

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



K2982301



K2982301



K2982301



K2982301





K2982301



K2982301

ENTERPRISE LEASING COMPANY, 619 E. MEMORIAL BLVD., LAKELAND, FL 338011845 (863) 682-0153

RENTAL AGREEMENT REF#
500165 150HPSRENTER
FORMAN, JANICEDATE & TIME OUT
07/20/2015 12:25 PM
DATE & TIME IN
07/24/2015 08:49 AMBILLING CYCLE
24-HOUR

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	07/20 - 07/24	4	DAY	\$30.41	\$121.64
DW	07/20 - 07/24	4	DAY	\$16.99	\$67.96
PAI	07/20 - 07/24	4	DAY	\$3.40	\$13.60
RAP	07/20 - 07/24	4	DAY	\$3.99	\$15.96
SLP	07/20 - 07/24	4	DAY	\$17.95	\$71.80
REFUELING CHARGE	07/20 - 07/24				\$0.00
Subtotal:					\$290.96

Taxes & Surcharges

TIRE AND BATTERY FEE	07/20 - 07/24	4	DAY	\$0.02	\$0.08
VEHICLE LICENSE FEE	07/20 - 07/24	4	DAY	\$0.57	\$2.28

Total Charges: \$293.32

Bill-To / Deposits

REGAL-CHEVY KIA**

TIME & DISTANCE	07/20 - 07/24	4	DAY		
DW	07/20 - 07/24	4	DAY		
PAI	07/20 - 07/24	4	DAY		
RAP	07/20 - 07/24	4	DAY		
SLP	07/20 - 07/24	4	DAY		
REFUELING CHARGE	07/20 - 07/24				
TIRE AND BATTERY FEE	07/20 - 07/24	4	DAY		
VEHICLE LICENSE FEE	07/20 - 07/24	4	DAY		
Subtotal:					(\$293.32)

BILL TO ACCOUNT
REGAL-CHEVY KIA**

CLAIM INFO

Total Amount Due

\$0.00

PAYMENT INFORMATION

AMOUNT PAID TYPE

CREDIT CARD NUMBER

K1CS27140

1025 Barrow Rd., Lakeland, FL 33801
Ph (863) 687-8000
State of Florida MV# 91621

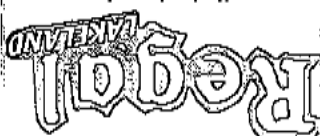


We Service All Makes & Models

2615 Lakeland Hills Blvd., Lakeland, FL 33805
Ph (863) 687-8000
State of Florida MV# 16217



regallakeland.com



925 Barrow Rd., Lakeland, FL 33801
Ph (863) 687-8000
State of Florida MV# 80684



K2982301

INVOICE DATE	07/24/15
DATE	07/24/15
DELIVERY MILES	38
PRODUCTION DATE	03/06/14
DEALER NO	/21/15
MO: 14500	

Our Business is Your Business.
email us at service@regallakeland.com
with any comments on how we can better
serve you.

ALL INSURANCE REPAIRS

NOTE: You are 100% responsible for
payments if the insurance company
defaults or delays in payment for this
repair work.

PARTS GUARANTEE

All parts are new or remanufactured unless
otherwise indicated.
*Used R/Rebuilt R/Reconditioned
N/C No Chg/Warranty RD Reduced/Warranty

SERVICE & PARTS DEPT. HOURS

MON. - FRI.
7:00 AM TO 7:00 PM
SAT.
7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS

MON. - FRI.
7:00 AM TO 5:30 PM

Regal Kia

1025 Barrow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF

My Service Advisor has explained all
repairs that were completed on my vehicle
including my charges.

Date

ADVISOR SIGNATURE

LABOR	98
WARRANTY RENTAL	98
WARRANTY	98

SUBLET	PO#	INV#	DATE	DESCRIPTION
	166916	07/24/15	RENTAL	
	167007	07/24/15	TOWING	
JOB# 1 TOTALS				
JOB# 2 CHARGES				
LABOR				
MISC				
TECH(S)				
INTERNAL				

Added operation (JEFF @ 07/22/2015 16:09)	
KIA REQUEST FOR TECHNIION TO INSPECT FOR ANY BURN SIGNS	
AND INSPECT VEHICLE FOR ANYTHING THAT WILL CAUSE A FIRE	
TECH FOUND AFTERMARKET USBPHONE CHARGER SHORTER AND MELTED	
CHARGING ON FIRE. TESTED BOTH AUXILIARY PORTS FOR POWER	
AND GROUND OK. ALSO TESTED FOR SHORT NO PROBLEM FOUND BOTH	
USB PORT OPERATING AS DESIGNED.	
JOB# 2 TOTALS	
JOB# 2 JOURNAL PREFIX KICS JOB# 2 TOTAL	
OPEN TICKET FOR ENTERPRISE RENTAL ONLY PER KIA	
COMMENTS	
OPEN TICKET FOR ENTERPRISE PER KIA	
TOTALS	

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00

The manufacturer warranty is 12 months or 12,000 miles which
ever occurs first. Aftermarket or used parts are
warranted for 90 days. (Parts Only)
I have the option of test driving my vehicle before signing
this invoice.
This invoice explains the charges for the work that has been
performed. If you have any questions or concerns please
have our cashier call our Service Manager.
Shop Supplies: Charges represent cost and profit
to the motor vehicle repair facility for miscellaneous
shop supplies or waste oil disposal.
Thank you for allowing us to serve you.

ACCOUNTING COPY

PAGE 1 OF 1

CUSTOMER SIGNATURE

[END OF INVOICE] 02:45pm

ENTERPRISE LEASING COMPANY, 619 E. MEMORIAL BLVD., LAKELAND, FL 338011845 (863) 682-0153

SUMMARY OF CHARGES

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TIME & DISTANCE	07/20 - 07/24	4	DAY	\$30.41	\$121.64
OWN	07/20 - 07/24	4	DAY	\$16.99	\$67.96
PAI	07/20 - 07/24	4	DAY	\$3.40	\$13.60
REP	07/20 - 07/24	4	DAY	\$3.99	\$15.96
FLP	07/20 - 07/24	4	DAY	\$17.95	\$71.80
FUELING CHARGE	07/20 - 07/24				\$0.00
Subtotal:					\$290.96
Taxes & Surcharges					
RE AND BATTERY FEE	07/20 - 07/24	4	DAY	\$0.02	\$0.08
VEHICLE LICENSE FEE	07/20 - 07/24	4	DAY	\$0.57	\$2.28
Total Charges:					\$293.32
Subtotal:					\$293.32
VEHICLE LICENSE FEE	07/20 - 07/24	4	DAY		
FUELING CHARGE	07/20 - 07/24	4	DAY		
RE AND BATTERY FEE	07/20 - 07/24	4	DAY		
VEHICLE LICENSE FEE	07/20 - 07/24	4	DAY		
Subtotal:					(\$293.32)

Total Amount Due

MENT INFORMATION
OUNT PAID TYPE

CREDIT CARD NUMBER

\$0.00

TO CENTER TOWING
Pontiac-GMC Trucks
Chevrolet-Kia-Acura, Inc.
615 Lakeland Hills Blvd. - P.O. Box 90037
(863) 687-8000 Fax (863) 680-2401
LAKELAND, FLORIDA 33804-0037
STATE OF FLORIDA REGISTRATION NUMBER MV-16217



12685

		DATE 7/10/15	
		TIME	
STATE		ZIP	
PHONE			
AGENCY	CASE #	Officer	
TIME OUT	AM PM	TIME IN	AM PM
YEAR	MAKE Kia	STYLE 4dr	MODEL Soul
VIN #		COLOR Green	Keys YES
		LICENSE NO.	

8 UNIT NUMBER

TOTAL MILEAGE 7		R.O. NO.	
HOOKUP WL/FB	45.00	STOR	@
MILES 7 @ 3.00	21.00	ADMIN-CHG.	
ROAD SERVICE/T/G/J		TARP	
RECOVERY/WINCH		PAID OUT	
DOLLY CHG.		TOLLS	
WAITING TIME		FUEL SUR CHARGE	12.12
2ND TOW		SUB TOTAL	66.00
FLATBED		SALES TAX	
MI-16831		TOTAL	78.12
CASH	CHECK #	CHARGE	
AUTH. TO RELEASE		DATE RELEASED	

INS. CO.
PRIOR DAMAGES

PICKED UP OR
ACCEPTED BY

SIGNATURE

GOODWILL CHECKLIST

	Dates
Compliance date (e.g., state arbitration, mandated BBB, state filing fee) if applicable	
To meet compliance date, region must have check(s) by	
Date region completed package	
Date NCA reviewed package	
A minimum of 10 business days is required for a priority package to be processed	

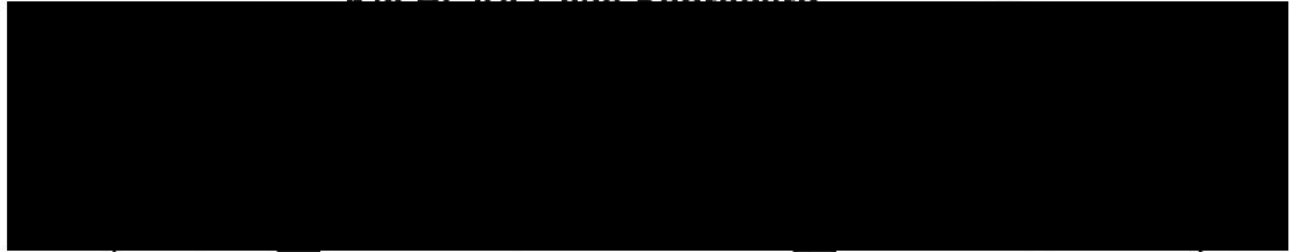
✓	✗	Check and include all documents that apply in order listed below
✓		Checklist
✓		Signature Page – Kia Request for Goodwill Assistance (AS400)
		Repurchase Analysis Form (RAF) (if applicable)
✓		Score Card
		ANY GOODWILL OVER \$500.00 REQUIRES A SIGNED OFFER LETTER OR RELEASE
		ANY GOODWILL OVER \$1,200.00 REQUIRES A SIGNED RELEASE
(AG) Attorney General/State Case Settlement or (BB) BBB Case Settlement Prior to Arbitration ☐ AG/ State or BBB documentation ☐ RO Recap & Repair Orders ☐ Techline or FTR Reports (if applicable)		
(LS) Legal Settlement: Settled prior to a lawsuit or (LL) Legal Settlement: Settled after lawsuit has been filed ☐ Attorney Demand Letter & Settlement Letter (e-mail acceptance of offer is OK) or Legal Notice of Case Settlement (from KMA Legal Dept) ☐ RO Recap & Repair Orders ☐ Techline or FTR Reports (if applicable)		
(MR) Multiple Repairs – 2 or more repairs for the same or different repairs ☐ RO Recap ☐ Repair Orders ☐ Techline or FTR Reports (if applicable)		(CS) Customer Satisfaction <u>ONLY WHEN NO OTHER CATEGORY IS APPLICABLE</u> Other: Documents to support customer satisfaction decision
(DS) Days Out of Service – Any single RO that is open 15 days or more ☐ RO Recap & Repair Orders ☐ If days down on a single RO is 15 days or more, provide DPSM explanation or an RAF ☐ If days down were due to backordered part(s), provide parts order form from the dealer ☐ Techline or FTR Reports (if applicable)		(PL) Product Liability or (SS) Subrogation ☐ Demand Letter from Attorney or Insurance Company ☐ Legal Notice of Case Settlement (from KMA Legal Dept) or Settlement Letter (if settled by Region) ☐ RO Recap ☐ Repair Orders
(RT) Repair/Towing or (RV) Rental Reimbursement ☐ Repair, Towing, or Rental Receipt ☐ Repair Order (if applicable)		(CR) Campaign/Recall Repair Reimbursement ☐ Repair Receipt ☐ Repair Order from Kia Dealer (showing recall completed)
(SF) State Filing Fee ☐ State Documentation		
COPIES OF ALL CLARIFY CASES ARE REQUIRED IN PACKAGE		

NOTES:

1. When reimbursing customer for car payments, please provide proof of monthly car payment.
2. For JM&A Maintenance/Extended Service Contracts – Please include rate sheet and copy of contract.



Kia RCAM Case Scorecard



- | | |
|---|---|
| ☐ Repair | ☐ ADL- Repurch./SOC |
| ☐ Info Provided | ☐ BBB-Goodwill |
| ☒ Goodwill | ☐ No Assistance |
| ☐ ADL-Goodwill | ☐ Lawsuit Goodwill |
| ☐ Voluntary Repurchase/SOC | ☐ Lawsuit Repurchase/SOC |
| ☐ BBB Arbitration Repurchase/SOC | ☐ Compliment |

RCAM Review & Evaluation:

- ☐ 24/24 If "No" _____
- ☐ Positive Language. Comments: _____
- ☐ Case Mgmt. (i.e., Resolution Model, etc.) _____
- ☐ Case Documenting (i.e., logical, clear, thorough, etc.) _____
- ☐ TREAD Coding. Comments: _____
- ☐ Other _____

Areas of Strength:

Areas of Improvement:

RCAM Signature & Date

CASE: 97482 1 CLREF: K2982301
RSP DLR: 90202 DIST: 01 REGION: NA MODEL: 2014 SOUL
WARRANTY START DATE: 4/25/14 MILES: 014500
REASON FOR GOODWILL: RT REPAIR/TOWING REIMBURSEMENT
CAUSE: EL ELECTRICAL
PART#:
PART DESC: NATIONAL RCVD REQST: 00 00 00
SPECIFIC OFFER: CH CASH SETTLEMENT NATIONAL SENT CHECK: 00 00 00

GOODWILL COMMENTS:
9/8/15 JM: CUSTOMER HAD VEH TOWED TO DLR DUE TO THERMAL EVENT. CUSTOMER STA
TED THERE WERE FLAMES COMING FROM USB PORT AREA. WTR AUTHORIZED RENTAL DURI
NG NCA'S INVESTIGATION. UPON LOOKING FURTHER INTO THE INCIDENT, KMA DETERMI
NED THAT THERE WERE NO SIGNS OF A THERMAL EVENT. VEH RELEASED TO CUSTOMER,
NPF. DLR TO BE REIMBURSED FOR RENTAL AND TOW BILL (CUSTOMER REFUSED TO CONT
ACT RSA SO DLR PERSONALLY TOWED VEH).

CHECK REQUEST: MAKE CHECK PAYABLE TO: DEALER CODE: FL113
REGAL KIA
LAKELAND FL 33801
TOTAL AMOUNT: \$ 371.44

K1CS27140



regallakeland.com



CHEVROLET

925 Bartow Rd. • Lakeland, FL 33801
Ph (863) 687-8000
State of Florida MV# 80684

GMC



HONDA



ACURA

2615 Lakeland Hills Blvd. • Lakeland, FL 33805
Ph (863) 687-8000
State of Florida MV# 16217



1025 Bartow Rd. • Lakeland, FL 33801
Ph (863) 687-8000
State of Florida MV# 91621

We Service All Makes & Models

LABOR		WARRANTY RENTAL		TECH(S): 98		WARRANTY	
OPEN TICKET FOR ENTERPRISE RENTAL ONLY PER KIA							
SUBLET	PO#	VEND	INV#	INV DATE	DESCRIPTION		WARRANTY
	166916			07/24/15	RENTAL		WARRANTY
	167007			07/24/15	TOWING		WARRANTY
TOTAL • SUBLET							0.00
JOB# 1 TOTALS							
JOB# 2 CHARGES						JOB# 1 JOURNAL PREFIX KICS	JOB# 1 TOTAL 0.00
LABOR		MISC		TECH(S): 708		INTERNAL	
Added Operation (JEFF @ 07/22/2015 16:09)							
KIA REQUEST FOR TECHNICTION TO INSPECT FOR ANY BURN SIGNS AND INSPECT VEHICLE FOR ANYTHING THAT WILL CAUSE A FIRE							
TECH FOUND AFTERMARKET USBPHONE CHARGER SHORTER AND MELTED CHARGING ON FIRE. TESTED BOTH AUXILARY PORTS FOR POWER AND GROUND OK. ALSO TESTED FOR SHORT NO PROBLEM FOUND BOTH USB PORT OPERATING AS DESIGNED.							
JOB# 2 TOTALS							
JOB# 2 JOURNAL PREFIX KICS						JOB# 2 TOTAL	0.00
COMMENTS							
OPEN TICKET FOR ENTERPRISE PER KIA							
TOTALS							
The manufacturer warranty is 12 months or 12,000 miles which ever occurs first. Aftermarket or used parts are warrantied for 90 days. (Parts Only)						TOTAL LABOR...	0.00
I have the option of test driving my vehicle before signing this invoice.						TOTAL PARTS...	0.00
This invoice explains the charges for the work that has been performed. If you have any questions or concerns please have our cashier call our Service Manager.						TOTAL SUBLET...	0.00
Shop Supplies: *Charges represent cost and profit to the motor vehicle repair facility for miscellaneous shop supplies or waste oil disposal.						TOTAL G.O.G...	0.00
Thank you for allowing us to serve you.						TOTAL MISC CHG...	0.00
						TOTAL MISC DISC	0.00
						TOTAL TAX	0.00
TOTAL INVOICE \$							0.00
CUSTOMER SIGNATURE							

Our Business is Your Business.
email us at service@regallakeland.com
with any comments on how we can better serve you.

ALL INSURANCE REPAIRS

NOTE: You are 100% responsible for payments if the insurance company defaults or delays in payment for this repair work.

PARTS GUARANTEE

All parts are new or remanufactured unless otherwise indicated.

*U/Used R/Rebuilt RC/Reconditioned
NC/No Chg/Warranty RD Reduced/Warranty

SERVICE & PARTS DEPT. HOURS

MON. - FRI.

7:00 AM TO 7:00 PM

SAT.

7:30 AM TO 5:00 PM

BODY SHOP DEPT. HOURS

MON. - FRI.

7:00 AM TO 5:30 PM

Regal Kia

1025 Bartow Road
Lakeland, FL 33801

ACTIVE DELIVERY SIGN OFF

My Service Advisor has explained all repairs that were Completed on my vehicle including my charges.

Date _____

ADVISOR SIGNATURE _____

ENTERPRISE LEASING COMPANY, 619 E. MEMORIAL BLVD., LAKELAND, FL 338011845 (863) 682-0153

RENTAL AGREEMENT REF#
500165 150MDC

SUMMARY OF CHARGES

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RAP	07/20 - 07/24	4	DAY	\$3.99	\$15.96
SLP	07/20 - 07/24	4	DAY	\$17.95	\$71.80
REFUELING CHARGE	07/20 - 07/24				\$0.00

Subtotal: \$290.96

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TIRE AND BATTERY FEE	07/20 - 07/24	4	DAY	\$0.02	\$0.08
VEHICLE LICENSE FEE	07/20 - 07/24	4	DAY	\$0.57	\$2.28

Total Charges: \$293.32

Bill-To / Deposits

REGAL-CHEVY KIA**

TIME & DISTANCE	07/20 - 07/24	4	DAY		
DW	07/20 - 07/24	4	DAY		
PAI	07/20 - 07/24	4	DAY		
RAP	07/20 - 07/24	4	DAY		
SLP	07/20 - 07/24	4	DAY		
REFUELING CHARGE	07/20 - 07/24				
TIRE AND BATTERY FEE	07/20 - 07/24	4	DAY		
VEHICLE LICENSE FEE	07/20 - 07/24	4	DAY		

Subtotal: (\$293.32)

Total Amount Due

\$0.00

PAYMENT INFORMATION

AMOUNT PAID TYPE

CREDIT CARD NUMBER

110 CENTER TOWING
Pontiac-GMC Trucks
Chevrolet-Kia-Acura, Inc.
Lakeland Hills Blvd. - P.O. Box 90037
8000 Fax (883) 680-2401
ND, FLORIDA 33804-0037
A REGISTRATION NUMBER MV-18217

ACURA

CHEVROLET



12685

DATE 7/16/15
TIME
CITY STATE ZIP PHONE
AGENCY CASE #
TIME OUT AM TIME IN Officer YES NO
PM AM Keys
YEAR MAKE STYLE MODEL COLOR LICENSE NO.

MILEAGE DRIVER JC UNIT NUMBER 8
STARTING MILEAGE
TOTAL MILEAGE 7
HOOKUP WLF 45.00
MILES 7 @ 3.00 21.00
ROAD SERVICE/T/G/J
RECOVERY/WINCH
DOLLY CHG.
WAITING TIME
2ND TOW
FLATBED
MI-16831
CASH CHECK # CHARGE
AUTH. TO RELEASE DATE RELEASED

INS. CO.
PRIOR DAMAGES

PICKED UP OR
ACCEPTED BY SIGNATURE

The Reynolds and Reynolds Company CC661490 O (9/09)

K2982301



Consumer Assistance Center Case Report

Printed By: JMojica

Case Number - K2982301

09/08/2015 12:45:18 PM

Case Details

Title: Cust states veh caught on fire

VIN:

Year:

Prior:

Own:

Case Type Level1: Complaint

Case Type Level2: Quality

Case Type Level3: Product Liability

Case Type Level4: Fire/Explosion

Contact Details

Name:

Phone:

Address:

Address:

City: C

Dealer Details

Code: FL113

Name: Regal Kia

Case History

*** PHONE LOG 07/08/2015 04:34:10 AM (Local Time) HBrandt Action Type:

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 07/08/2015 01:04:55 PM (Local Time) HBrandt Action Type: Internal

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

*** CASE DISPATCHED 07/08/2015 01:05:04 PM (Local Time) HBrandt
from WIP Dispatch to Queue Callcenter.

*** CASE ACCEPTED 07/09/2015 06:20:18 AM (Local Time) TThacker
from Queue Callcenter to WIP Full Case.

*** PHONE LOG 07/10/2015 01:05:20 PM (Local 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

Case History

3. Any questions or concerns please call back
4. Left writer info and case id

*** NOTES 07/10/2015 01:16:50 PM (Local Time) BLewis Action Type: Dealer contact

Writer called FL113 and 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 07/10/2015 01:20:39 PM (Local Time) BLewis Action Type: Manager review

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

*** NOTES 07/10/2015 01:22:57 PM (Local Time) BLewis Action Type: Manager review

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

*** CASE DISPATCHED 07/10/2015 01:23:05 PM (Local Time) BLewis

from WIP 5. Friday to Queue National CA.

*** CASE ACCEPTED 07/13/2015 06:39:10 AM (Local Time)

from Queue National CA to WIP Inbox/Need To Call.

*** PHONE LOG 07/14/2015 09:16:19 AM (Local Time) JMoica 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 07/16/2015 08:18:18 AM (Local Time) Type: Incoming call

SM Jeff left VM:

1. Please c/b at 863-904-1170 ext 1067 or on my cell 863-529-5708

*** PHONE LOG 07/17/2015 12:26:31 PM (Local Time) Type: Outgoing call

Wtr left VM for SM requesting c/b.

*** PHONE LOG 07/17/2015 12:36:00 PM (Local Time) 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 07/17/2015 12:36:10 PM (Local Time) Type: Ltr/email/fax sent

From: Mojica, Jeannie [KMA]

Sent: Friday, July 17, 2015 1:35 PM

To: 'jeffsoloj@gmail.com'

Subject: Forman-K2982301-KNDJN2A28E7716435

Jeff,

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

*** PHONE LOG 07/17/2015 12:37:11 PM (Local Time) JMoica Action Type: Outgoing call

Wtr spoke to Ronald Forman at (954) 695-0589:

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 07/17/2015 01:46:38 PM (Local Time) JMoica 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:

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 throroughly inspected.
4. How about you ask me about what happened instead?

Case History

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?

1. Ok, I will 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.

From: Wojcik, Sean [mailto:sean.woj@kva.com]
Sent: Friday, July 17, 2015 4:58 PM

Case History

2. thank you



Case History





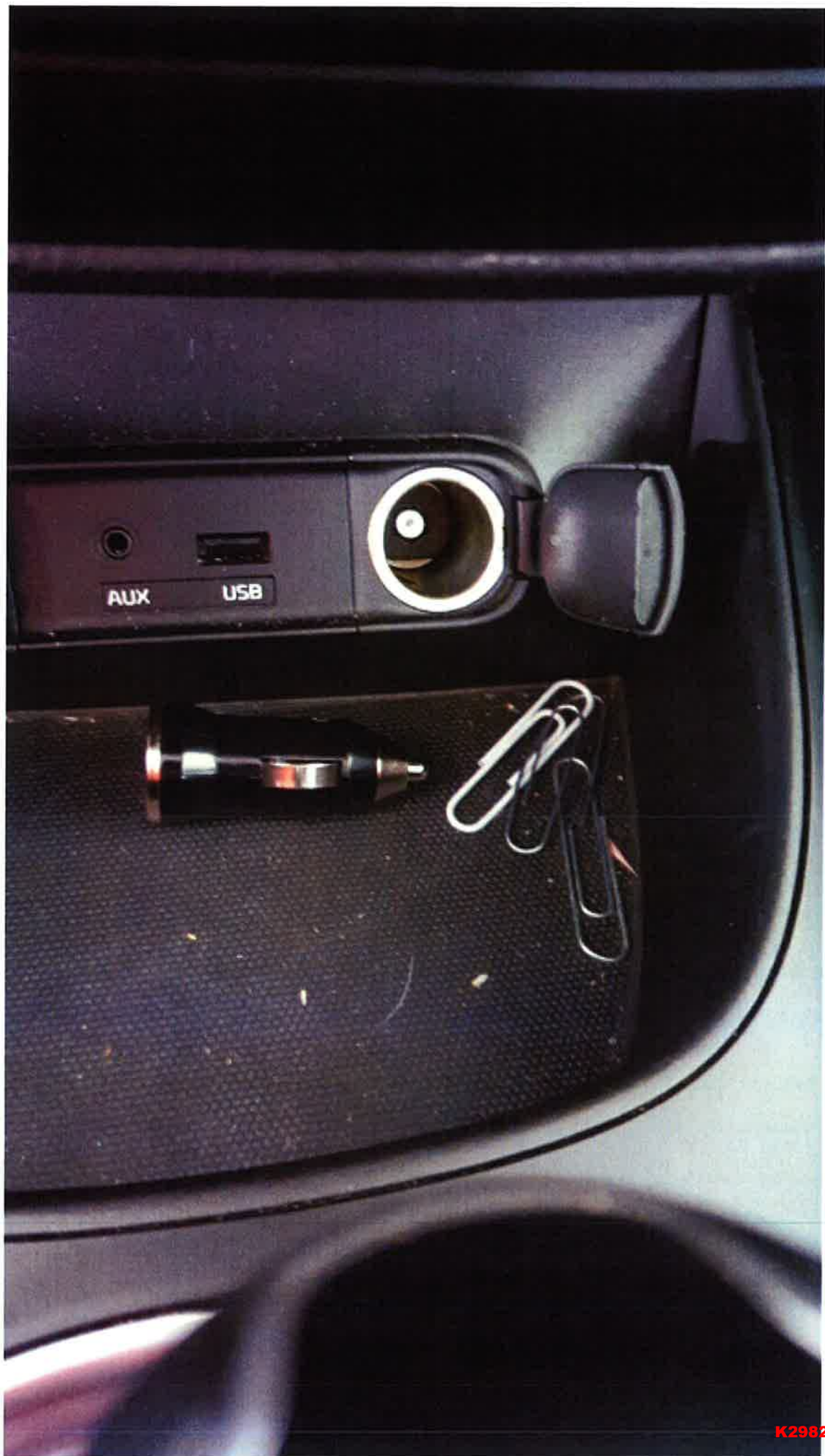
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