DLR and call me back.
4. I have not heard back.
5. Had to replace the battery, but that was not the issue/ like to see about reimbursement

Writer States:

1. Apologized.
2. Will transfer to Ashley VM
3. Requesting to call back

*** 08/29/2015 3:55:43 (C
Assigned to WIPBin Inbox c
Reason:

*** Phone - Call - Inbound created on 08/29/2015 3:03:39 (GMT-05:00) Eastern Time (US & Canada) and created by

Writer received VM from customer.

Customer states:

1. I received your messages, if you can call me back please.
2. This is the 4th time our Sportage was taken to the dealership for the park lights coming on after the car has been sitting turned off.
3. This has happened at night at my work and my house too.
4. I've been given a rental car and my vehicle has been out of service 30 days.
5. I don't know if you were able to rectify the issue or not, but I am really tired of taking it to the dealership over and over again.
6. I know it's a deep concern for me at this point because I don't know that you can get an electrical problem corrected.
7. I wish Kia would just help me get out of this car, I don't trust it.
8. I put a substantial amount of money down on this purchase and I don't want to go back again with the same problems.
9. I also want to make it known that the first time I had this problem, the dealership had me replace my battery saying it had a dead cell.
10. However, that didn't fit it at all and I've been back 3x since that battery was replaced.
11. So I would like to ask for a partial or full amount back on the battery if we could discuss that refund.
12. I don't want the runaround anymore from the dealership, just the proper steps I need to get this addressed.
13. I think I've done my part so far and this has just been a big inconvenience.
14. If you can give me a call so we can discuss please.
15. Thank you.

*** Phone - Call - Inbound created on 08/31/2015 10:51:51 (GMT-05:00) Eastern Time (US & Canada) and created by

Cust states

- 1 Need to speak with Ashley Lewis
- 2 Veh been at dlr 5-6 times in a month

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Last name	First name	VIN of	2014 SOUL	Case Number	Mileage
[REDACTED]				4	40,000
[REDACTED]				Kings KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

- 3 Don't transfer me to VM
- 4 Dash Lights are blinking on and off again
- 5 When pushing remote the dash lights come on and off
- 6 Smells like something is smoke
- 7 Veh is not at dlr right now, they are 20 miles away
- 8 Sick and tired of taking the car to them
- 9 if take the veh back again, this will be 5ht time
- 10 DLR should bring cust a car and if you can authorize it, then you should do it

Cust states

- 1 Give me a new case manager
- 2 This is an emergency

Wrt states

- 1 Understand concern
- 2 Advised will update case notes

Cust states

- 1 Thank you

*** Phone - Call - Outbound created on 09/07/ [REDACTED] 4:29:53 (GMT-05:00) Eastern Time (US & Canada) and created by [REDACTED]

Writer states:

- 1. Advised writer is reaching out to follow up on recent vehicle concern.
- 2. Advised writer is following up to touch base and would like to request copy of sales contract or financial agreement showing monthly payment amount.
- 3. Provided case # and direct contact information if any additional questions or concerns.

*** Phone - Call - Outbound commitment created [REDACTED] (MT-05:00) Eastern Time (US & Canada) with Commitment Date 09/11/2017 and created by [REDACTED]

*** Phone - Call - Outbound commitment created [REDACTED] (MT-05:00) Eastern Time (US & Canada) with Commitment Date 09/12/2017 and created by [REDACTED]

*** Phone - Call - Outbound commitment fulfilled [REDACTED] (MT-05:00) Eastern Time (US & Canada) with Commitment Date 09/12/2017 and created by [REDACTED]
Good Morning [REDACTED]

I received your fax showing the monthly payment amount due, thank you for sending that over. However, because of the automatic payment being setup and some late fees showing due on that stub, I am unsure of your standard monthly payment amount. If you wouldn't mind to verify for me what your standard monthly payment is? In addition,

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2014 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
				894	40,000
Dealer: OH043 Kings KIA					

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

what was the amount you paid for the battery? If you happen to have the repair order with that amount showing on it, you could send that over too.

If you have any questions, please let me know.

*** Phone - Call - Outbound commitment created on 09/21/2017 14:21 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 09/21/2017 and created by [REDACTED]

*** Phone - Call - Outbound commitment fulfilled on 09/21/2017 15:05 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 09/21/2017 closed by [REDACTED]
Writer emailed customer:

Good Morning Ms. Johnson,

I just wanted to make sure you received the email I sent you and me something showing your standard monthly payment due, such as the sales contract so I can review and offer.

*** Phone - Call - Outbound commitment created on 09/28/2017 14:28 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 09/28/2017 and created by [REDACTED]

*** Fax - Fax Received created on 09/26/2017 11:57:43 (GMT-05:00) Eastern Time (US & Canada) and created by Ashley Lewis ***
Writer received fax from customer containing sales contract, attached to case.

*** Phone - Call - Outbound commitment fulfilled on 09/26/2017 12:00:22 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 09/28/2017 closed by [REDACTED]
Writer emailed customer:

I received your sales contract, thank you very much for sending that over. I will complete my review as quickly as possible and will follow up with you afterwards!

*** Phone - Call - Outbound created on 09/27/2017 11:17:41 (GMT-05:00) Eastern Time (US & Canada) and created by [REDACTED]

Writer states:

1. Writer is calling in regards to customer concern.
2. Provided customer's information.
3. Provided case # and writer's contact information.
4. Requested callback for assistance.

*** Email - External Email Sent created on 09/28/2017 13:56:54 (GMT-05:00) Eastern Time (US & Canada) and created by [REDACTED]

I've attached an offer letter for your review. If you would kindly review, sign and return the offer letter to me if you

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Consumer Affairs Department

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Last name	First name	VIN of	2014 SOUL	Case Number	Mileage
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Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

would like to accept the proposed goodwill offer. Once received, I will submit you're reimbursement request so that a check could be mailed to you. If you have any other questions, please let me know. Thank you for your time and have a wonderful afternoon!

*** Email - External Email Received created on 09/29/2013 3:44:19 (GMT-05:00) Eastern Time (US & Canada) and

I also paid \$160.00 for a battery that did not need replacing. I went back and forth with the dealership trying to get reimbursed for the battery. I put over 200 miles in mileage back and forth to the Dealership. I am also working with a representative from the Lemon Law Firm. The inconvenience has been much greater than the offer settlement.

Respectfully submitted:

*** Email - External Email Sent created on 10/03/2013 2:11:50 (GMT-05:00) Eastern Time (US & Canada) and created

Good Morning,

I apologize for the inconveniences you experienced. I know we had discussed the battery concern specifically, but I wanted to offer the two car payments since that was a greater amount than the reimbursement of the battery only. If you are working with an attorney or representative from the Lemon Law Firm, they will contact us on your behalf and we will need to work with them specifically going forward. If you have any other questions or concerns, please let me know.

*** 10/03/2013 2:12:08 (GMT-05:00) Eastern Time (US & Canada) ***

Closed with Resolution Code : Letter Sent
[Resolution Summary]

*** 10/03/2013 3:11:03 (GMT-05:00) Eastern Time (US & Canada) ***

Reopened with Sub Status of Working

*** 10/03/2013 3:19:17 (GMT-05:00) Eastern Time (US & Canada) ***

Goodwill #: 8 Submitted

*** Email - External Email Received created on 10/03/2013 3:19:27 (GMT-05:00) Eastern Time (US & Canada) and created by Ashley Lewis ***

Writer received email from customer:

I want to thank you for all of your hard work in helping me with my Kia Soul.
I will be accepting your offer for the two car payments.
Attached, you will find the signed copy of my signature.
Once again, thank you.

Blessings

Kia Motors America Consumer Affairs Department

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Last name	First name	VIN of	2014 SOUL	Case Number	Mileage
					000

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

*** Email - External Email Sent created on 10/03/2016 8:19:59 (GMT-05:00) Eastern Time (US & Canada) and created by Ashley Lewis ***
Writer emailed customer:

Thank you for your response. I've submitted your goodwill for processing so the check may be finalized and mailed to you accordingly. Thank you for all of your time and patience with me. I hope you have a wonderful week!

*** 10/03/2016 8:21:23 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin = Inbox to [REDACTED]
Reason:

*** 10/31/2016 9:29:43 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [REDACTED] 8 Submitted

*** 10/31/2016 9:40:12 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [REDACTED] 8 Submitted

*** 11/02/2016 7:56:49 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: [REDACTED] 8 Final Approved

*** Phone - Call - Inbound created on 11/03/2016 1:04:48 (GMT-05:00) Eastern Time (US & Canada) and created by Aimee McFarlane ***
**duplicate case notes [REDACTED] 200 **

6 :

[Problem Description]

customer states cluster lights and headlights go out while driving at times

[Diagnostics Performed]

have not seen it happen yet. second time in for concern. codes [REDACTED] 16, b [REDACTED] 7, b [REDACTED] 0. tested charging system and all passed.

*** Assigned to WIPBin Inbox of Aimee McFarlane on 08/22/2016 7:04:50 (PST)

*** 08/22/2016 10:07:30 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIP Inbox to Queue by

*** 08/30/2016 5:56:15 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue KCAC SA/TL Central to W [REDACTED]

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Last name First name VIN of 2014 SOUL Case Number Mileage

*** 08/30/2017 5:57:38 (GMT-05:00) Eastern Time (US & Canada) ***

Dispatched from WIP 0. Inbox to Queue by Aimee McFarlane

*** 09/07/2017 9:15:17 (GMT-07:00) Arizona ***

Accepted from Queue Z

Most recent RO# and Open Date: 6 08/11/2017 closed out on 08/15/2017

Days Down at initial Service Alert report (if applicable): 4

Most recent Repair Issue and Diagnosis:

A) Concern: Cluster lights and headlights go out while driving at times

B) Cause: Drivers connector burnt

C) Correction: Replaced pigtail on drivers connector and replaced IPM

Able to Duplicate (Y or N): Yes

Repeat Repair (Y/N), if so, how many times? Yes 1

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

ETA for completion of repairs (if applicable): Completed

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

Techline Case (if applicable): 346

Rental / Loaner Provided? If so, since when? Yes 08/11/2017-08/15/2017

Dealer contacted DPSM (if needed): N/A

Vehicle repaired? Yes

Customer has possession? Yes

Dealer Code/Selling Dealer (Y or N): Yes/OH043

Original Owner (Y or N): No

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

*** 09/16/2017 9:26:45 (GMT-07:00) Arizona ***

Dispatched from WIP 3. TL/SA Default to Queue

*** 09/27/2017 4:15:59 (GMT-07:00) Arizona ***

Accepted from Queue SA Vehicle Repaired

*** 09/27/2017 4:17:50 (GMT-07:00) Arizona ***

Dispatched from WIP to be assigned to Queue

*** 09/27/2017 4:42:14 ***

Accepted from Queue ZZ Robert Carrillo to Queue

*** Phone - Call - Outbound created on 09/27/2017

Writer States:

1. Called Customer at

2. No answer / left V/M.

3. Gave phone # w/ case #

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Last name	First name	VIN of	2014 SOUL	Case Number	Mileage
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Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

*** 09/28/ 9:36:31 ***

Closed with Resolution Code : Information Given
[Resolution Summary]

*** 09/29/ 1:01:13 (GMT-07:00) Arizona ***
Reopened with Sub Status of Working

*** 09/29/ 1:01:24 (GMT-07:00) Arizona ***
Closed with Resolution Code : Information Given
[Resolution Summary]
Fire Tread Reviewed SCH

*** 11/06/ 1:43:18 (GMT-07:00) Arizona ***
Accepted from Queue ECR Goodwill to WIPBin GOODWILL b

*** Note - Others created on 11/07/ 9:18:16 (GMT-08:00) Pacific Time (US & Canada) and created by Martin Ermino ***
Mailed check no. 5 on 11/7/17.

*** 11/30/ 9:59:06 (GMT-07:00) Arizona ***
Closed with Resolution Code : Goodwill Issued
[Resolution Summary]
Cust rcvd GW check, closing case

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Last name	First name	VIN of	2014 SOUL	Case Number	Mileage
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Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

Case History

Dealer : Kings Kia
Technician : Christopher Stang
Service Manager :
Dealer Phone :
DPSM : Scot Smith
Vehicle Model : SOUL
Model Year : 2014
Mileage : [REDACTED]
Initial comments by Technician found in TL Case # [REDACTED] 2346 :

[Problem Description]

customer states cluster lights and headlights go out while driving at times

[Diagnostics Performed]

have not seen it happen yet. second time in for concern. codes [REDACTED] 16, b [REDACTED] 7, b [REDACTED] 0. tested charging system and all passed.

*** Assigned to WIPBin Inbox of Aimee McFarlane on 08/22/ [REDACTED] 7:04:50 (PST)

*** 08/22/ [REDACTED] 0:07:30 (GMT-05:00) Eastern Time (US & Canada) ***

Dispatched from WIP Inbox to Queue by

*** 08/30/ [REDACTED] 5:56:15 (GMT-05:00) Eastern Time (US & Canada) ***

Accepted from Queue KCAC SA/TL Central to WIPBin 0. Inbox by Micah Reese

*** 08/30/ [REDACTED] 5:57:38 (GMT-05:00) Eastern Time (US & Canada) ***

Dispatched from WIP 0. Inbox to Queue

*** 09/07/ [REDACTED] 9:15:17 (GMT-07:00)

Accepted from Queue ZZ Christopher Davis to WIPBin 3. TL/SA Default by

*** Phone - Call - Inbound created on 09/16/ [REDACTED] 9:25:41 (GMT-07:00)

Customer Name: Carrie Johnson

Most recent RO# and Open Date: [REDACTED] 08/11/2017 closed out on 08/15

Days Down at initial Service Alert report (if applicable): 4

Most recent Repair Issue and Diagnosis:

A) Concern: Cluster lights and headlights go out while driving at times

B) Cause: Drivers connector burnt

C) Correction: Replaced pigtail on drivers connector and replaced IPM

Able to Duplicate (Y or N): Yes

Repeat Repair (Y/N), if so, how many times? Yes 1

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

ETA for completion of repairs (if applicable): Completed

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

Techline Case (if applicable): [REDACTED] 346

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2014 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]					51,426
[REDACTED]					gs KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

Rental / Loaner Provided? If so, since when? Yes 08/11/2017-08/15/2017

Dealer contacted DPSM (if needed): N/A

Vehicle repaired? Yes

Customer has possession? Yes

Dealer Code/Selling Dealer (Y or N):Yes/OH043

Original Owner (Y or N):No

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

*** 09/16/ [REDACTED] 9:26:45 (GMT-07:00) Arizona [REDACTED]

Dispatched from WIP 3.TL/SA Default to Queue [REDACTED]

*** 09/27/ [REDACTED] 4:15:59 (GMT-07:00) Arizona ***

Accepted from Queue SA Vehicle Repaired to WIPBin to be assigned [REDACTED]

*** 09/27/ [REDACTED] 4:17:50 (GMT-07:00) Arizona ***

Dispatched from WIP to be assigned to Queue by [REDACTED]

*** 09/27/ [REDACTED] 4:42:14 ***

Accepted from Queue ZZ Robert Carrillo to WIPBin [REDACTED]

*** Phone - Call - Outbound created on 09/28/ [REDACTED]

Writer States:

1. Called Customer at [REDACTED]

2. No answer / left V/M.

3. Gave phone # [REDACTED] w/ case # [REDACTED] 090

*** 09/28/ [REDACTED] 3:36:31 ***

Closed with Resolution Code : Information Given

[Resolution Summary]

*** 09/29/ [REDACTED] 1:01:13 (GMT-07:00) Arizona ***

Reopened with Sub Status of Working

*** 09/29/ [REDACTED] 1:01:24 (GMT-07:00) Arizona ***

Closed with Resolution Code : Information Given

[Resolution Summary]

Fire Tread Reviewed SCH

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2014 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					17,453

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** 10/09/ [REDACTED] 6:19:36 (GMT-08:00) Pacific Time (US & Canada) ***

[REDACTED] Escalated, Sub Status = Working

*** Letter - Others created on 10/09/ [REDACTED] 6:19:45 (GMT-08:00) Pacific Time (US & Canada) and created by [REDACTED]

NCA rec'd letter from customer's attorney, Elk & Elk. Letter states:

1. Please be advised the law firm of Elk & Elk represents the estate of Keith Nash in a wrongful death claim and injuries sustained on 4/19/17.

[REDACTED] was the driver of the Kia Soul when the car broke out in flames.
[REDACTED] ed.

4. We plan to have the car inspected & invite you to participate in the inspection.

Attaching to case & dispatching to National CA.

*** 10/09/ [REDACTED] 6:22:20 (GMT-08:00) Pacific Time (US & Canada) ***

Dispatched from WIPBin = default to Queue National CA by [REDACTED]

Reason:

*** 10/10/ [REDACTED] 7:32:12 (GMT-08:00) Pacific Time (US & Canada) ***

Accepted from Queue National CA to WIPBin Inbox/Need To Call by [REDACTED]

*** 10/10/ [REDACTED] 7:36:24 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin default of Alex Villalpando by [REDACTED]

Reason:

*** 10/10/ [REDACTED] 1:31:07 (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : Legal Handling

[Resolution Summary]

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2014 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
				683	70,000

Dealer:

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Interior Molding Condition

Case History

*** 07/20/ 5:00:54 ***

Standard, Sub Status = Working

*** Phone - Call - Inbound created on 07/20/ 5:00:42 and created by

Cust states

- 1 I bought it used from a dealership
- 2 I saw today on the internet that Kias are catching fire
- 3 It might be whatever shitty ass rubber gaskets y'all are using
- 4 The gasket melted in my vehicle in the trunk
- 5 So that is a problem with the product that Kia used
- 6 The window button doesn't work on the passenger side
- 7 Four times now I've gotten in the car and when I try to start the car, the ignition wont turn
- 8 Then when I get it in park, it won't go into gear
- 9 I just wanted to make sure you were getting this documented and that Kia was aware of the issue

Wrt states

- 1 Apologized
- 2 Will ensure that this is documented

Cust states

- 1 Thank you

*** 07/20/ 5:07:35 ***

Closed by Jesse Thompson with Resolution Code : Concerns Recorded
[Resolution Summary]

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Last name	First name	VIN of	2014 SOUL	Case Number	Mileage
					20
Dealer:					

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Seat/Seat Belt

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Heating/Cooling Operation

Case History

*** PHONE LOG 12/16/ [REDACTED] 2:39 PM US Mountain Standard

*** PHONE LOG 12/16/ [REDACTED] 1:09 PM US Mountain Standard Time BHardt Action Type:Incoming call

Cust states:

1. This was a rental veh from Enterprise.
2. The passenger seat on the left side started to melt.
3. There was [REDACTED] smoke coming from it.
4. Enterprise is trying to blame me for the damages.
5. We do not know where the veh is.
6. I reported it to the US Dept of Transportation.
7. The phone # for Enterprise Damage Recovery Unit is 1-[REDACTED].
8. Thank you.

Writer states:

1. Apologized.
2. Updated info.
3. Followed accident scripting.
4. Advised that writer would forward concerns to higher office.
5. Provided mailing address, advised to send photos.
6. Provided case # and ext.
7. Advised expect c/b within 2 business days.
8. Offered survey, accepted.
9. Thanked for calling KMA.

*** NOTES 12/16/ [REDACTED] 2:16 PM US Mountain Standard Time BHardt Action Type:Manager review

[!<For Internal Use Only

CALL TO ACTION:

Customer alleges seat began melting, box under seat was warm. >!]

*** PHONE LOG 12/17/ [REDACTED] 3:11 AM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr attempted to contact Enterprise Damage Recovery:

1. Enterprise Damage Recovery phone lines down for the next 3 hours.

*** PHONE LOG 12/17/ [REDACTED] 1:28 PM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr spoke to Diane in the Damage Recovery Dept:

1. Claim #: 0459-8625.
2. Vehicle is on hold.
3. Diane is to find out if/when Enterprise will be inspecting the vehicle and location of vehicle.

ES 12/17/ [REDACTED] 1:30 PM Pacific Daylight Time
will contact wtr once more information is avail

*** PHONE LOG 12/17/ [REDACTED] 1:34 PM Pacific Daylight Time

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2014 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					20
				Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Seat/Seat Belt

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Heating/Cooling Operation

Wtr left VM for customer:

1. Informed customer that wtr has contacted Enterprise.
2. Enterprise is not currently able to provide much info.
3. Wtr is currently pending further contact from Enterprise with more info.
4. Requested pictures from customer if available.
5. Provided c/b # and case #.

*** PHONE LOG 12/18/ :56 AM Pacific Daylight Time JMoJica Action Type:Incoming call
Customer left VM:

1. Requested c/b at .
2. I also have a witness, my brother.
3. I have pictures on my phone that I can email or mail to you.
4. Please c/b, thank you.

*** PHONE LOG 12/19/ :20 AM Pacific Daylight Time JMoJica Action Type:Web Contact
Wtr left VM:

1. Requested pictures be sent via email.
2. Provided email address.
3. Requested c/b for further assistance.

*** PHONE LOG 12/20/ :43 AM Pacific Daylight Time JMoJica Action Type:Web Contact
Good morning Ms. Mojica,

Here are the pictures attached.

Enterprise Damage Recovery Numbers :

Received 12/4/13 @ 12:32 pm - Ticket # 6
Received 12/16/13 @ 1:04 pm - # DX1623PK3
Received 12/17/13 via mail - Claim # 625

Please keep me posted.

Thanks,

Ms. D. Taylor

*** PHONE LOG 12/20/ :44 AM Pacific Daylight Time JMoJica Action Type:Web Contact
Ms. Mojica,

I will also mail hard copies too.

Thanks,

Ms. Taylor

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2014 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]				[REDACTED]	20
[REDACTED]				Dealer:	
[REDACTED]				ing Operation	

*** PHONE LOG 12/20/[REDACTED] 2:05 PM Pacific Daylight Time JMoJica Action Type:Outgoing call
Wtr spoke to Kyle at Enterprise Damage Recovery:
1. Enterprise has inspected and it appears that factory defect was ruled out.
2. Vehicle is currently on hold.
3. Agent will request more information to relay to wtr.

*** PHONE LOG 12/23/[REDACTED] 3:44 AM Pacific Daylight Time JMoJica Action Type:Outgoing call
Wtr spoke to Allison with Damage Recovery:
1. Vehicle is still on hold.
2. Repair shop has not lifted the hold.
3. However, it does appear that they can't determine that this was a manufacturer's defect.
4. Should have more info once vehicle hold is released.

*** PHONE LOG 12/23/[REDACTED] 3:47 AM Pacific Daylight Time JMoJica Action Type:Web Contact
Ms. Taylor,

Thank you for the pictures. At this point we are still pending information from Enterprise as well. Once I have more information for your, I will give you a call.

Thank you again,

*** PHONE LOG 12/23/[REDACTED] 9:04 AM Pacific Daylight Time JMoJica Action Type:Web Contact
Email from customer:

Your welcome. Thank you for your assistance.

*** NOTES 12/26/[REDACTED] 1:51 AM Pacific Daylight Time JMoJica Action Type:Manager review
TREAD REVIEW COMPLETE

*** PHONE LOG 12/30/[REDACTED] 10:12 AM US Mountain Standard Time MWindsor Action Type:Incoming call

- [REDACTED]
2. I sent hard copies that arrived to CA on Saturday
 3. I called JMoJica and VM said they were on vacation
 4. Wanted to see if there was an update
 5. Can you see if veh has been to dealer?
 6. Thank you

Writer states:

1. Apologized
2. I see case is at another office and JMoJica is your case owner
3. I will document that you called

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Last name	First name	VIN of	2014 SOUL	Case Number	Mileage
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Kia Case Type Lvl1: Complaint

Kia Case Type Lvl1: Seat/Belt Belt

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Heating/Cooling Operation

4. JMojica will be the best person to speak with regarding case
 5. She will be available after the 2nd
- Thanked and call ended

*** NOTES 01/07/2014 1:40 AM Pacific Daylight Time SGuindi Action Type:Manager review
NCA rec'd photos from customer. Attaching to case and reassigning to JMojica for further handling.

*** PHONE LOG 01/08/2014 3:44 AM Pacific Daylight Time JMojica Action Type:Incoming call
Wtr received call from Enterprise Agent Denise:

1. Agent stated body shop inspected damage to vehicle.
2. Agent stated body shop was unable to determine a cause.
3. Agent stated body shop did not detect a factory defect.
4. Agent stated vehicle has already been repaired.
5. Agent stated Enterprise is going after customer and customer's insurance for reimbursement on repairs.

*** NOTES 01/08/2014 3:50 AM Pacific Daylight Time JMojica Action Type:Manager review
Per PQ Dept:

1. No evidence of manufacturer's defect.
2. Fabric was affected externally.

*** PHONE LOG 01/08/2014 10:06 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr:

1. Calling in reference to vehicle.
2. Wtr spoke to Enterprise and also reviewed case internally, and the determination has been that this was not a manufacturer's defect.

Customer:

1. Ok, but was the vehicle inspected?
2. What happened was we were loading the vehicle and the vehicle was off but we had the emergency lights on.
3. Then, we saw that the seat melted and the seat was hot and there was smoke.
4. My brother was there and he saw it.
5. I didn't do this.
6. We don't smoke and we don't drink.
7. We had to wait 4 hours for Enterprise to trade the rental once we reported the incident because it was Thanksgiving day and the only Enterprise open was at the airport.

Wtr:

1. Apologized, at this moment there is no evidence of a manufacturer's defect.
2. If Enterprise felt that this was a factory defect they would have contacted Kia directly for a reimbursement.
3. By all means, wtr is not saying that customer did this purposely however it was not a manufacturer's defect.
4. Apologized that Enterprise took 4 hours to get a replacement vehicle, but that would be something customer would have to speak to Enterprise about.

Customer's brother:

1. Well, who inspected the vehicle?
2. They were supposed to have a Kia dlr inspect the vehicle per KCAC.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2014 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					20

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Seat/Seat Belt

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Heating/Cooling Operation

3. Reiterated incident.
4. We don't smoke or drink.

Wtr:

1. Wtr spoke to Enterprise this morning.
2. Enterprise Agent stated they had the vehicle inspected.
3. Enterprise Agent stated they did not find evidence of a factory defect and therefore they contacted the customer's ins. co.

Customer:

1. Yes, Geico paid this without telling me!
2. They paid this out in December apparently.
3. I told Geico that its not my fault!
4. I am unemployed and I cannot afford this.
5. I have been unemployed for about two months now.

Wtr:

1. Apologized, but then this would be a matter between Enterprise, customer, and Geico.
2. No evidence on Manufacturer's defect and therefore Kia would not be offering any assistance.

Customer:

1. Who did you speak to at Enterprise.
2. I will have to contact them.

Wtr:

1. Wtr does not have contact info, but wtr spoke to Denise.

Customer:

1. Do you know the dept.?
2. I called and spoke to them in December and something is going on.
3. The guy I spoke to was stuttering and I got three different claim numbers.
4. Enterprise is hiding something!

Wtr:

1. That is between the customer and Enterprise.

Customer:

1. I am just so over this.
2. I am going to call Enterprise.

*** CASE CLOSE 01/15/2015 5:05 PM Pacific Daylight Time JMoJica
No further action required.

Kia Motors America

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Last name	First name	VIN of	2014 SOUL	Case Number	Mileage
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Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Dashboard Light Operation

Case History

Techline case (T [REDACTED] 30) created on 2 [REDACTED] 55:40 by Allstar Kia.

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

--For Reference--

TL Case created by (Dealer Technician) [REDACTED]

TL Case creator phone : [REDACTED]

TL Case creator email : [REDACTED]

Below are the notes from the TL case describing the concern:

*** Performed by contact: [REDACTED]

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

Problem Description :

I have a 2014 Soul the customer said that while driving smoke started to come from behind the dash and now half of the cluster is burnt out. I pulled the cluster and I can hear something in there thats loose my guess is that whatever that is caused a short between 2 or more circuits which then caused the cluster the get ruined at this moment only half the cluster illuminates when running the vehicle I believe we need to replace the cluster.

Diagnostics Performed :

removed cluster to inspect.

*** NOTES 02/25/ [REDACTED] 3:56 AM US Mountain Standard Time [REDACTED] Action Type: Manager review

Notes from duplicate case

R/A towed vehicle to ALLSTAR KIA. Please contact dealer to determine the reason for tow and contact the customer for assistance.

- For Reference [REDACTED]

Caller Name [REDACTED]

Caller Phone : [REDACTED]

Dispatched [REDACTED]

Tow Provider : [REDACTED]

*** PHONE LOG 02/25/ [REDACTED] 10:39 AM US Mountain Standard Time TLarson Action Type: Outgoing call

1 Wanted to find out the status of the [REDACTED]

1 Dash Board Smoking

2 About 3/4 of the dash is burned out

3 New Cluster ordered

4 Cluster is due Thursday

5 Then it is sent for programming

6 It is a week turn around from the day we send it

7 Should have it back late next week

8 Offered rental but customer declined

9 DPSM authorized repairs and told us to proceed

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of	2014 SOUL	Case Number	Mileage
					24

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Dashboard Light Operation

10 No other components were damage

Writer Advised

1 Ok Thank you

*** PHONE LOG 02/25/ [REDACTED] 10:43 AM US Mountain Standard Time TLarson Action Type:Outgoing call
Writer Called Customer @ [REDACTED] (VM)

- 1 Calling to follow up on a repair situation
- 2 Please Give us a call back so we can discuss
- 3 Provided Call back info and case number

[!<For Internal Use Only

If writer is not available please obtain fire report and send to nca>!]

[REDACTED] US Mountain Standard Time LHarrison Action Type:Incoming call

1. RO opened 2-24-14 number [REDACTED] 6
2. T [REDACTED] 30
3. Veh had smoke coming from behind dash
4. Instrument cluster was melting internally
5. Parts on order, cust decline loaner
6. Veh mileage is 624
7. Cust call back is [REDACTED]

*** PHONE LOG 02/25/ [REDACTED] 1:09 AM US Mountain Standard Time SHoward Action Type:Incoming call
Customer transferred from RSA
Customer states

1. Someone called me and I don't know why

Writer states:

- [REDACTED] was trying to contact you in regards to you vehicle smoking
2. Gave case number
 3. Writer will send you case to the appropriate office
 4. Someone from that department will contact you within two to three business days

Thanked call ended

*** NOTES 02/25/ [REDACTED] 1:10 AM US Mountain Standard Time SHoward Action Type:Manager review
Dispatching to NCA

1. The customer alleges that the dash board was smoking
2. Please review

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Consumer Affairs Department

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Last name	First name	VIN of	2014 SOUL	Case Number	Mileage
					624
					tar KIA

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Dashboard Light Operation

*** NOTES 02/25/2014 2:47 PM US Mountain Standard Time SHoward Action Type:Manager review

Writer called CA242 Service Director Ralph

Writer states:

1. Calling to get info on the vehicle smoking concern

Ralph state:

1. It was smoking the instrument cluster burnt out
2. We offered her rental she declined
3. The cluster is on order and sent it to Palo Alto
4. Not a repeat concern
5. Did contact DPSM

*** PHONE LOG 03/05/2014 2:26 PM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with customer, Debbie [REDACTED]sher and left a detailed VM requesting a call back.

*** PHONE LOG 03/05/2014 2:29 PM Pacific Daylight Time MHillegas Action Type:Outgoing call

Correction to above notes:

Wtr called customer, Debbie [REDACTED]sher and left a detailed VM requesting a call back.

*** PHONE LOG 03/05/2014 2:42 PM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with SM Dane at CA242 and stated:

1. Name, company and reason for calling.
2. What is the status of the repair to vehicle?

SM stated:

1. Instrument cluster is currently being programmed at Palo Alto.
2. I don't expect to get it back until Friday or Monday.
3. We've offered to put the customer in a rental car, however, she has declined.
4. Customer is very nice and reasonable.

Wtr stated:

1. Wtr will follow up with you on Monday 3-10-14.

*** PHONE LOG 03/05/2014 12:51 PM Pacific Daylight Time MHillegas Action Type:Incoming call

Wtr received a call from customer [REDACTED]sher and stated:

1. We've received your case in our office for further review regarding a concern with your 2014 Soul.
2. Wtr apologized for the concern so early on into the ownership period.
3. Wtr is the person that has been assigned to your case to further assist you with resolving the concern.
4. Wtr was advised by SM Dane at the dealer that the instrument cluster is currently at Palo Alto being programmed.
5. SM doesn't expect cluster back until Friday or Monday.

Customer stated:

1. The dealer has been real good about keeping me informed of the status of the repair.
2. Dealer has offered to provide me with a rental, however, I told them that I didn't need one because I have two other cars that I can use.

Page 4 of 5

Kia Case Type Lvl1: Complaint	Kia Case Type Lvl3: Interior
Kia Case Type Lvl2: Quality	Kia Case Type Lvl4: Dashboard Light Operation

1. 3/21/14 instrument cluster replaced.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2014 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					624

ar KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Dashboard Light Operation

*** PHONE LOG 03/24/ 0:47 AM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr called customer, Debbie sher and left a detailed VM requesting a call back.

*** PHONE LOG 03/26/ 2:24 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr called customer, Debbie sher and left a detailed VM requesting a call back.

*** CASE CLOSE 03/26/ 2:24 PM Pacific Daylight Time MHillegas
Pending further customer contact.

Notes added by admin

Customer has been issued a \$50.00 prepaid Visa card on 03/21/ 2:00:00 AM

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of	2014 SOUL	Case Number	Mileage
					0
				Dealer: GA064 Carriage KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: System&Policy/General

Kia Case Type Lvl2: Sales

Kia Case Type Lvl4: Sales Survey

Case History

Kia Dealer Sales Satisfaction Survey

*** CUSTOMER SURVEY RESPONSE ***

7. Did you experience any problems with your vehicle at the time of delivery

Response: Yes

Comments: kept experience a burning odor while in the vehicle. after looking under the vehicle, a strip of tape was found still hanging and melting from a component under the vehicle. burning odor is still present even after tape was removed. questioning if other problems are also present

*** UP TO 5 MOST CURRENT ACTIONS BETWEEN DEALER AND CUSTOMER TO RESOLVE (Oldest To Most Current Order) ***

ACTION 1:

Forward Email on 04/05/2013
forwarded

ACTION 2:

Add Comments on 04/05/2013

Alerts were not received - pending to discuss possible resolution with Chuck on Monday.

1) Mr. Robert, Thank you for taking my call this afternoon. As discussed I will contact you back on Saturday to discuss your concerns in more detail. Should you have any questions or concerns in the meantime, please do not hesitate to contact me. Sincerely,

ACTION 4:

Follow Up Email Response on 04/11/2013 2:07

Follow-up email sent to

ACTION 5:

Follow Up Email Response on 04/16/2013 08

Concerns Addressed or Resolved: No Customer Comments: my concerns were not met- A) wanted to get the credit life insurance coverage for the vehicle. however, we were told this was not available and to see our insurance agent about it. only to get home and find out that the paperwork was in the bag were we had signed to refuse it. B) we were offered tickets to sporting events, if we purchased the vehicle which never showed up. C) We had wanted to keep the payments under \$250 a month. they ended up closer to \$300.

*** CALL TO ACTION ***

Case created and dispatched to Kia Consumer Assistance Center for customer and dealer contact to provide further assistance to resolve any open issues

*** PHONE LOG 04/18/2013 9:41 AM US Mountain Standard Time CBierle Action Type: Outgoing call

Wtr calls customer states:

1. Gave writer information
2. Advised calling in reference to feedback from Vital Insight Sales Survey
3. Advised wanted to see if customer wished to add to complaint or have issues been resolved
4. Apologized

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2014 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]				[REDACTED]	0
[REDACTED]				Carriage KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: System&Policy/General

Kia Case Type Lvl2: Sales

Kia Case Type Lvl4: Sales Survey

5. Advised will contact dealership and follow up with customer
6. Advised to call with questions or concerns

Cust states:

1. Issues are no resolved
2. The big thing was the insurance
3. The dealership said they do not offer it
4. When we went over our paperwork it shows were we declined it
5. I have not heard back from anyone at the dealership

*** PHONE LOG 04/21/ [REDACTED] 3:36 AM US Mountain Standard Time CBierle Action Type:Outgoing call
Wtr calls GA064

1. Gave writer, customer and vehicle information
2. Request information on customer complaint
3. Advise customer has issues with the credit life insurance and sport event tickets

Chuck Sales Manager states:

1. We have been trying to get ahold of this customer
2. We ask every customer we have 3 forms exactly:
 - a. one if for gap and on is for extended warranty
 - b. two is for the extended warranty
 - c. Third is for the credit life and disability
3. It would be profit for us, I don't know why we would not want them to get it
4. Let me pull his file
5. Contact me sometime after 3PM eastern time

*** PHONE LOG 04/22/ [REDACTED] 7:14 AM US Mountain Standard Time CBierle Action Type:Outgoing call
Wtr calls GA064 states:

1. Gave writer, customer and vehicle information
2. Advised following up on case for Tomy Robert

Chuck Sales Manager States:

1. I have documents that are signed that declined the credit life and disability
2. The page shows on top "Credit Life and Disability"
3. I can only go by what he signed
4. As for the tickets, we do not have any promotion with tickets
5. They only sporting event offerer there was, was Hawks tickets for a test drive but nothing was mentioned by the customer

*** PHONE LOG 04/22/ [REDACTED] 7:25 AM US Mountain Standard Time CBierle Action Type:Outgoing call
Wtr calls customer states:

1. Gave writer information
2. Advised following up on case
3. Advised spoke with Sales Manager Chuck
4. Advised according to the papers that were signed the Credit Life and Disability was declined
5. Advised dealership can only go the documents that were signed
6. Advised the only sports event tickets offered were for test drives

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Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2014 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					0
					IA

Kia Case Type Lvl2: Sales

Kia Case Type Lvl4: Sales Survey

- 7. Advised can file complaint on customer's behalf against the dealership
- 8. Apologize customer feels that way

Cust states:

- 1. Word of mouth is just as good
- 2. I will just tell 20 people never to go to that dealership
- 3. The car is good but the people who represent you suck

Customer disconnects call***

*** NOTES 04/22/ 7:25 AM US Mountain Standard Time CBierle Action Type:Dealer contact
***Closing case pending customer call back ***

*** CASE CLOSE 04/22/ 7:26 AM US Mountain Standard Time CBierle

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2014 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					19
					IA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Roadside Assistance

Kia Case Type Lvl2: Service

Kia Case Type Lvl4: Towing

Case History

R/A towed vehicle to JTS KIA. Please contact dealer to determine the reason for tow and contact the customer for assistance.

- For Reference

Caller Name

Caller Phone :

Dispatched

Tow Provider :

*** PHONE LOG 05/22/ 3:13 PM US Mountain Standard Time MFlores Action Type: Outgoing call

Writer called- LVM

1. Following up on status of vehicle - since towed to dealer
2. Gave 800# case# ext#
3. Advised will be following up on status of repairs
4. Call with any concerns

*** NOTES 05/23/ 2:27 PM US Mountain Standard Time MFlores Action Type: Dealer contact

Writer SC030 -

1. Following up on status of vehicle

Peter states :

1. He tires burning smoke -
2. Found brake line was bend - (hoses) caused her emergency brake engaged
3. We replaced the brake line and bled out the brake lines
4. Customer has vehicle now - completed
5. Ro# - 5/21/14

*** PHONE LOG 05/28/ 4:06 PM US Mountain Standard Time MFlores Action Type: Outgoing call

Writer called- LVM

1. Following up on status of vehicle - since towed to dealer
2. Gave 800# case# ext#
3. Advised will be following up on status of repairs
4. Call with any concerns

*** CASE CLOSE 05/28/ 4:07 PM US Mountain Standard Time MFlores

*** CASE CLOSE 07/01/ 10:09 AM US Mountain Standard Time BBauer
Fire Tread Review Complete-BB

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2014 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					0
					vn

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Bag Deployment in Normal

Case History

1. Calling on behalf of customer
2. Was in an accident and airbag did not deploy and someone got hurt
3. She has an alleged liability

Wrt advised:

1. Can get interpreter on the line

Cust stated:

1. Yesterday afternoon around 4 pm,
2. Husband and son parking in the parking lot, by accident hit something on the bumper
3. The car itself is fine and no dents but the airbag deployed
4. The airbag blew up
5. The driver side airbag is supposed to blow up like balloon
6. Flared up and started a fire
7. Has burns on arms because of the airbag
8. Son has injuries on his head as well

Wrt advised:

1. Apologized
2. Will get incident report

Cust stated:

1. No medical attention
2. But husband waiting one more night to see if burns will get worse
3. If does will go to hospital tomorrow for it
4. Did not call police, all startled
5. Did not contact insurance company
6. Wanted to come to KIA first
7. Most likely a defect
8. Repairs have already been done
9. Can dealership just take pictures and send it to you

Wrt advised:

1. Advised will speak with dealership and have them send pictures
2. Advised will have them send it and will attach to case file
3. Will receive a call within the next 2 bus days
4. If can speak with Jay will discuss

Cust stated:

1. Will get him for you thank you

Jay stated:

1. Already sent pictures to DPSM Joe Hegmann, Margie and Ty in region

Wrt advised:

1. Okay will send off to proper department.

*** NOTES 04/30/2014 10:53 AM US Mountain Standard Time EChildress Action Type: Dealer contact

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Last name	First name	VIN of	2014 SOUL	Case Number	Mileage
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Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Bag Deployment in Normal

[!<For Internal Use Only

***** Additional notes*****

1.Airbag deployed >!]>

*** NOTES 04/30/2014 10:55 AM US Mountain Standard Time EChildress Action Type:Dealer contact

*****Call to Action*****

1. Sending to NCA per customer alleges airbag deployed and fire started
2. Customer aware sending to another office
3. Pictures already sent by Jay Blitzer Service director of CA271
4. Please reach out to customer accordingly

*** NOTES 04/30/2014 10:57 AM US Mountain Standard Time EChildress Action Type:Dealer contact

Emailed DPSM JHegmann regarding sending to NCA

*** PHONE LOG 05/01/2014 1:37 AM Pacific Daylight Time EChildress Action Type:Outgoing call

Conference called customer with KCAC, but unable to reach customer via email setup.

*** NOTES 05/01/2014 1:44 AM Pacific Daylight Time EChildress Action Type:Dealer contact

Called dealer CA271 and spoke with Service Manager

Writer states:

1. Did you inspect the undercarriage of the car?
2. Did you check for DTCs?
3. Did you see any signs of a thermal event?
4. Thank You

Dealer states:

1. Did not check the undercarriage
2. No sir, we did not touch the car
3. She drove it in yesterday and then she drove it home
4. No fire, no charring
5. She's saying that her husband was burned, but I would assume it was from the chemicals or the heat
6. But there was no fire

*** PHONE LOG 05/01/2014 1:44 AM Pacific Daylight Time EChildress Action Type:Incoming call

Received call from [REDACTED] contacted KCAC [REDACTED] (once)

Customer states:

1. My husband was driving and my 31 year old son was passenger seat
2. He was parking at home and he hit a cement bumper
3. It didn't deploy like a balloon, deployed slowly
4. Caught on fire, husband hand was burned

Writer states:

1. Did he see actual flames?
2. How was he able to extinguish the fire?

Customer states:

1. We saw flames on the driver side, no flames on the passenger side, just smoke

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2014 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]				10	0
Dealer: CA271 KIA of Downtown					

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Bag Deployment in Normal

2. He got the fire out with the airbag
3. He got burned on his hand from holding the steering wheel

Writer states:

1. Was anyone injured?
2. Was anyone taken to the hospital?
3. Where is the vehicle currently at now?

Customer states:

1. My husband burned his hand, but it wasn't serious
2. Son had a light cut to the head
3. No hospital, we just applied medication
4. We are riding the car around

Writer states:

1. What are you requesting from Kia?
2. Requested photos of injuries
3. I will get this reviewed and follow up with you

Customer states:

1. The car is not even a year old, we think there is something wrong with the car
2. We love Kia but if the airbags deploys because of a minor impact, we can't trust Kia
3. We don't have email and my son is handicapped
4. The injury is not important

*** NOTES 05/01/ [REDACTED] 3:48 PM Pacific Daylight Time [REDACTED] Type:Internal
KMA Engineers to inspect vehicle. Obtain permission [REDACTED] EDR.

*** NOTES 05/04/ [REDACTED] 2:00 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Called dealer CA270 and spoke with Service [REDACTED]

Writer states:

1. Kia will be inspecting customer's vehicle [REDACTED]
2. I will let you know once an inspection date has been confirmed
3. Thank You

Dealer states:

1. It cannot be on a Saturday and I won't be here this Thursday
2. My email [REDACTED]

*** NOTES 05/04/ [REDACTED] 2:00 PM Pacific Daylight Time [REDACTED] Internal
Advised KMA Engineers. [REDACTED]

*** PHONE LOG 05/06/ [REDACTED] 10:00 AM Pacific Daylight Time [REDACTED] Type:Incoming call
Received message from customer:

1. My name [REDACTED]
2. Can you call me please [REDACTED]

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2014 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]				[REDACTED]	0
Dealer: CA271 KIA of Downtown					

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Bag Deployment in Normal

*** PHONE LOG 05/06/ [REDACTED] 3:50 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Writer conference called customer with KCAC for translation assistance

Writer states:

1. Apologized for not returning call sooner
2. Kia is offering to inspect your vehicle
3. The earliest availability is within the next 2 to 3 weeks
4. However, if you also have the option to proceed with the repairs through your insurance company
5. If you chose to do so, we will work with your insurance company to inspect your vehicle

Customer states:

1. I would rather not go through my insurance
2. When Kia inspects my vehicle and doesn't offer any settlement, we are going to hire a lawyer

Writer states:

1. Who was driving the vehicle?
2. I will need to send your husband a letter requesting permission to download the EDR information
3. Please have your husband read it, sign it and then mail it back to me
4. Once an inspection date has been confirmed, I will reach out to you
5. In the meantime, Kia recommends not driving the vehicle for safety reasons

Customer states:

*** PHONE LOG 05/07/ [REDACTED] 2:29 PM Pacific Daylight Time [REDACTED] /fax sent
Sent customer EDR Authorization Letter via FedEx. Track [REDACTED]

*** NOTES 05/08/ [REDACTED] 3:35 AM Pacific Daylight Time SamuelKim Action Type:Internal
Advised KMA Engineers.

*** NOTES 05/11/ [REDACTED] 4:08 PM Pacific Daylight Time SGuindi Action Type:NCA Corresp. rec'd
NCA rec'd signed EDR authorization form from customer. Attaching to case and reassigning to SamuelKim.

*** PHONE LOG 05/18/ [REDACTED] 3:48 AM Pacific Daylight Time SamuelKim Action Type:Incoming call
Received message from customer:

1. This is Kwi Nyo Kim
2. Still nobody call me, that's why
3. Soon as possible you can call me please [REDACTED]
4. Please call me

*** NOTES 05/18/ [REDACTED] 10:28 AM Pacific Daylight Time SamuelKim Action Type:Internal
KMA Engineer to inspect vehicle on 5/26 @ 11AM.

*** NOTES 05/19/ [REDACTED] 3:28 PM Pacific Daylight Time SamuelKim Action Type:Internal
Writer unable to get a hold of [REDACTED] n translator.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2014 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
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Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Bag Deployment in Normal

*** PHONE LOG 05/20/2014 1:32 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Writer conference called customer with KCAC for translation assistance

Writer states:

1. Kia would like to inspect this vehicle this coming Tuesday 5/26 beginning at 11AM
2. The inspection will take 2 to 3 hours at Kia of Alhambra

Customer states:

1. I have to pick up my disabled son at 1:30PM
2. Can I get a loaner vehicle or drop off the car at 9AM?

Writer states:

1. Let me find out and I will give you a call back

Customer states:

1. Also, I just purchased this car not even 10 months ago
2. Three months after I purchased the car, the TPMS keeps coming up
3. I did take it to the Kia dealership, but I've been spending 5 to 10 dollars every month taking this car to a local mechanic to have the air put into the tires
4. Can I have the dealership take a look at this as well?

Writer states:

1. Sure

*** NOTES 05/20/2014 1:33 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Called dealer CA270 and spoke with receptionist:

Writer states:

1. Requested to speak with Service Manager Donald Ellis
2. Gave dealer call back number

Dealer states:

1. He's not in his office right now
2. I can have him call you back

*** NOTES 05/20/2014 1:52 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Called dealer CA270 and spoke with Service Manager Donald Ellis

Writer states:

1. Calling to see if Kia can have an inspection take place on 5/26
2. Thank You

Dealer states:

1. I won't be here on Tuesday, but if you let me know by tomorrow, I'll let my SA know

*** NOTES 05/20/2014 1:54 PM Pacific Daylight Time SamuelKim Action Type:Internal
Pending response from KMA Engineer.

*** NOTES 05/22/2014 9:44 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Called dealer CA271 and spoke with Service Manager Jay Blitzer

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Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2014 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]				[REDACTED]	0
[REDACTED]				CA271	KIA of Downtown

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Bag Deployment in Normal

Writer states:

1. Kia will be inspecting this vehicle on 5/26
2. Please place customer in a loaner or a rental
3. Thank You

Dealer states:

1. That's fine, just send me an email with all that information
2. My email [REDACTED]

*** PHONE LOG 05/22/ [REDACTED] 10:02 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Writer conference called customer with KCAC for translation assistance

Writer states:

1. Kia will be inspecting your vehicle this Tuesday 5/16 at Kia of Downtown
2. Kia will provide you with a loaner or a rental

Customer states:

1. I will drop off my vehicle at 9AM
2. Thank You

*** NOTES 05/22/ [REDACTED] 12:26 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Sent email to Service Manager Jay at dealer CA271 ([REDACTED]) and CC'd DPSM JHegmann
Hi Jay,

Thank you for all your help with this. Per our conversation, Kia will be sending out our engineer this Tuesday 5/26 at 11AM to inspect customer's vehicle. The customer is going to drop off her car around 9AM. Please place the customer in a loaner or a rental per KMA rental policy (no gas, no insurance, \$30 per day maximum) and Kia will reimburse you. The customer stated she will come back in the evening to pick up her vehicle.

Also, the customer is stating her TMPS light keeps coming on. Would you be able to open up an RO and address this concern. If not, I can have the customer setup an appointment and have her come back another day.

*** NOTES 05/27/ [REDACTED] 11:01 AM Pacific Daylight Time SamuelKim Action Type:Internal

Reviewed case with KMA Engineers:

1. Driver accelerated prior to impact, speed increased prior to impact
2. At time of impact, accelerator pedal was pressed more than 50%
3. Driver did not hit brake at time of impact
4. Airbag deployed normally, operated as designed
5. Neither passengers were wearing seatbelt

*** NOTES 05/27/ [REDACTED] 11:05 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Called dealer CA271 and left message for Service Manager Jay Blitzer

1. Requested RO and copy of rental invoice or loaner agreement
2. Gave dealer call back number, fax number and email address

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of	2014 SOUL	Case Number	Mileage
					0
Dealer: CA271 KIA of Downtown					

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Bag Deployment in Normal

*** PHONE LOG 05/27/2014 2:46 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Writer conference called customer with KCAC for translation assistance

Writer states:

1. Kia inspected your vehicle
2. Referred customer to insurance company
3. Airbags operated as designed
4. Driver accelerated prior to impact
5. Driver did not hit brake at time of impact
6. Neither driver or passenger was wearing seatbelt

Customer states:

1. The airbags deployed due to the accident and we got injured
2. I will contact the insurance company
3. I will ask my husband about the seatbelts
4. Also, the tires are losing air faster than normal

Writer states:

1. The dealership is aware of your concern and should be contacting you shortly

Customer states:

1. I will wait for the dealership to call me
2. Thank you

*** NOTES 05/27/2014 2:47 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Called dealer CA271 and spoke with Service Manager Jay Blitzler

Writer states:

1. Customer was referred to insurance company
2. Customer is also stating TPMS is on
3. Thank You

Dealer states:

1. We're working on that
2. I should have the paperwork for you shortly

*** NOTES 05/27/2014 3:22 PM Pacific Daylight Time SamuelKim Action Type:Internal
Reviewed case with KMA Engineers:

1. Customer also had aftermarket floor mats

*** NOTES 06/01/2014 2:13 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Sent email to Service Manager Jay at dealer CA271 ()
Hi Jay,

Just checking in. I haven't received the paperwork on this. Let me know if you need anything.

*** NOTES 06/01/2014 3:09 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Received RO# from Service Manager Jay at dealer CA271 ()

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Consumer Affairs Department

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Last name	First name	VIN of	2014 SOUL	Case Number	Mileage
[REDACTED]				[REDACTED]	0
Dealer: CA271 KIA of Downtown					

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Bag Deployment in Normal

*** NOTES 06/01/[REDACTED] 3:09 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Sent email to Service Manager Jay at dealer CA271 ([REDACTED])
Hi Jay, do I owe you anything on this?

*** NOTES 06/01/[REDACTED] 3:10 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Received email from Service Manager Jay at dealer CA271 ([REDACTED])
Nothing

*** CASE CLOSE 06/01/[REDACTED] 3:11 PM Pacific Daylight Time SamuelKim

*** CASE CLOSE 07/02/[REDACTED] 0:29 AM US Mountain Standard Time RHall
Airbag Tread completed by SHoward

Kia Motors America
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Last name	First name	VIN of	2014 SOUL	Case Number	Mileage
					16,500

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 05/18/ [REDACTED] 4:48 PM Pacific Daylight Time SGuindi

NCA rec'd letter from Nationwide Insurance. Letter states:

1. Nationwide is the insurance provider for Michael Graham whose vehicle sustained fire damage on 5/2/15.
2. Our preliminary investigation reveals this fire may have resulted from a defect in the automobile.
3. We're notifying you a claim might be filed against you and providing you with the opportunity to inspect the vehicle.

Attaching to case and dispatching to NCA.

*** PHONE LOG 05/20/ [REDACTED] 1:40 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called Nationwide Insurance and left message for Lynn Ellis [REDACTED]

1. Calling in regards to your claim number [REDACTED] B-GB
2. Your insured Michael Graham
3. Requested VIN, photos and copy of fire or police report
4. Gave customer email address and call back number

*** PHONE LOG 05/22/ [REDACTED] 3:29 AM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax rec'd

Received email from Lynn Ellis at Nationwide Insurance [REDACTED]

Hello Sam,

The letter sent to KIA had the VIN in the address.

KNDJP3A53E [REDACTED] 38

IV: 2014 KIA SOUL PLUS/ECO BOOST

APPROX MILEAGE: 16,500

AFTERMARKET EQUIPMENT: NO

PURCHASED NOV 2014

NOTHING WAS PLUGGED INTO CIGARETTE LIGHTER OR AUX PORT

FIRE DETAILS: ON 5/2/15 PH STATES THAT HE PARKED THE IV AT 1-2 PM AT HIS MOM'S HOUSE. VEHICLE WINDOWS WERE UP. AT 5:45 PM HE GOT BACK IN THE IV AND THE WHOLE MIDDLE OF THE IV WAS BURNED AND THE WINDOWS WERE ALL [REDACTED]. PH STATES THAT IT APPEARS TO HAVE STARTED NEAR THE CUP HOLDER AND WENT BACK. NO FIRE PRESENT WHEN PH DISCOVERED IT, JUST MELTED. PH DID CALL POLICE/FIRE AND UPPER MERION TWP POLICE CAME ALONG WITH A FIRE INSPECTOR. FIRE INSPECTOR STATED IT APPEARED TO BE ELECTRICAL. REPORT # 15-[REDACTED].

INSURED STATE THAT HE WAS NOT HAVING ANY PROBLEMS WITH THE VEHICLE PRIOR TO THIS.

RECENT REPAIRS: HAD TAKEN THE VEHICLE IN FOR RECALL ON 4/30/15 AT KIA DEALERSHIP ON ESSON AVE FOR SOMETHING FOR A PEDAL AND AIR BAG. EVERYTHING WAS WORKING FINE WITH THE VEHICLE AND NO PROBLEMS.

INSURED HAS NOT HAD ANY OTHER WORK DONE ON THE IV. ONLY HAD OIL CHANGES.

I do not have the fire report yet.

Please see pictures and advise on intent to inspect the vehicle. We do have expert assigned awaiting to set up the same.

Thank you

Lynn

Lynn Ellis

NATIONWIDE PROPERTY & CASUALTY INSURANCE COMPANY

Claims Spec III, Subrogation

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2014 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]				[REDACTED]	16,500

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

One Nationwide Gateway

Des Moines, IA [REDACTED]

(Work) [REDACTED]

(Fax) [REDACTED]

<mailto:[REDACTED]>

*** PHONE LOG 05/22/ [REDACTED] 3:40 AM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax sent

Sent email to Lynn Ellis at Nationwide Insurance [REDACTED]

Hi Lynn,

Thank you for the requested information. Is this vehicle a total loss? Could you provide with the current location of vehicle.

*** NOTES 05/22/ [REDACTED] 3:55 PM Pacific Daylight Time SamuelKim Action Type:Internal

Reviewed case with KMA Engineers:

1. Unable to attend inspection

*** PHONE LOG 05/26/ [REDACTED] 3:27 AM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax sent

Sent email to Lynn Ellis at Nationwide Insurance [REDACTED]

Hi Lynn,

Kia Motors America, Inc. ("KMA") would like to thank you for inviting us to inspect your [REDACTED]
Kia Soul bearing the [REDACTED]. Unfortunately, Kia will not be able to send out our representative within a timely manner. If this is a subrogation claim, we would like to kindly request a copy of the cause and origin report along with a subrogation package to be forwarded to us once it is made available for review. If you have any further questions or concerns, you are more than welcome to contact us.

*** CASE CLOSE 05/26/ [REDACTED] 3:27 AM Pacific Daylight Time SamuelKim

Closing case pending further customer contact.

*** PHONE LOG 06/05/ [REDACTED] 3:07 AM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax rec'd

Received email from Lynn Ellis at Nationwide Insurance [REDACTED]

Hello Samuel,

The vehicle is located at:

Copart in Pennsburg, PA

Yes it is a total loss

Let me know regarding setting up a joint exam of this unit.

Thank you,

*** PHONE LOG 06/05/ [REDACTED] 3:08 AM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax sent

Sent email to Lynn Ellis at Nationwide Insurance [REDACTED]

Hi Lynn,

Kia Motors America, Inc. ("KMA") would like to thank you for inviting us to inspect your insured [REDACTED]
Kia Soul bearing the [REDACTED]. Unfortunately, Kia will not be able to send [REDACTED] within a timely manner. If this is a subrogation claim, we would like to kindly request a copy of the [REDACTED]

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2014 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]				[REDACTED]	16,500
				Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

cause and origin report along with a subrogation package to be forwarded to us once it is made available for review. If you have any further questions or concerns, you are more than welcome to contact us.

*** CASE CLOSE 06/05/[REDACTED] 3:08 AM Pacific Daylight Time SamuelKim

*** NOTES 06/30/[REDACTED] 4:04 PM Pacific Daylight Time SamuelKim Action Type:Internal
TREAD review complete

*** CASE CLOSE 06/30/[REDACTED] 4:07 PM Pacific Daylight Time SamuelKim

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2014 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
				01	14,500
				Dealer: FL113	Regal 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 LOG 07/08/ 4:34 AM US Mountain Standard Time HBrandt

SM from FL113 called and states:

1. Cust called this morning and stated that veh caught on fire
2. I don't know what we should do

Writer states:

1. Apologized
2. Advised dealer to have cust call KCAC to provide more info

SM states:

1. I tried but she said it is a brand new car and this should not happening so Kia should call her

Writer states:

1. Will follow up with cust to get accident script and dispatch case to NCA

SM states:

1. Will have veh towed to shop and get a loaner veh for cust
2. Thank you

*** NOTES 07/08/ 1:04 PM US Mountain Standard Time HBrandt Action Type:Internal

***** Contact cust for accident script info *****

*** PHONE LOG 07/10/ 1:05 PM US Mountain Standard Time BLewis Action Type:Outgoing call

Writer Called customer and LVM:

1. Calling to follow up
2. Dealer contacted us in regards to vehicle fire
3. Any questions or concerns please call back
4. Left writer info and case Id

*** NOTES 07/10/ 1:16 PM US Mountain Standard Time BLewis Action Type:Dealer contact

Writer called FL113and States:

1. Calling to follow up
2. We need customer to contact us
3. Gave case #

Jeff states:

1. We are have not touched the vehicle
2. We are waiting to be contacted and told what to do

Writer thanked call ended

*** NOTES 07/10/ 1:20 PM US Mountain Standard Time BLewis Action Type:Manager review

Sent email to DPSM Aaron Shoemo advised of case going to NCA

*** NOTES 07/10/ 1:22 PM US Mountain Standard Time BLewis Action Type:Manager review

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2014 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
				01	14,500
				aler: FL113	Regal KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Forwarding case to NCA customer alleges vehicle caught fire dealer called in and has vehicle they are advising customer to contact for scripting please review and follow up accordingly

*** PHONE LOG 07/14/ 9:16 AM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr spoke to SM Jeff:

1. Wtr requested pictures.
2. SM stated nothing appears burn, but theres an after market charger sitting on the dash that smells burnt.
3. Wtr requested pictures of that as well.
4. Wtr provided email address and c/b #.

*** PHONE LOG 07/16/ 3:18 AM Pacific Daylight Time JMoJica Action Type:Incoming call

SM Jeff left VM:

1. Please c/b at or on my cell

*** PHONE LOG 07/17/ 2:26 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr left VM for SM requesting c/b.

*** PHONE LOG 07/17/ 2:36 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr spoke to SM Jeff:

1. SM stated pictures were sent over when we last spoke.
2. Wtr did not receive pictures, will send email to SM and SM can reply with pictures.

*** PHONE LOG 07/17/ 2:36 PM Pacific Daylight Time JMoJica Action Type:Ltr/email/fax sent

From: Mojica, Jeannie [KMA]

Sent: Friday, July 17, 35 PM

To: "

Subject: Forman-K 01-KNDJN2A28E 35

Jeff,

Per our conversation, please send me pictures of the vehicle in subject.

*** PHONE LOG 07/17/ 2:37 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr spoke to Ronald Forman at

1. Mr. Forman stated wtr needs to speak to Janice Forman (mother).
2. Mr. Forman stated " I jus signed with her but its her car".

*** PHONE LOG 07/17/ 1:46 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr:

1. Calling in reference to vehicle.
2. I am in communicate with the dlr, but wanted to follow up with you.
3. The SM is in the process of sending over pictures.

Customer:

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Last name	First name	VIN of	2014 SOUL	Case Number	Mileage
				01	14,500
				Dealer: FL113	Regal KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

1. Pictures are not going to do anything.
2. You won't be able to see anything.
3. I will not get back into this car until the electric system is thoroughly inspected.
4. How about you ask me about what happened instead?
5. Don't you think that would be helpful?!

Wtr:

1. Apologized.
2. That's were I was headed.

Customer:

1. I was driving, I didn't have anything plugged in at the time.
2. I had been driving a lot that day, from like 9am to 5pm on and off.
3. Anyway, all of a sudden I saw fire coming from the center part of the car where the 3 portals are.
4. I saw flames coming through the 3 portals.
5. I pulled over, and luckily there was a policeman behind me.
6. He saw it too.
7. He told me not to drive the car.
8. I turned off the car, and had it towed because there was no way I would be driving that thing after I saw the flames.
9. The flames were about the size of a medium sized pumpkin.
10. It was so strange, there was nothing plugged in.
11. Anyway, I don't see how pictures will do anything.
12. Its like if I go to the dr's and they take pictures of me when I am complaining about my heart.
13. From the outside, I look like a healthy person.
14. So, how will pictures help with that.?
15. Do you have a supervisor that I can speak to?
16. Do I need to get my atty involved?
17. I am not comfortable with where this is going...

Wtr:

1. I do have a supervisor that you can speak to.
2. However, I would appreciate the opportunity to work directly with you instead of through a supervisor and an atty.
3. Like I was stating, I am going to review your case with my engineers.
4. Pictures are just standard procedure, as most of the time, they can provide my engineers with more details.

Customer:

1. Ok, can you email me your info?

Wtr:

1. Ok, I wil email you.

Customer:

1. Ok, and do have your supervisor call me back.

Wtr:

1. That won't be a problem.
2. He can call you back Monday as he is not currently available.
3. I will send you and email now.
4. Thanked and disconnected.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2014 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
				01	14,500
				3	Regal KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** PHONE LOG 07/17/ [REDACTED] 1:46 PM Pacific Daylight Time JMoJica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Friday, July 17, [REDACTED] 58 PM
To: [REDACTED]
Subject: Kia Case #: K [REDACTED] 01

Ms. Forman,

Per our conversation, my information is listed below:

*** PHONE LOG 07/21/ [REDACTED] 3:23 PM Pacific Daylight Time JeffStroup Action Type:Outgoing call
wtr left voicemail for customer to call back

*** PHONE LOG 07/22/ [REDACTED] 10:43 AM Pacific Daylight Time JeffStroup Action Type:Incoming call
Ms. Forman called and stated:
1. returning your call

wtr stated:

1. i understand you were working with Jeannie and asked to speak with me
2. how can i help?

Ms. Forman stated:

1. im in school and wont be able to speak until after 4:30 eastern time
2. can you give me a call back then?
3. thank you

Wtr stated:

1. yes, i will try contacting you around 5 pm
2. thank you

*** PHONE LOG 07/22/ [REDACTED] 10:53 AM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr spoke to SM Jeff:

1. Wtr still has not received email with pictures.
2. SM sending pictures again via cell phone.
3. Wtr instruced dlr to go ahead and have tech diagnose vehicle and c/b once more diag info is available.

*** NOTES 07/22/ [REDACTED] 1:21 PM Pacific Daylight Time JeffStroup Action Type:Dealer contact

wtr spoke with service manager Jeff

1. there is no indication a thermal even started
2. technical inspected usb port, 12 volt port, and fuses and all are in tact
3. technical verified the usb port and 12 volt port work properly at this time
4. dealer smelled customers aftermarket USB connector and that smells burnt
5. dealer smelled USB port and 12 volt port and no smell

*** PHONE LOG 07/22/ [REDACTED] 1:24 PM Pacific Daylight Time JeffStroup Action Type:Outgoing call

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Last name	First name	VIN of	2014 SOUL	Case Number	Mileage
				01	14,500
				L113	Regal KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

wtr left voicemail for customer to call back.

*** PHONE LOG 07/22/2014 2:25 PM Pacific Daylight Time JeffStroup Action Type:Incoming call
Ms. Forman called and stated:
1 returning your call

wtr stated:

1. thank you for calling back
2. we were able to contact the dealer and obtain some photos of the vehicle
3. unfortunately, i dont see any signs of a fire or thermal even from the photos
4. can you please help me locate the signs?

Ms. Forman stated:

1. there was a fire in my car
2. the fire was the size of a pumpkin or soccer ball size
3. it burned in the vehicle and it came right out of the charger volt area
4. its all burned
5. im not crazy, its all there

wtr stated:

1. again apologized
2. unfortunately, i wasnt able to see any signs from the pictures i recieved
3. the delaership also inspected and coundnt find any signs of damage
4. the dealership also inspected the fuse, elements, and wiring and no concerns were noted.
5. they tested and verified the system is operating as designed
6. at this time, the vehicle is ready for pick up and the rental to be returned

Ms. Forman stated:

1. im not returning the rental
2. how will i know what the dealer inspected
3. im not returning this rental, i will have my attorney contact you
4. i want to speak with your boss

wtr stated:

1. the repair order will be documented
2. i will put a request in to have my supervisor contact you
3. i wanted to verify a few things
4. i do see an aftermarket USB charger in the front pocket area, is that what you are using as maybe that was what you saw

Ms. Forman stated:

1. i dont use any aftermarket items
2. i dont have anything in the front area
3. i only have factory kia parts installed and use on my vehicle

wtr stated:

1. i see a USB charger that plugs into the 12 volt that is [REDACTED] and the writing says iessentials on it
2. that would be an aftermarket item and that is what you could of seen
3. but again the dealer was not able to find any concerns with the vehicle and it seems to be operating as designed
4. with that the vehicle is ready for pick up and we will only be authorizing the rental thru tomorrow.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2014 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]				01	14,500
[REDACTED]				Dealer: FL113	Regal KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

ms. Forman stated:

1. im not letting this go
2. i want to speak with your boss
3. i want to know his name right now

wtr stated:

1. again, i will put a request for him to contact you
2. wtr gave NCAM's name
3. again he will contact you as you need to pick up your vehicle.

*** PHONE LOG 07/24/ [REDACTED] 3:57 AM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr spoke to SM Jeff:

1. SM stated customer returned rental and p/u veh last night.
2. SM faxing over RO and sub. inv.

*** PHONE LOG 07/30/ [REDACTED] 2:49 PM Pacific Daylight Time JMoJica Action Type:Ltr/email/fax rec'd
A fax has arrived from remote ID ".

7/24/ [REDACTED] 1:48:22 AM Transmission Record

Received from remote ID:

Inbound user ID KMACA-RIGHTFAX, routing code 0

Result: (0/352:0/0) Successful Send

Page record: 1 - 2

Elapsed time: 01:12 on channel 7

*** PHONE LOG 08/10/ [REDACTED] 2:27 PM Pacific Daylight Time JMoJica Action Type:Web Contact

From: [REDACTED] [mailto:[REDACTED]]

This is Jeff Soloj Service Manager Regal Kia FL113. I am emailing about the lady with the "car that DIDNT catch on fire" v [REDACTED] we were told to put her in a Enterprise car. Enterp [REDACTED] and I am inquiring to see how it will be taken care of.

Thank you for your help

*** PHONE LOG 08/10/ [REDACTED] 2:29 PM Pacific Daylight Time JMoJica Action Type:Ltr/email/fax rec'd

From: Mojica, Jeannie [KMA]

Sent: Monday, August 10, [REDACTED] 29 PM

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2014 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
				01	14,500
				Dealer: FL113	Regal KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Jeff,

That is correct. Kia will reimburse you on your parts statement. However, I need a copy of the invoice and RO. The email you sent did not have any attachments.

*** PHONE LOG 08/18/ 2:51 PM Pacific Daylight Time JMoJica Action Type:Ltr/email/fax sent

From: Mojica, Jeannie [KMA]

Sent: Tuesday, August 18, 52 PM

To:

Subject: K Sou

Jeff,

I received the rental invoice and a tow bill. What is the tow bill for? Did the customer not contact Roadside Assistance? Also, please verify the amount owed.

Thank you,

*** PHONE LOG 08/20/ 4:37 PM Pacific Daylight Time JMoJica Action Type:Ltr/email/fax rec'd

From: [mailto:]

Sent: Tuesday, August 18, 15 PM

To: Mojica, Jeannie [KMA]

Subject: RE: K oul

No the customer did not contact Roadside, I tried to get her to call and she refused because she was convinced that the vehicle caught on fire and she wanted use to take care of everything. Total owed \$371.44

Rental \$293.32

TOW \$78.12

*** PHONE LOG 08/20/ 4:38 PM Pacific Daylight Time JMoJica Action Type:Ltr/email/fax sent

From: Mojica, Jeannie [KMA]

Sent: Thursday, August 20, 38 PM

To:

Subject: RE: K

Jeff,

Ok, no problem. I will get your dlr reimbursed on their parts statement.

Thank you,

Kia Motors America Consumer Affairs Department

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Last name	First name	VIN of	2014 SOUL	Case Number	Mileage
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Kia Case Type Lvl1: Complaint

Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl4: Fire/Explosion

*** PHONE LOG 09/08/ 2:53 PM Pacific Daylight Time JMoJica Action Type:Outgoing call
Wtr submitted GW request:
Dlr to be reimbursed \$371.44 on parts statement.

*** NOTES 09/14/ 3:21 PM Pacific Daylight Time ADellarocca Action Type:Dealer contact
Dlr rcd credit of \$371.44

*** CASE CLOSE 09/14/ 3:22 PM Pacific Daylight Time ADellarocca
Dlr rcd credit of \$371.44

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2014 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					19,093
				Dealer: AL036 Carlock KIA of Tuscaloosa	
Kia Case Type Lvl1: Complaint		Kia Case Type Lvl3: Others			
Kia Case Type Lvl2: Quality		Kia Case Type Lvl4: Other			

Case History

*** PHONE LOG 03/29/ 2:04 PM Pacific Daylight Time CLOftus

NCA rec'd letter from customer's insurance, Progressive. Letter states:

1. Consider this letter a notice that the above vehicle has sustained damages/been deemed a total loss relating to a potential manufacturing defect.
2. Advise if you would like to participate in an expert destructive exam of our insured's vehicle.
3. You have 30 days to respond to this matter.

Attaching to case and dispatching to NCA.

*** NOTES 03/30/ 9:51 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Called dealer AL036 and left message for the Service Department

1. Requested ROs
2. Gave dealer fax number and email address

*** PHONE LOG 03/30/ 9:55 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called Progressive Insurance and left message for Subrogation Representative Meigan Gerich

1. Calling in regards to your claim number
2. Your insured is Jennifer Hewett on a 2014 Kia Soul
3. Requested call back
4. Gave call back number

*** PHONE LOG 03/31/ 9:37 AM Pacific Daylight Time SamuelKim Action Type:Incoming call

Received message from Subrogation Representative Meigan Gerich at Progressive Insurance:

1. This is Meigan with Progressive Insurance
2. I am returning your call in regards to my insured Jennifer Hewett and her 2014 Kia Soul
3. I understand that you received my subrogation notice, give me a call back
4. I am in the office today which is Thursday March 31st until 3 o'clock EST
5. I'm leaving a little bit early today
6. I understand you have a couple of questions
7. I am trying to arrange an expert examination involving Kia as well as the dealership, Carlock Kia of Tuscaloosa
8. My insured has had multiple issues with this vehicle
9. So give me a call back at your earliest convenience
10. My telephone number is and the Progressive claim number is 9305
11. Thank you

*** PHONE LOG 03/31/ 9:41 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called Progressive Insurance and left message for Subrogation Representative Meigan Gerich

1. Calling in regards to your claim number
2. Your insured is Jennifer Hewett on a 2014 Kia Soul
3. Requested call back
4. Gave call back number

*** PHONE LOG 03/31/ 10:59 AM Pacific Daylight Time SamuelKim Action Type:Incoming call

Received message from Subrogation Representative Meigan Gerich at Progressive Insurance:

1. This is Meigan with Progressive Insurance
2. I'm sorry that I'm missing you again
3. I'll be in the office for another 45 minutes today

Kia Motors America
Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2014 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					19,093
				6	Carlock KIA of Tuscaloosa

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Others

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

4. My telephone number is [REDACTED] regarding Jennifer Hewett
5. My claim number [REDACTED] 9305
6. Thank you

*** PHONE LOG 04/01/ [REDACTED] 3:33 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called Progressive Insurance and left message for Subrogation Representative Meigan Gerich [REDACTED]

1. Requested call back
2. Gave call back number

*** NOTES 04/04/ [REDACTED] 0:01 AM Pacific Daylight Time SamuelKim Action Type:Internal
Reviewed case with KMA Engineers:

1. Have insurance company proceed with inspection and send us C&O

*** PHONE LOG 04/04/ [REDACTED] 0:09 AM Pacific Daylight Time SamuelKim Action Type:Incoming call
Received call from Subrogation Representative Meigan Gerich at Progressive Insurance
Writer states:

1. Can you describe the details of the incident

Meigan states:

1. I don't have the recorded statement transcribed
2. The insured went outside to start the vehicle up at around 2 o'clock
3. Left it running in order to heat it up
4. When they went back outside they noticed that the back windshield wiper was going
5. They thought that was strange, because they didn't hit the switch
6. Then they noticed it was smoking on the inside
7. They opened the door, smoke started coming out of the vehicle
8. They slammed the door shut and dialed 9-1-1 and got a hose

Writer states:

1. Do you know when the vehicle was last driven prior to the incident?
2. How many miles did the vehicle have at the time of loss?

Meigan states:

1. My notes state the vehicle was at the house parked in the driveway
2. When she was to get home from work at 3PM, they were going to take the vehicle to gas it up and get some groceries
3. At about 2PM is when they went outside
4. It's not good note taking
5. 19,093 miles

Writer states:

1. Is there a particular reason why Carlock Kia of Tuscaloosa was also placed on notice?
2. Unfortunately, Kia is not able to attend the joint inspection
3. If your expert believes this is the result of a manufacturing defect, please send us the C&O for review

Meigan states:

1. My insured had multiple electrical problems with their car since they purchased it
2. They believed there was an issue with a control module they swapped out
3. Okay

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2014 SQU</u>	<u>Case Number</u>	<u>Mileage</u>
					19,093
				aler: AL036	Carlock KIA of Tuscaloosa

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Others

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

*** CASE CLOSE 04/04/ 0:10 AM Pacific Daylight Time SamuelKim
Closing case pending further insurance contact.

*** NOTES 06/30/ 3:55 PM Pacific Daylight Time SamuelKim Action Type:Internal
TREAD review complete.

*** CASE CLOSE 06/30/ 3:57 PM Pacific Daylight Time SamuelKim

*** CASE CLOSE 08/08/ 0:55 AM Pacific Daylight Time SGuindi
TREAD review completed.

Kia Motors America
Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2014 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					38,612
				r: FL109	Deland KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Air Conditioning

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Conditioning Device Operat

Case History

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

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

Problem Description :

Blower works on speeds 1-3 but not on 4(high).

Diagnostics Performed :

Vehicle came in on 8/4/16 with the same concern. I inspected the system and found that if you wiggled the control knob, high speed worked. I inspected the connection and pin tension and they were tight. I replaced the control head and it operated as designed. Vehicle comes in today with same concern. I inspected the connection and connector M07-A pin 4 is melted and charred. I looked in our wiring repair kits and do not have this connector. When moving the connector the fan operates on high speed.

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

MY and Mileage: 2014 Soul

Original Owner (Y or N): Y

Dealer Code/Selling Dealer (Y or N): FL109/

RO# and Open Date: RO# [REDACTED] 8/11

Days Down at initial Service Alert report: Picked up

Current Repair Issue and Diagnosis: Customer states fan wasn't working on high speed. Connector burnt multi-connector hvac control head. Replaced connector and rewired everything.

Able to Duplicate (Y or N): Y

Parts on order (Y/N): N

ETA for completion of repairs: Completed

Vehicle repaired & customer has possession: Y/Y

Repeat Repair (Y/N): Y

Repair History of current concern with dates and mileage:

-RO# [REDACTED] 1 Open date 8/4 Mileage [REDACTED] Ordered control head. Worked fine.

Techline Case: [REDACTED] 841

Rental / Loaner Provided / Date: Loaner

Customer Request:

Justification of Goodwill: Y

Dealer contacted their DPSM (Y or N): N

If HEV vehicle, is dealer HEV certified: NA

Kia Motors America
Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2014 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					38,612
				aler: FL109	Deland KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Air Conditioning

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Conditioning Device Operat

*** PHONE LOG 08/15/ :22 AM US Mountain Daylight Time YBrandt Action Type:Outgoing call
Writer LVM

1. F/u on repair
2. Wanted to make sure your vehicle is running properly and you are satisfied with the repair
3. Call back for assistance

*** CASE CLOSE 08/15/ :23 AM US Mountain Daylight Time YBrandt

