

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]				12505301	27,567
Mobile	AL	[REDACTED]	02/09/2015	Dealer: AL008	Dean McCrary KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Service Manager :

Vehicle Model : SOUL +

Model Year : 2015

Mileage : [REDACTED]

Initial comments by Technician found in TL Case #12504606 :

[Problem Description]

INTERIOR FIRE CENTER CONSOLE AND RADIO BURN UP

[Diagnostics Performed]

PHOTO

*** Assigned to WIPBin default of Heather Orosco on [REDACTED] (PST)

*** Phone - Call - Outbound created [REDACTED]

Customer Name [REDACTED]

Customer Phone [REDACTED]

MY and Mileage: 2015 SOUL +/- 27,567

Most recent RO# and Open Date: [REDACTED]

Days Down at initial Service Alert report (if applicable): 15 DAYS

Most recent Repair Issue and Diagnosis:

A) Concern: INTERIOR FIRE CENTER CONSOLE AND RADIO BURN UP

B) Cause:

C) Correction:

Able to Duplicate (Y or N): Y

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): T.L. 12504606

Rental / Loaner Provided? If so, since when? N

Dealer contacted DPSM (if needed): N

Vehicle repaired? N

Customer has possession? N

Dealer Code/Selling Dealer (Y or N): AL008/Y

Original Owner (Y or N): Y

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

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

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Case Number Mileage

12505301 27,567

Dealer: AL008 Dean McCrary KIA

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** [REDACTED] (GMT-05:00) Eastern Time (US & Canada) ***

Dispatched from WIP INBOX to Queue by [REDACTED]

*** [REDACTED] (GMT-05:00) Eastern Time (US & Canada) ***

Accepted from Queue ZZ Chelsea Wallen to WIPBin 1. Monday [REDACTED]

*** Phone - Call - Outbound created on [REDACTED] (GMT-05:00) Eastern Time (US & Canada) and created by Chelsea Wallen ***

Wrt called DLR

1. LVM to get update if veh is repaired
2. Left case number ext # kca#

*** Phone - Call - Outbound created on [REDACTED] (GMT-05:00) Eastern Time (US & Canada) and created by Chelsea Wallen ***

Wrt called DLR

1. Waiting on the veh to be diagnosed
2. The veh was not moving when the veh caught fire she had the veh parked at the house for the night got back in the veh the next morning an the inside was charred

*** Phone - Call - Outbound created on [REDACTED] (GMT-05:00) Eastern Time (US & Canada) and created by Chelsea Wallen ***

Wrt called cust ([REDACTED])

1. Called cust needing additional information on veh Fire script
2. LVM with case # KCA #
3. Advised someone from a different department will be contacting you in 2-3 business days

*** Note - Others created on [REDACTED] (GMT-05:00) Eastern Time (US & Canada) and created by Chelsea Wallen ***

<For Internal Use Only

If customer calls back in please get fire script>

*** Note - Others created on [REDACTED] (GMT-05:00) Eastern Time (US & Canada) and created by Chelsea Wallen ***

Dispatched to NCA

1. Customer Alleges radio Charred dash
2. Veh located at AL008 since 9/20/17
3. Wrt unable to reach customer
4. Please review an follow up accordingly

*** [REDACTED] (GMT-05:00) Eastern Time (US & Canada) ***

Dispatched from WIPBin = 1. Monday to Queue National CA by Chelsea Wallen
Reason:

*** [REDACTED] (GMT-08:00) Pacific Time (US & Canada) ***

Accepted, from Queue = National CA to WIPBin Inbox/Need To Call

*** [REDACTED] (GMT-0

Assigned to WIPBin default c
Reason:

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Last name	Case Number	Mileage
[REDACTED]	12505301	27,567
Mobile , AL [REDACTED]	02/09/2015	Dealer: AL008 Dean McCrary KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Phone - Call - Outbound created on [REDACTED] (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt attempted contact with customer. Left message for CB

*** Phone - Call - Outbound created on [REDACTED] (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt contacted Antonio at Dlr. Antonio advised vehicle has not been inspected.

*** Phone - Call - Inbound commitment created on [REDACTED] (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/20/2017 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on [REDACTED] (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/23/2017 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on [REDACTED] (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt attempted contact with customer. Left message for CB

*** Phone - Call - Inbound commitment created on [REDACTED] (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/24/2017 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on [REDACTED] (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt contacted Tony at Dlr. Tony advised that vehicle was towed in by the customer and was left there. Dlr has not had any contact from customer.

*** Email - External Email Sent created on [REDACTED] (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Sent: Tuesday, October 24, 2017 8:48 AM

To: [REDACTED]

Thank you for speaking with me. Per our discussion, please provide photos of the center console, power ports, any cables, etc. Please advise what is found.

Thank you,

*** Phone - Call - Outbound created on [REDACTED] (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt attempted contact with customer. Left message for CB

*** Phone - Call - Inbound commitment created on [REDACTED] (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/25/2017 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on [REDACTED] (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hello contacting in regards to case

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
				12505301	27,567
Mobile	AL		02/09/2015	Dealer: AL008	Dean McCrary KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

2. Please advise

3. Wrt took script

Cust states

1. My name is
2. We were under common law marriage before Alabama took it away
3. She is currently in a mental hospital
4. Customer completed script
5. She wants the car taken back
6. this happened 1 week before bringing to dealership
7. think this would qualify for lemon law

Wrt states

1. thank you for information
2. In regards to lemon law, please refer to WCIM
3. Will contact dlr and review claim and follow up
4. Please contact me if you have any questions

Cust states

1. Thank you

*** Phone - Call - Outbound created on (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt contacted Tony at dlr. Tony advised vehicle was towed in on 9/20/17 without customer present. Dlr has not had contact with Dlr.
RO#119466

*** Phone - Call - Inbound commitment created on (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/30/2017 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt contacted Eric SM at dlr. Eric advised will provide photos

*** Phone - Call - Inbound commitment created on (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/02/2017 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/03/2017 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/07/2017 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/08/2017 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt attempted contact with customer. Left message for CB

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<u>Case Number</u>	<u>Mileage</u>
12505301	27,567

Mobile	AL	02/09/2015	Dealer: AL008 Dean McCrary KIA
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Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Phone - Call - Inbound commitment created on [REDACTED] (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/16/2017 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on [REDACTED] (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/20/2017 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on [REDACTED] (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt contacted Tony at Dlr. Dlr advised vehicle was picked up and repossessed.

*** Phone - Call - Inbound commitment fulfilled on [REDACTED] (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/20/2017 closed by Alex Villalpando ***

*** [REDACTED] (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : No Cust Contact

[Resolution Summary]

Pending further contact.

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Last name	First name	VIN of	2015 SOUL EV	Case Number	Mileage
				12512072	28,399
		09/25/2014		Dealer: CA243	KIA of Cerritos

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

Case History

Dealer : Kia of Cerritos

Technician : Francisco Perez

Service Manager :

Dealer Phone :

DPSM : Janet Lawyer

Vehicle Model : SOUL EV+

Model Year : 2015

Mileage : [REDACTED]

Initial comments by Technician found in TL Case #12506211 :

[Problem Description]

customer states vehicle was plugged in at home at 95% at 9pm, at 2am battery percentage was then at 80%, then driving from 6 miles used 25% battery was reported. fast charging cuts off after about 7.5-8kwh. received, used to be able to charge fully to 80% as intended. last night plugged in at home at 93% charged, after about 4 hours battery percentage was at 73% and the kia charger plug that goes into the wall had burnt and melted.

[Diagnostics Performed]

at this time i have found that home charger over heated and melted plug for wall outlet

*** Assigned to WIPBin Default of Harold Noyes on [REDACTED] (PST)

*** [REDACTED] (GMT-05:00) Eastern Time (US & Canada) ***

Dispatched from WIP INBOX to Queue by

*** [REDACTED] (GMT-05:00) Eastern Time (US & Canada) ***

Accepted from Queue ZZ Craig Williams to WIPBin SA/TL Cases by Craig Williams

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

--Most recent Repair Issue and Diagnosis:

--Concern: 92% after a slow charge and charged dropped to 70% in 2 miles

--Cause: In need of update

--Correction: Updated system taking charge as designed.

--Able to Duplicate (Y or N): Y

--Repeat Repair (Y/N), if so, how many times?: N 2

--Repair History of current concern:

10/5 Didn't charge while plugged in

--ETA for completion of repairs: Completed

--Parts on order- part# order#: N

--Techline Case: Y 12506211

--Rental / Loaner Provided? Dates: Y 10/11/17 -

--Dealer contacted DPSM: N

--Vehicle repaired?: Y

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL EV</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	12512072	28,399
Cerritos, CA	[REDACTED]	09/23/2014		Dealer: CA243	KIA of Cerritos

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

- Customer has possession?: Y
- Dealer Code/Selling Dealer (Y or N): CA243/ N
- Original Owner (Y or N): N
- What is current Customer Request (if needed):-None at this time

*** Phone - Call - Outbound created on [REDACTED] (GMT-05:00) Eastern Time (US & Canada) and created by [REDACTED]

Wrt states

1. Calling to follow up

Cust stated

1. Having a different issue
2. Was somewhat better but on Sunday the started to charge the vehicle.
3. The range adjustment keeps dropping
4. Battery degradation will occur over time.
5. Dlr stated that there is nothing technically wrong with this vehicle.

Wrt states

1. Would recommend taking back to the dealer or a different dealer.

*** [REDACTED] (GMT-05:00) Eastern Time (US & Canada) ***

Closed with Resolution Code : Repaired at Dlr
[Resolution Summary]

*** [REDACTED] (GMT-07:00) Arizona ***

Reopened with Sub Status of Working

*** Note - Others created on [REDACTED] (GMT-07:00) Arizona and created by [REDACTED]

Notes from dup case:

Part ordered for customer vehicle has been placed into the UPER status on 11/17/2017 00:00:00

Dealer Name :

Dealer Contact :

Dealer Phone :

Part No# :

Order No# : 09

Order Qty# : 1

Dealer Comment : Customer has been in rental car for a month. Customer is upset and wants car back.

Please Update Customer with the status of the vehicle and part ordered

*** Assigned to WIPBin Default of Harold Noyes on [REDACTED] (PST)

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

1. Dealer stated that the battery pack is still on back order and are waiting for that part.

Currently no ETA so will follow up next week to see if there is an update.

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

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Last name	First name	VIN of	2015 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	12512072	28,399
Cerritos	CA	09/25/2014		Dealer: CA243	KIA of Cerritos

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

Cus
Cus
Cus
VIN

MY and Mileage: 2015 Soul EV+ [REDACTED]

Most recent RO# Open Date and Close date (if applicable): 311704 11/17/17

Days Down at initial Service Alert report (if applicable): 16

Most recent Repair Issue and Diagnosis: Customer says, car stopped working like battery died

Able to Duplicate (Y or N): y

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

Repair History of current concern with RO#, Open and Closed dates with mileage: n/a

ETA for completion of repairs (if applicable): Unsure

Parts on order (Y/N), if so obtain part#, order#: y [REDACTED] e4000

Techline Case (if applicable): y

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

Dealer contacted DPSM (if needed): n

Vehicle repaired?:n

Customer has possession?: n

Dealer Code/Selling Dealer (Y or N): CA243 y

Original Owner (Y or N): n

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

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

1. Customer stated vehicle died
2. Dealer stated needs new battery/pack
3. Escalating cause vehicle down more than 10 days
4. DPSM has been advised
5. Please follow up accordingly

*** [REDACTED] ***

Dispatched from WIPBin = Default to Queue Western Region ECR by Xavier Bonner
Reason:

*** [REDACTED] (GMT-08:00) Pacific Time (US & Canada) ***

Accepted from Queue Western Region ECR to WIPBin 0. default by Esther Kong

*** [REDACTED] (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin 0. Default of Clare Segar by Esther Kong
Reason:

*** Note - Others created on [REDACTED] (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***

ECR reviewed UPER- Part shipped 12/1

Part No# : [REDACTED] E4000

Order No# : 0941025

*** Phone - Call - Outbound created on [REDACTED] (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***

ECR contacted Javier (Svc Admin) CA243

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Last name	First name	VIN of	2015 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	12512072	28,399
Cerritos	CA	09/25/2014		Dealer: CA243	KIA of Cerritos

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

*** Phone - Call - Outbound created on [REDACTED] (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
ECR contacted Cust (son) at [REDACTED]

Wrt states:

1. Calling from KMA
2. I understand your vehicle is currently at CA243 for repairs
3. Do you have an ETA on the repair completion?

Cust states:

1. It has been around a week since I last touched base with the dealership
2. They were supposed to get one part but they are still pending the battery
3. We have a loaner from the dealership
4. It is kinda funny cause it has actually been in and out of service throughout October and then the car went back in in November and has been there since
5. Initially when we took it in it would say it was fully charged but it wasn't; they said it was fine
6. We continued to have the issue so we took it back and they performed a software update, it reset the estimated range
7. Then we took it back again and it ended up needing this repair

Wrt states:

1. I am very sorry to hear about your experience
2. I want to help
3. I am going to reach out to the supplier to request ETA information
4. As soon as your vehicle is repaired I would like to assist with GW for the inconvenience

Cust states:

1. Okay
2. Thank you

Wrt states:

1. Is this the best number to reach you at?

Cust states:

1. Yes
2. You can also try my mom at ([REDACTED]) if I don't pick up

Wrt states:

1. Okay
2. Thank you

Call ended

*** Email - External Email Sent created on [REDACTED] (GMT-08:00) Pacific Time (US & Canada) and

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Last name	First name	VIN of	2015 SOUL EV	Case Number	Mileage
				12512072	28,399
				Dealer: CA243	KIA of Cerritos

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

1. BMS and Hybrid battery are at the dealership
2. I see another order allocating today to the dealership
-order# 1016PF

*** Phone - Call - Inbound created on (GMT-08:00) Pacific Time (US & Canada) and created by
Clare Segar ***
ECR received VM from
-Trying to touch base with you to ask about the charger
-Please call me at
end vm

*** Phone - Call - Outbound created on (GMT-08:00) Pacific Time (US & Canada) and created by
Clare Segar ***

1. Vehicle is repaired
2. Vehicle is picked up
3. I do not show a close date yet
4. We are probably waiting for the rental

Wrt states:

1. Thanked

*** Phone - Call - Outbound created on (GMT-08:00) Pacific Time (US & Canada) and created by
Clare Segar ***
ECR LVM for Cust at requesting call back

*** Phone - Call - Outbound created on (GMT-08:00) Pacific Time (US & Canada) and created by
Clare Segar ***
ECR LVM for Cust at requesting call back

*** Phone - Call - Outbound created on (GMT-08:00) Pacific Time (US & Canada) and created by
Clare Segar ***
ECR contacted Mr. Belthrow at

Wrt states:

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL EV</u>	<u>Case Number</u>	<u>Mileage</u>
				12512072	28,399
				Dealer: CA243 KIA of Cerritos	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

1. Calling from KMA
2. Missed your mom's call the other day
3. Did you pick up the vehicle?

Cust states:

1. Yes
2. It is fixed

Wrt states:

1. Great
2. Can you have your mom call me?

Cust states:

1. I will let her know you called
2. She may be able to give you a call later

Wrt states:

1. Thank you

Thanked and call ended

*** Phone - Call - Outbound created on [REDACTED] (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
ECR contacted by Cust

Cust states:

1. I am finally off work
2. I work at the post office and it has been crazy

Wrt states:

1. I can only imagine
2. I understand you have your car back
3. How is it running?

Cust states:

1. This whole thing with the battery was crazy
2. I have had an electric car before this one
3. The last one I leased
4. This one I bought
5. They kept telling us the car was fine
6. The battery melted our wall charger
7. They advised the charger was not under warranty
8. Luckily Kia has the fast port and not just the slow port
9. Now the car is running great, maybe even better than before

Wrt states:

1. I am very sorry to hear about your experience

Cust states:

1. I was surprised, the dealer told me the charger is not covered under warranty
2. We have been having to take our car to a charger to charge it
3. It's fine but it is not a long term solution

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL EV</u>	<u>Case Number</u>	<u>Mileage</u>
				12512072	28,399
				Dealer: CA243	KIA of Cerritos

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

4. We saw on the Kia forum a lot of customers have had this issue
5. I just want to know if it is covered or not

Wrt states:

1. I will look into that
2. If it is not covered I can review for GW assistance for the time your vehicle was at the dealership

Cust states:

1. Thank you so much

Wrt states:

1. Of course

Thanked and call ended

*** Phone - Call - Outbound created on (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
ECR contacted Nick (Svc Adv)

Nick states:

1. We tried to get the charger covered, TL declined
2. TL said based on the tests that the part failed due to her wall voltage

Wrt states:

1. Okay
2. What is the warranty cost?

Nick states:

1. I am not sure
2. I will transfer you to parts

Wrt states:

1. Thanked

ECR contacted Tyler (Parts) CA243

Tyler states:

1. Retail: \$1161.19
2. Warranty \$891.41
3. We have one in stock

Wrt states:

1. Thanked

*** Phone - Call - Outbound created on (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
ECR contacted Cust at (

Wrt states:

1. Calling from KMA
2. I did some research and it looks like the charger was not covered because the plug was an aftermarket plug

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL EV</u>	<u>Case Number</u>	<u>Mileage</u>
				12512072	28,399
				Dealer: CA243 KIA of Cerritos	
				Battery/Fuel Sys	

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

3. TL advised that plug can cause fires
4. They advised that is the reason your charger broke- thus the reason coverage was declined
5. Also TL advised you should inspect your outlet to ensure the outlet is not damaged as well

Cust states:

1. Okay
2. We do plan to have an electrician come out to look at it

Wrt states:

1. I want to help with the charger
2. The dealer has a charger in stock
3. I can assist with getting it for you as a goodwill gesture
4. In order to do so I need to draft an offer letter
5. Can you send me a copy of your sales contract or current registration?

Cust states:

1. Yes I will look for it
2. Can you email me at [REDACTED]

Wrt states:

1. Yes
2. I will do that now

Cust states:

1. Thank you

Thanked and call ended

*** Email - External Email Sent created on [REDACTED] (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
From: Segar, Clare [KMA]
Sent: Friday, December 15, 2017 10:11 AM
To: [REDACTED]
Subject: 12550958- 2015 Soul EV

Hello Mr. Blethrow,

Per our earlier conversation regarding goodwill assistance for the charger, please send me a copy of your sales contract or your current vehicle registration.

Thank you,

*** Email - External Email Received created on [REDACTED] (GMT-08:00) Pacific Time (US & Canada) and

My mom reminded me that I had a scan of the registration I took earlier this year for doing the SCE EV rebate. It's the one that just expired, so I'm not sure if that works for you but I don't have the current one at home to scan.

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Last name First Middle Initial VIN of 2015 SOUL EV

Case Number Mileage

12512072 28,399

CA243 KIA of Cerritos

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

I need to figure out if the new paper got into the car when she picked it up or if it's in with the papers she got when she picked the car up, but she has the car at work today so I can't look right now. I don't have the sales contract handy to scan right now, but I can get that done probably by tomorrow if you still need

****attached expired registration as of 12/2/17****

***** Email - External Email Sent created on [REDACTED] (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar *****

From: Segar, Clare [KMA]

Sent: Friday, December 15, 2017 1:34 PM

To: 'C Blethrow'

Subject: RE: 12550958- 2015 Soul EV

Hello Mr. Blethrow,

Thank you for sending a copy of your registration. If you can send a copy of your sales contract over the weekend that would be great. If you cannot locate it, it is not a problem.

Thank you,

[REDACTED] (GMT-08:00) Pacific Time (US & Canada) and

[REDACTED] (GMT-08:00) Pacific Time (US & Canada) and created

The attachment that I received is corrupt, can you please try to resend it?

Thank you,

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

Soul EV Bill of Sale.pdf added

***** Email - External Email Re [REDACTED]**

[REDACTED] (GMT-08:00) Pacific Time (US & Canada) and

Kia Motors America
Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL EV</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]				12512072	28,399
[REDACTED]				er: CA243	KIA of Cerritos

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

[REDACTED]

Ok, I uploaded the file on there. It opens fine on our computer, if you still can't get it to open, I can try scanning it again as a series of images instead of as a PDF. The first time I scanned it, the pages were all out of order when it saved the file, so it may be something with our scanner. I don't use the Adobe PDF viewer

*** Email - External Email Received created on [REDACTED] (GMT-08:00) Pacific Time (US & Canada) and

[REDACTED]

Sent: Monday, December 18, 2017 9:15 AM
To: Segar, Clare [KMA]
Subject: Re: 12550958- 2015 Soul EV

I've also tried "printing" the PDF as a PDF through Chrome to see if maybe that will make it work.

received sales contract

[REDACTED]

Sent: Monday, December 18, 2017 9:30 AM
To: 'C Blethrow'
Subject: RE: 12550958- 2015 Soul EV

Hello Mr. Blethrow,

Thank you, I received the attachment. I will be in touch shortly with a goodwill offer.

Best,

[REDACTED] created on [REDACTED] (GMT-08:00) Pacific Time (US & Canada) and created

[REDACTED]

Sent: Monday, December 18, 2017 11:30 AM
To: 'C Blethrow'
Subject: RE: 12550958- 2015 Soul EV

[REDACTED]

Attached is the offer letter for a one time goodwill offer for the inconvenience with your vehicle. Please confirm the address on the offer letter is correct, review, sign, and return all 4 pages to me via fax or e-mail to proceed.

If you have any questions or concerns you can contact me at [REDACTED] or via email.

Thank you,

*** Email - External Email Sent created on [REDACTED] (GMT-08:00) Pacific Time (US & Canada) and created

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL EV</u>	<u>Case Number</u>	<u>Mileage</u>
				12512072	28,399
				Dealer: CA243 KIA of Cerritos	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

Sent: Thursday, December 21, 2017 10:03 AM

To: 'C Blethrow'

Subject: RE: 12550958- 2015 Soul EV

Hello Mr. and Ms. Blethrow,

Have you had time to review the offer? Do you have any questions regarding the offer letter? If so, I am more than happy to help; I am available via phone or email.

Please note I will be out of office starting tomorrow at 3 pm through January 2nd for a companywide holiday shutdown.

Best,

*** Email: External Email Received created on [REDACTED] (GMT-08:00) Pacific Time (US & Canada) and

Subject: Re: 12550958- 2015 Soul EV

Received offer letter with some notes

*** Email: External Email Sent created on [REDACTED] (GMT-08:00) Pacific Time (US & Canada) and created

I noticed you made some written notes on the offer letter. I apologize, I cannot accept your additions as part of the agreement. This is our standard form, if you would like to accept the offer you will have to sign the offer letter as is.

I am more than happy to answer any questions you might have via phone or email.

Best Regards,

*** Email: External Email Received created on [REDACTED] (GMT-08:00) Pacific Time (US & Canada) and

My mom is going to be at work until 3:30, but I sent her your phone number so she can try to get in touch with you about the concerns she has. I don't know that I could explain them well. She may try to call you on the way home, if not she usually gets home around 4pm. Is it ok if she calls you in that time frame?

-Nick Blethrow

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL EV</u>	<u>Case Number</u>	<u>Mileage</u>
				12512072	28,399
				Dealer: CA243	KIA of Cerritos

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

*** Email - External Email Sent created on (GMT-08:00) Pacific Time (US & Canada) and created by: Clara Saper ***

I apologize, I will be out of office starting at 2 pm today until January 2nd for a companywide holiday shutdown. If you have questions I am happy to answer them upon my return.

I am sorry for the inconvenience.

(GMT-08:00) Pacific Time (US & Canada) and created

Do you have any questions regarding the offer letter? If so, I am happy to help via email or phone.

Best,

(GMT-08:00) Pacific Time (US & Canada) and

back. I think she is planning to call you in the

(GMT-08:00) Pacific Time (US & Canada) and created

Sent: Tuesday, January 09, 2018 12:06 PM
To: 'C Blethrow'
Subject: RE: 12550958- 2015 Soul EV

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL EV</u>	<u>Case Number</u>	<u>Mileage</u>
				12512072	28,399
				Dealer: CA243 KIA of Cerritos	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

Thank you for letting me know. I hope she feels better soon, I will try her later this week if I do not hear from her in the next couple days.

I am also able to assist in answering questions via email if that is easier for her.

(GMT-08:00) Pacific Time (US & Canada) and

From: S. B. [mailto:]
Sent: Wednesday, January 10, 2018 6:20 AM

My mom has had to work overtime the last couple days because someone else is now out sick. She is planning to hopefully call you today either on her lunch break or when she gets off work, I'm not sure which.

Her concern from what I understand is she was uncertain about any effect on the remaining warranty of the vehicle. She can hopefully explain her concern better when she gets in touch.

I wasn't sure if I should print another copy of the existing letter to sign or if we need to get a new copy from you as it said it was valid through 12/22 and that date has obviously passed.

0) Pacific Time (US & Canada) and created

Attached is a new offer letter reflecting an updated expiration date of 1/19/18.

The attached offer letter has no effect on your warranty. The offer letter is stating that your concerns with Kia are fully resolved but that is not to say that we are not willing to help if a situation in the future arises.

Best Regards,

(GMT-08:00) Pacific Time (US & Canada) and created by

ECR contacted by Cust

Cust states:

1. My son is saying that you are on it
2. He said he emailed you this morning and you responded so quickly with a new offer letter for us

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL EV</u>	<u>Case Number</u>	<u>Mileage</u>
				12512072	28,399
				Dealer: CA243 KIA of Cerritos	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

3. He advised that our warranty will be unaffected is that true?

Wrt states:

1. The offer letter does not affect your warranty

Cust states:

1. Great

2. Did you ever find out what caused this?

Wrt states:

1. Batteries degrade over time

2. It appears that was the issue with your battery

Cust states:

1. Thank you

2. I have just been so sick

3. We have had to take the car to different chargers to charge and ya its life, but it has been hard

Wrt states:

1. I totally understand

2. I am sorry

Cust states:

1. It's not your fault

2. You have been really helpful

3. You are in the right job

4. I will sign the letter tonight

Wrt states:

1. Do not hesitate to contact me if you have additional questions

2. Thank you for your call

Thanked and call ended

*** Email - External Email Received created on [REDACTED] (GMT-08:00) Pacific Time (US & Canada) and

Please let me know if there are any issues with opening the PDF, I know we had problems with the file from our scanner previously

-Nick

Received signed offer and release

[REDACTED] (GMT-08:00) Pacific Time (US & Canada) and created

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL EV</u>	<u>Case Number</u>	<u>Mileage</u>
				12512072	28,399
				Dealer: CA243 KIA of Cerritos	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

Thank you for sending back the signed offer letter. I just spoke with the dealership and they unfortunately sold the part. They advised that they will order it and have it in three days.

Best Regards,

(GMT-08:00) Pacific Time (US & Canada) and created by

Al states:

1. We do not have the part in stock
2. It will take three days to get it

Wrt states:

1. Thank you

(GMT-08:00) Pacific Time (US & Canada) and created by

Jaime states:

1. Part is here

Wrt states:

1. Please note I will be paying for this
2. I will pay on the parts statement after the customer picks up

Jaime states:

1. Already noted

Wrt states:

1. Thank you

Thanked and call ended

*** Email: External Email Content Deleted (GMT-08:00) Pacific Time (US & Canada) and created

Good Afternoon,

I confirmed with the parts department at Kia of Cerritos, the part is ready for pick up.

Kia Motors America

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL EV</u>	<u>Case Number</u>	<u>Mileage</u>
				12512072	28,399
				Dealer: CA243 KIA of Cerritos	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

I also ensured they are aware I am paying for the part.

Please let me know when you pick it up.

Have a nice weekend!

Best Regards,

(GMT-08:00) Pacific Time (US & Canada) and

We picked up the charger on Friday afternoon. There was some confusion in the parts department as the person you must have spoken to was out at the time, but Nick Stonawski in the Service Department got it worked out after seeing your email.

(GMT-08:00) Pacific Time (US & Canada) and created

I am very sorry about the confusion, I had worked with the parts department earlier in the day to make sure everything was correctly noted and understood but something must have been lost in translation. I am happy Nick was able to assist, but I apologize for the inconvenience.

How is your charger working? Are you back to being able to charge at home?

Best Regards,

a) ***

(GMT-08:00) Pacific Time (US & Canada) and created by

ECR contacted AI (Parts) CA243

AI states:

1. Part was billed to an RO
2. Contact service

Wrt states:

1. Thanked

Kia Motors America Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL EV</u>	<u>Case Number</u>	<u>Mileage</u>
				12512072	28,399
				Dealer: CA243	KIA of Cerritos

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity

00) Pacific Time (US & Canada) and created

-08:00) Pacific Time (US & Canada) and

00) Pacific Time (US & Canada) and created

ECR contacted Shawn (Svc Mgr) CA243 and Jeff (Wty) CA243

Please submit this repair as a G61 claim through your warranty admin. Please see below for details of the repair.

er

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

If you have any further questions, please contact Janet or myself.

Please send confirmation of your acknowledgement.

acific Time (US & Canada) and created

ation that claim submitted

Time (US & Canada) and created by

1. Submitted the claim

Wrt states:

1. Thanked

acific Time (US & Canada) and

Kia Motors America Consumer Affairs Department

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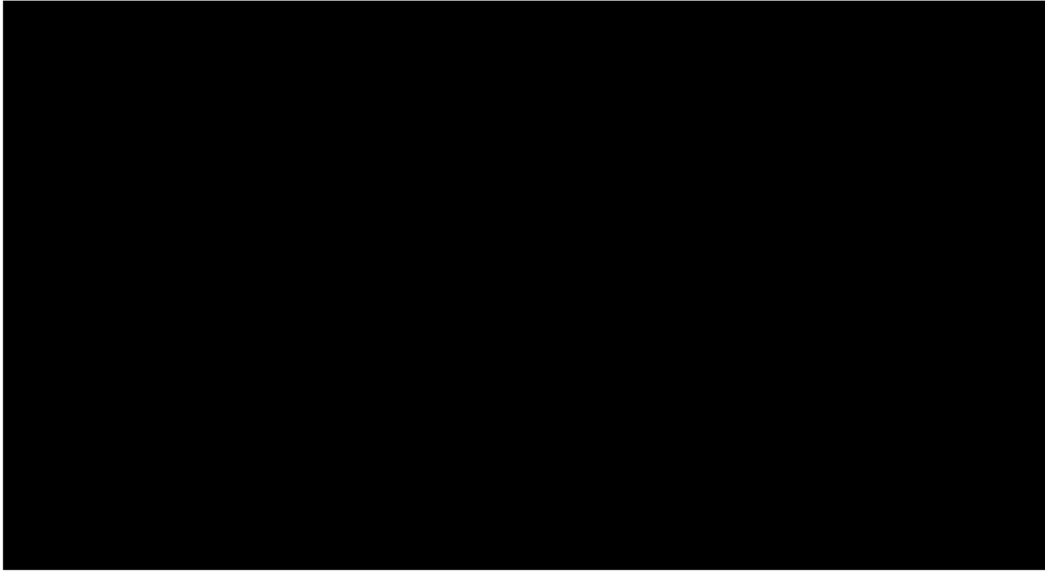
<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL EV</u>	<u>Case Number</u>	<u>Mileage</u>
				12512072	28,399
				CA243	KIA of Cerritos

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Battery Capacity



Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of	2015 SOUL	Case Number	Mileage
[REDACTED]				12524770	16,800
[REDACTED]				Dealer: NC034 Stevenson KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Windshield/Rear

Case History

*** [REDACTED] (GMT-07:00) Arizona ***

Contact = TRACY VERCEL, Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on [REDACTED] (GMT-07:00) Arizona and created by LaKindra Sims ***

Caller stated

1. I was driving and I had the defrost on
2. there was no frost but there is a film in the early morning and the defrosty clears it
3. I heard a loud pop sound and looked in the rearview mirror and saw that the rear windshield had cracked

Wtr stated

1. Apologized
2. wtr took accident script
3. case will be dispatched to appropriate dept
4. caller will be contacted

[REDACTED] (US & Canada) and created by

Called and spoke with Tracy Vercel

Writer states:

1. Calling in regards to a 2015 Kia Soul
2. Apologized for the delay

Customer states:

1. I'm 53 years old
2. What happened is, I was using the rear defrost on that back window
3. Something malfunctioned on the defrost
4. I was driving down the street and all of a sudden I heard this loud pop
5. I pulled over to the side of the road and on the bottom left corner, I had a peace sign sticker on the window and you could tell it was burnt
6. Right where the burn mark was on the outside of the window, there was a burnt mark on the inside of the window
7. I did call the police and he made a report and he said he did not believe it anything external
8. When I shut the door, the center of the glass fell out
9. I am part of the PTO at my school and we had a Fall Festival this weekend
10. And a mom came up to me and said there was smoke on the bottom of my window the other day
11. My window had shattered after leaving school 10 minutes that day
12. I thought it could just been steam because it's cool out or condensation
13. My husbands trying to do research

Kia Motors America Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
				12524770	16,800
				Dealer: NC034	Stevenson KIA

ear

Writer states:

1. Approximately how long were you using the defroster before the window had shattered?
2. Have you ever had any concerns with the vehicle before?
3. Was your insurance company contacted?

Customer states:

1. It's take me about 10 minutes to get my son to school, it was after I had dropped him off from school
2. So I'm going to say total like 25 minutes or so
3. No, I only owned the car since April
4. Yes and I have full coverage on the car, but apparently glass isn't covered
5. They're the ones that told me to contact Kia

Writer states:

1. Did you take your vehicle into a Kia dealership?
2. Requested photos
3. Gave customer call back number and email address
4. Once received, I will get it reviewed and followup with you

Customer states:

1. I took it to Stevenson Kia (NC034) and they told me he didn't think it was a malfunction
2. I will send you the photos today

) Pacific Time (US & Canada) and

& Canada) and created by Samuel

Reviewed case with KMA Engineer

*** (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin Legal Review and Sub Status of Assigned

*** Phone - Call - Outbound created on (GMT-08:00) Pacific Time (US & Canada) and created by

1. Calling to get more information on customer's vehicle
2. Thank you

Dealer states:

1. It happened the day when my DPSM was here
2. We all looked at it with my boss, my district rep

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
				12524770	16,800
				Dealer: NC034 Stevenson KIA	

Rear

rost

4. I don't see any indication the defrost could have caused that
5. We saw the burn marks on the outside
6. We removed all the broken glass for her

*** Phone - Call - Outbound created on (GMT-08:00) Pacific Time (US & Canada) and created by

1. Calling to follow up with you on your 2015 Kia Soul
2. The dealership states they have no reason to believe this was caused by the defroster
3. Per CarFax, your vehicle was involved in a previous accident "involving front and rear impact"

(Customer would not allow writer to finish speaking)

Customer states:

1. So basically it's another loophole from Kia, that's all it is
2. You know that as well I know that
3. I already have an attorney from a previous accident with my Scion
4. You know d*** well what happened to that kia
5. I will slander all over Kia's Facebook, that's fine

(Customer disconnected call)

*** (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : Information Given

[Resolution Summary]

Kia Motors America
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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
				12622369	1
				Dealer: CA077 Merced KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Supply

Kia Case Type Lvl2: Parts

Kia Case Type Lvl4: Stock Status

Case History

Part ordered for customer vehicle has been placed into the UPER status on 02/02/2018 00:00:00

Dealer Comment : why was upper order denied, car has been down in our shop since 1-8-18 part was ordered 1-18-18 it is a insurance job and customer and insurance company getting impatient, please help us with this issue

Please Update Customer with the status of the vehicle and part ordered

*** Phone - Call - Inbound commitment created on (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 02/07/2018 and created by Bethany Grombly ***

*** Phone - Call - Inbound created on (GMT-07:00) Mountain Time (US & Canada) and created by

Dealer: CA077

Svc Adv. States Waiting on parts

Customer Name: James Aikins

Customer phone #:

Customer address: 3305 tiffany lne modesto ca

Most recent RO# , Open 1/8/18 and Close Date: Opened

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

Most recent Repair Issue and Diagnosis:

Concern: Customer states after putting gas in tank veh overheated and exhaust caught on fire

Cause: water in fuel tank

Correction :remove fule pump intake and recommend drain and clean tank replace fuel tank pump and flush fuel line and replace high pressure fuel pump replace the four fuel injectors. recommended to replace damaged exhaust hanger

Able to Duplicate (Y or N): y

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

Repair History of current concern with dates (Open and Closed) and mileage:

ETA for completion of repairs (if applicable): 2/22 to receive part so around feb 25th

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

Part No# : B2500 Order No# : 211818

311233x000

353202b140

Kia Motors America
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Last name	First name	VIN of	2015 SOUL	Case Number	Mileage
				12622369	1
				r: CA077 Merced KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Supply

Kia Case Type Lvl2: Parts

Kia Case Type Lvl4: Stock Status

28768b2300

353102b130 4x

Techline Case (if applicable):n

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

Dealer contacted DPSM (if needed): n

Vehicle repaired?:n

Customer has possession?:n

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

Original Owner (Y or N):y

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

1 OK

2 ETA for part is Feb 22nd

customer states

1 Ok alright

2 That's

writer states

1 Do you have any current concerns?

Customer states

1 Insolation on the floor as well

2 last them I got in it stunk really bad

3 gas station was told that the gas was bad

4 they were still selling the bad gas on Monday

5 they shut them down and filing for state district attorney

6 after being aware of the bad gas

Writer states

1 please call with any question ref case# or phone number

customer states

1 Great thank you

Forwarding to National

1 Customer alleged exhaust got on fire

2 Customer states gas station provided bad fuel

3 Customer states filing for state district attorney because gas station continued to sell bad gas

3 Please review and follow up accordingly

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
				12622369	1
				Dealer: CA077 Merced KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Supply

Kia Case Type Lvl2: Parts

Kia Case Type Lvl4: Stock Status

*** Case 12622369 is sent on [REDACTED] by Bethany Grombly

To: [REDACTED]

*** Phone - Call - Inbound commitment fulfilled on [REDACTED] (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 02/07/2018 closed by Bethany Grombly ***

*** [REDACTED] (GMT-07:00) Mountain Time (US & Canada) ***
Dispatched from WIPBin = UPER ESCALATE to Queue National CA by Bethany Grombly
Reason:

*** Phone - Call - Inbound created on [REDACTED] (GMT-07:00) Mountain Time (US & Canada) and created by Bethany Grombly ***
CALL TO ACTION *****
Addition to call to action:

1UPER status ETA Feb 22nd
Part No# : [REDACTED] B2500
Order No# : 211818

*** [REDACTED] (GMT-07:00) Mountain Time (US & Canada) ***
Dispatched from WIPBin = Default to Queue National CA by Bethany Grombly
Reason:

*** [REDACTED] (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** [REDACTED] (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 1. Intro Calls of Ryan Ristow by Jeff Stroup
Reason:

*** [REDACTED] (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Concerns Recorded
[Resolution Summary]
Case closed pending customer contact.

*** [REDACTED] (GMT-08:00) Pacific Time (US & Canada) ***
Reopened with Sub Status of Working

*** [REDACTED] (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Concerns Recorded
[Resolution Summary]
Case closed pending customer contact.

Kia Motors America Consumer Affairs Department

Page 1 of 2

Case Number		Mileage
2889265		28
L019		Bramlett KIA

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Case History

Problem Description :

C/S THAT HE WAS ADJUSTING THE STEERING COLUMN AND SMELLED A BURNING SMELL AND POWER WENT OUT.

Diagnostics Performed :

I TOOK THE STEERING COLUMN SHROUD OFF AND THAT KICK PANEL UNDER THE WHEEL AND FOUND SOME WIRE DAMAGE TO A HARNESS. THE HARNESS THAT IS DAMAGED IS TIED IN WITH THE REMOTE START. THE REMOTE START ON THIS VEHICLE WAS INSTALLED AT THE PORT. IT APPEARS THAT THE WAY THEY POSITIONED THE HARNESS IS THE REASON FOR THIS WIRE DAMAGE. DO I NEED TO DO A WIRE REPAIR OR REPLACE THAT HARNESS PIECE?

*** NOTES 02/13/2015 12:01 PM US Mountain Standard Time DLyons Action Type:Dealer contact
Writer called dealership, Bramlett Kia , to speak to service:

Able to Duplicate: Y

RO# and Open Date: 6014379 2/12/2015

Current Repair Issue and Diagnosis: Cust came in with burning odor after adjusting the steering wheel - the dealer hd to reroute the wire harness and repaired

Parts on order (Y/N): Part# , Order# : none

Vehicle repaired & customer has possession (Y/N): Y/N - cust to pickup this afternoon

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

Days Down at initial Service Alert report: 1 day

ETA for completion of repairs: 20/13/2015

Techline Case: T2888815

Rental / Loaner Provided/Date: cust declined

Repair History of current concern with dates and mileage: none

Justification of Goodwill (must include maintenance history: none due

Dealer contacted their DPSM: N

If HEV vehicle, is dealer HEV certified: N

Kia Motors America

Consumer Affairs Department

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Last name	First name	VIN of	2015 SOLU	Case Number	Mileage
				K2889265	28
				Dealer: AL019 Bramlett KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Steering

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Please follow up with customer after wire repair to determine if customer concerns have been resolved.

*** PHONE LOG 02/16/2015 02:33 PM US Mountain Standard Time BLewis Action Type:Outgoing call
Writer called [REDACTED] out of service also tried 236-797-2311not a valid #

*** CASE CLOSE 02/16/2015 02:33 PM US Mountain Standard Time BLewis

*** CASE CLOSE 03/24/2015 04:07 PM US Mountain Standard Time SCoder
Fire Tread Reivew Complete-SCH

Notes added by admin

Customer has been issued a \$50.00 prepaid Visa card on [REDACTED] AM

*** CASE CLOSE 04/10/2015 01:40 PM US Mountain Standard Time LSims
Steering tread review complete/ LS

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Last name	First name	VIN of	2015 SOLU	Case Number	Mileage
				K2903988	4,020
				Dealer: AR019	Crain KIA of Conway

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

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

Case History

*** PHONE LOG 03/09/2015 03:53 PM US Mountain Standard Time SMunoz

Customer alleges:

1. My car had caught fire
2. I actually drove the veh over to the dlr
3. I reached up under the veh and pulled off the rubber exhaust hanger off
4. Burnt my hand, but it was either that or let my car burn
5. The dlr repaired the veh and tried to give me it back
6. I refused the veh when they offered it back to me
7. So, the the same technician decided that he's going to be driving the veh to work to see if it'll do it again

Writer states:

1. Apologized
2. Took accident script
3. Advised that writer will be dispatching the case to National Office
4. Provided case and contact information
5. Advised that cust will receive a call back within 24-48 hours
6. Asked if customer had further questions or concerns

Customer states:

1. Well, I'm upset to find out that I wasn't offered GAP insurance and I never was told about the RSA that came with the veh
2. But that was it
3. Thank you

*** NOTES 03/10/2015 01:25 PM US Mountain Standard Time SMunoz Action Type:Manager review

Dispatching to NCA:

1. Customer alleges that his veh caught fire
2. Customer's veh is currently at AR019
3. Customer has been advised that he'll be receiving a call back
4. Please review case and follow up with customer

*** PHONE LOG 03/11/2015 08:24 AM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr left VM for SM Dustin:

1. Calling in reference to vehicle.
2. Requested pictures and c/b.
3. Provided c/b # and email address.

*** PHONE LOG 03/11/2015 08:25 AM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr attempted to contact customer:

1. No answer.
2. VM not set up.

*** PHONE LOG 03/11/2015 09:25 AM Pacific Daylight Time JMoJica Action Type:Incoming call

SM Dustin left VM:

1. My tech will be sending you pictures.
2. We were contacted by someone at Kia and instructed not to touch the car until we heard from NCA.

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	<u>Case Number</u>	<u>Mileage</u>
44	K2903988	4,020
Dealer: AR019 Crain KIA of Conway		

uct Liability

Explosion

ion Type:Ltr/email/fax rec'd

Wtr received pictures via email:

*** PHONE LOG 03/17/2015 12:27 PM Pacific Daylight Time J Mojica Action Type:Outgoing call

I. Wtr provided SM with instructions.

and take pictures of what is above heat shield.

1. I was calling to ask a question
2. I called you guys about this issue
3. Since then the dlr has not reached out to me
4. Is it ok I use the loaner vehicle till the get a hold of me

Writer Stated

1. Thanked for calling
2. Advise customer that the vehicle is being loaned out to him by the dlr and is ok to drive while vehicle still at dlr

Caller Stated

1. Ok
2. I have another question

Kia Motors America Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
				K2903988	4,020
				ler: AR019	Crain KIA of Conway

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Fire/Explosion

3. When I spoke to someone initially they told me that they would reach out to me but nobody has

Writer Stated

1. Apologized for no call back
2. Advise phone number to National office if he would like to reach out to the National office

Caller Stated

1. Ok
2. Thanked

Writer Stated

1. Thanked

*** PHONE LOG 03/25/2015 06:41 AM US Mountain Standard Time EChildress Action Type:Incoming call
Cust provided case#:

1. Called there earlier and was given national #, but have to enter person's name or extension and don't know it

Dlr thanked and ended the call

*** PHONE LOG 03/27/2015 10:21 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr left VM for SM Dustin requesting c/b.

*** NOTES 03/27/2015 03:47 PM Pacific Daylight Time JMojica Action Type:Internal
TREAD REVIEW COMPLETE

Kia Motors America
Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
				K2903988	4,020
				Dealer: AR019	Crain KIA of Conway

*** PHONE LOG 04/01/2015 12:11 PM Pacific Daylight
Wtr left VM for SA Adrian requesting c/b.

Type:Outgoing call

*** PHONE LOG 04/01/2015 12:31 PM Pacific Daylight
Wtr left VM for customer requesting c/b.

Type:Outgoing call

*** PHONE LOG 04/03/2015 12:14 PM Pacific Daylight
Wtr left VM for SA Adrian requesting c/b.

Type:Outgoing call

*** PHONE LOG 04/03/2015 01:38 PM Pacific Daylight
Wtr attempted to contact customer:
1. No answer.

Type:Outgoing call

*** PHONE LOG 04/03/2015 02:23 PM Pacific Daylight
Wtr:

Type:Outgoing call

1. Calling in reference to vehicle.
2. I wanted to follow up with you to let you know that we did have a FTR inspect your vehicle.
3. At this moment, we are unable to find a defect with the vehicle and do believe that the incident was a result of an external/outside influence.

Customer:

1. I was a mechanic for over 30 years.
2. I burned my hand trying to save my car from engulfing in flames.
3. I don't agree.
4. There was no residue and if it was something else there would have been some residue.
5. I am stuck with this car that I spent \$20,000 on.
6. My wife could have been driving my kids in this car and it would've happened then!

Wtr:

1. I am sorry you disagree.
2. I definitely understand where you are coming from.
3. However, please understand I would not be sitting here telling you this if our inspection had found there was something wrong with the car.
4. We did not find any manufacturer's defect.
5. We will be referring you to your ins. co. and the dlr needs their loaner back.

Customer:

1. I know its not your fault.
2. I know you just have to be the person that has to give me the bad news.
3. I am sorry that I am disgruntled about this and I am directing it to you.
4. I will contact my ins. co. and my lawyer and we will go from there.
5. I will return the car to the dlr.
6. I know your hands are tied.

Wtr:

Kia Motors America Consumer Affairs Department

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Last name First Name Middle Initial VIN of 2015 SOLU

Case Number Mileage

K2903988 4,020

Dealer: AR019 Crain KIA of Conway

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

1. Thanked customer.
2. If there's anything else I can do for you just give me a call.

*** PHONE LOG 04/07/2015 01:38 PM Pacific Daylight Time JMoJica Action Type:Outgoing call
Wtr left VM for SM requesting c/b.

*** PHONE LOG 04/09/2015 12:19 PM Pacific Daylight Time JMoJica Action Type:Outgoing call
Wtr spoke to SM Dustin:
1. SM stated customer picked up vehicle on 4/6/15.

*** CASE CLOSE 04/09/2015 12:20 PM Pacific Daylight Time JMoJica
No further action required.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]				K2930270	0
[REDACTED]				Dealer:	

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 04/17/2015 04:54 PM Pacific Daylight Time SGuindi

NCA rec'd letter from State Farm. Letter states:

1. Enclosed please find a preliminary report completed by Motor Vehicle Forensic Services regarding a fire loss on 3/17/15.
2. This letter is to advise that State Farm has scheduled a joint evidence examination of the above-captioned vehicle on 5/14.
3. Please advise if you plan on attending.

Attaching to case and dispatching to NCA.

Type:Outgoing call

1. Calling in regards to your claim number 355Z74673, 2015 KIA Soul
2. We received your letter dated April 13th for a joint inspection on 5/14
3. KIA will respond shortly
4. In the meantime, if you have any questions, you are more than welcome to give me a call back
5. Gave call back number

*** NOTES 04/24/2015 11:40 AM Pacific Daylight Time [REDACTED]

Reviewed case with KMA Engineers

1. KMA to inspect vehicle
2. Pending inspection date

*** PHONE LOG 04/24/2015 11:46 AM Pacific Daylight Time [REDACTED] going call

Called StateFarm Insurance and left message for Dave Howell [REDACTED]

1. Calling in regards to your claim number 355Z74673, 2015 KIA Soul
2. KIA would like to participate in a joint inspection
3. Unfortunately, we cannot make it out on May 14th
4. Requested call back or email response to make arrangement
5. Gave call back number and email address

*** PHONE LOG 04/28/2015 11:09 AM Pacific Daylight Time [REDACTED]

Received message from Dave Howell at StateFarm Insurance [REDACTED]

1. This is Dave at StateFarm insurance giving you a call back
2. Regarding a claim that we have for Stephen Maurer, 2015 Kia Soul
3. You had left me a message regarding the joint evidence exam on May 28th
4. That you guys were not available and wish to contact Mark Sargent direct to set that up
5. I am very comfortable with that, I just talked to Mark's office and made them aware that you will be contacting him direct to schedule that
6. So if you want to contact him at [REDACTED]
7. You'll probably speak with Maria there to schedule that, she does all the scheduling for him
8. So if you want to do that and then just call me back to let me know what date that is
9. And if I need to have a StateFarm representative out there as well, I will
10. So if you have any questions, please feel free to call me back [REDACTED]
11. If not, I'll just wait to hear from you when that joint evidence exam is with Mark and we'll go from there
12. Thanks a lot, bye, bye

Kia Motors America

Consumer Affairs Department

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Last name	First name	VIN of	2015 SQU	Case Number	Mileage
				K2930270	0

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** NOTES 04/28/2015 11:09 AM Pacific Daylight Time
Advised KMA Engineers. Pending further response.

*** NOTES 04/28/2015 11:13 AM Pacific Daylight Time
Called Motor Vehicle Forensic Services and spoke with Maria
Writer states:

1. I received a call from Dave Howell regarding a joint inspection
2. We will keep you updated

Customer states:

1. We are booked for May
2. Our earliest opening is the end of June
3. My email is [REDACTED]

*** NOTES 04/29/2015 01:52 PM Pacific Daylight Time
Advised KMA Engineers, pending further response.

*** NOTES 05/08/2015 02:03 PM Pacific Daylight Time
Reviewed case with KMA Engineers:
1. Request to inspect vehicle on 6/9 or 6/11

*** NOTES 05/11/2015 11:19 AM Pacific Daylight Time
Called Motor Vehicle Forensic Services and spoke with Maria
Writer states:
1. Would it be possible for a joint inspection on 6/9 or 6/11?
2. Let me get back to you

Customer states:

1. Both the 9th and the 11th is booked
2. My next opening is 6/22 and 6/23

*** NOTES 05/11/2015 04:13 PM Pacific Daylight Time
Advised KMA Engineer, pending further response.

*** PHONE LOG 05/12/2015 11:10 AM US Mountain S
customer states

1. my car started on fire
2. I'm without a car
3. and need a rental
4. I want to know what I can do about getting another Kia
5. I should be able to get a discount
6. need a rental

writer states

1. apologized
2. what are seeking from Kia?

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Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
				K2930270	0

Dealer:

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

customer states

1. looking for a rental
2. would like to get into another Kia Soul
3. would like to have the price discount
4. wanting Kia to help me get into another vehicle

writer states

1. going to contact my supervisor to have Mr. Samuel Kim contact you
2. this way Kia and start getting some of your questions answered for you
3. thank you

*** NOTES 05/12/2015 11:39 AM US Mountain Standard
Wtr sent email to Samuel Kim advising of customers requ

*** PHONE LOG 05/18/2015 09:30 AM Pacific Daylight T

Called customer and left message:

1. Calling in regards to your 2015 Kia Soul
2. Requested call back
3. Gave call back number

*** PHONE LOG 05/18/2015 02:50 PM Pacific Daylight T

3. Thank you very much, thanks, bye

*** NOTES 05/19/2015 09:13 AM Pacific Daylight Time SamuelKim Action Type:Other (external)

Received message from Dave Howell at StateFarm Insurance:

1. This is Dave at StateFarm Insurance
2. I'm giving you a call regarding our insure
3. This is a 2015 Kia Soul
4. We were trying to setup a joint evidence exam
5. We had one originally scheduled that did not go forth
6. And I wanted just to contact you
7. I talked to Motor Vehicle Forensic Services and when I spok
8. She said they had not heard from Kia regarding scheduling
9. If you could just give me a call back
10. I just want to make sure everybodys on the same page with this so we can get it scheduled as soon as possible
11. And make sure everybody that needs to attend can attend
12. My numbers
13. And once again, my claim number
14. Thanks a lot, bye, bye

*** NOTES 05/19/2015 09:18 AM Pacific Daylight Time SamuelKim Action Type:Other (external)

Called StateFarm Insurance and left message for Dave Howell

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<u>Case Number</u>	<u>Mileage</u>
K2930270	0

Dealer:

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

1. Calling in regards to your claim number 355Z74673, 2015 KIA Soul
2. We've contacted MVFS several times and tried to schedule a joint inspection
3. Our last attempt was for 6/9 or 6/11
4. However, MVFS advised us they do not have an opening until the end of June
5. If you have any questions, please give me a call back
6. Gave call back number

1. I'm calling in regards to a 2015 Kia Soul

Customer states

1. I want to be able to be in the same place as I was before
2. The insurance company is going to pay \$17,000 of the loan
3. But I do have \$20,000 on the loan
4. I do have gap insurance, but everyone is dragging the scene
5. And I'm just getting mad
6. I am out money, I am entitled to get that money back

Writer states:

1. We received an invitation to a joint inspection of the vehicle
2. If your insurance company believes this is the result of a manufacturing defect, they can subrogate us
3. Referred customer to insurance company

Customer states:

1. This is Dave at StateFarm Insurance
2. Hey I'm giving you a call regarding that claim on
3. I got your message, I did talk to Maria at Motor Vehicle Forensic Services
4. She mentioned you guys have spoken and they're holding June 22nd and 23rd open right now
5. Just to see if your expert is available
6. I think he was waiting on something else to either to change or cancel
7. So I'm just going to give it some time
8. I've asked her to give me a call once you guys have a definite date in mind
9. So if you have any questions, let me know
10. It sounds like things are at least trying to move along as quickly as possible
11. So I'll wait to hear from you or wait to hear from Motor Vehicle Forensic Services on that joint evidence exam
12. And we'll get everything going
13. I appreciate your time and if you need anything from me just give me a call
14. Thanks

*** NOTES 05/22/2015 09:28 AM Pacific Daylight Time
Pending inspection date from KMA Engineer.

Kia Motors America

Consumer Affairs Department

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Last name	First name	VIN of	2015 SOUL	Case Number	Mileage
				K2930270	0

Dealer:

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** NOTES 05/26/2015 09:21 AM Pacific Daylight Time
KMA Engineer to inspect vehicle on 6/23 beginning at

*** PHONE LOG 05/26/2015 09:24 AM Pacific Daylight Time
Called Motor Vehicle Forensic Services and spoke with
Writer states:

1. Kia would like to inspect this vehicle on 6/23
2. Thank You

Customer states:

1. I'll mark it down for the 23rd for a 8:30 start time

*** PHONE LOG 05/27/2015 03:41 PM Pacific Daylight Time
Called StateFarm Insurance and left message for Dave Howe

1. Calling to inform you Kia will be inspecting this vehicle on 6/23
2. If you have any questions, please give me a call back
3. Gave call back number

*** NOTES 05/29/2015 11:55 AM Pacific Daylight Time
Called StateFarm Insurance and spoke with Dave Howe
Writer states:

1. Calling to confirm you received my message for a joint inspection
2. Did the customer settle with your insurance company?
3. We'll keep in touch

Customer states:

1. I won't be there but we are going to send a field fire rep from StateFarm Insurance
2. Yes he did, we're not going to hold up anything with the insured

*** PHONE LOG 06/19/2015 07:47 AM Pacific Daylight Time
Called Motor Vehicle Forensic Services and spoke with Mar
Writer states:

1. Calling to confirm joint inspection for 6/23 beginning at 8:30AM
2. Thank You

Customer states:

1. I've got it down for Tuesday

*** NOTES 06/25/2015 12:51 PM Pacific Daylight Time
Pending inspection results from KMA Engineer.

*** NOTES 06/29/2015 08:23 AM Pacific Daylight Time
Reviewed case with KMA Engineers:

1. Settle with insurance and have vehicle brought to

Kia Motors America
Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
				K2930270	0
				Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** PHONE LOG 07/06/2015 11:55 AM Pacific Daylight Time

Called StateFarm Insurance and left message for Dave

1. Calling in regards to your claim number 355Z7467
2. Requested call back
3. Gave call back number

going call

*** PHONE LOG 07/06/2015 05:12 PM Pacific Daylight Time

incoming call

1. This is Dave at StateFarm giving you a call back re
2. Our insured is Stephen Maurer
3. Just giving you a call back, I know we saw this on June 23rd
4. I'll be in the office for about another 15 minutes
5. If not I'll be in tomorrow 8:00AM to 4:30PM Eastern time
6. Unless of course you just want to call me back at your earliest convenience
7. I'll wait to hear from you,
8. Thanks a lot, bye, bye

*** PHONE LOG 07/07/2015 11:37 AM Pacific Daylight Time

1. Calling in regards your insured Stephen Maurer, your claim
2. Requested call back
3. Gave call back number

*** PHONE LOG 07/08/2015 11:39 AM Pacific Daylight Time

at StateFarm Insurance:

1. This is Dave at StateFarm, just giving you a call back
2. I know we're playing a little phone tag
3. You had left me a message just wanting to resolve this and then also looking for the best time to reach me
4. I'm on the phone most of the time during the day
5. But if you want to try and reach me around noon Eastern, that's typically the best time right around lunch time
6. I normally eat at my desk here so, I'm kind of out of the phones but I'm available if I happen to see your number come up
7. About 9 o'clock your time I believe
8. Tomorrow is Thursday, July 9th, I will be in the office from 8AM to 4:30PM Eastern time
9. So if you want to try and give me a call then
10. Or I'll be in the office for about another hour today

catch up and get this resolved for Mr.

Type: Outgoing call

Called and spoke with Dave Howell at StateFarm Insurance (

Writer states:

1. Requested demand amount to be sent in writing

Customer states:

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
				K2930270	0
				Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Fire/Explosion

1. We've paid \$17,631.08 total loss plus some minor rental coverage
2. That will be reduced by the salvage return we get

Writer states:

1. The terms must include the return of the vehicle to KMA
2. Gave customer email address
3. Advised writer will be out of the office until 7/22

Customer states:

1. I'll need to review with management, I've never had a case like this before

Remaining necessary information is being provided and the request

1. we just have to review it with one more person.
2. I think it will be ok, as long as we get something on writing.
3. Anyway, I will know more tomorrow or wednesday and I will c/b then.

Wtr:

1. Provided c/b #, thanked and disconnected.

*** NOTES 07/16/2015 04:46 AM US Mountain Standard Time (external)
>>Foundation brake tread review completed; H.S.<<

11 AM Pacific Daylight Time Incoming call

1. I am in the process of getting the title from the salvage vendor.
2. I wanted to see if you would send me an email/letter just explaining that Kia will reimburse us in exchange for the vehicle.
3. Please c/b.

9 PM Pacific Daylight Time Outgoing call

1. I would be more than happy to send you something in writing.
2. Please c/b or email so I know where to send it.
3. Provided email address, c/b #, and case # for reference.

*** NOTES 07/22/2015 10:40 AM Pacific Daylight Time (external)
Called and spoke with Dave Howell at StateFarm Insurance
Writer states:

1. Calling to get an update on this vehicle

Insurance states:

1. Kia must have sold the loan to Capitol One
2. I'm still waiting on the title from Kia Finance so we can transfer it

Kia Motors America
Consumer Affairs Department

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<u>Case Number</u>	<u>Mileage</u>
K2930270	0

Dealer:

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

3. So we can put it into a State Farm salvage title so we can release it
4. We issued a payment to them on the 18th of May

Writer states:

1. Would it be possible to arrange for the pickup of the vehicle while we wait for the title?

Insurance states:

1. I can't release it, because it's a total loss, the state of Ohio requires us to issue a salvage title
2. I'll give you a call as soon as we get the title

*** PHONE LOG 07/29/2015 09:28 AM Pacific Daylight Time [REDACTED] on Type:Outgoing call
Called StateFarm Insurance and left message for [REDACTED]

1. Calling in regards to your claim number [REDACTED]
2. Requested call back
3. Gave call back number [REDACTED]

*** PHONE LOG 07/30/2015 08:07 AM Pacific Daylight Time [REDACTED] on Type:Incoming call

Received message from Dave Howell at StateFarm Insurance [REDACTED]

1. This is Dave at StateFarm Insurance
2. Hey I'm giving you a call on the claim for the 2015 Kia So [REDACTED]
3. I got your message
4. We're working on getting that title currently
5. Capital One when they resolved the claim with StateFarm sent us a release of lien
6. So I have somebody going to our local title bureau here in the next day or two
7. To actually get a duplicate title and then transfer it into StateFarm's name into a salvage title
8. Soon as I have that then we can go ahead and sign off on the back of that
9. One of things that I was working with Jeannie about is she was going to send me an email that
10. Once we have that title we come to an agreement that you would reimburse StateFarm for our subrogation claim
11. Then we would release the vehicle and title to you
12. So if you want to give me a call so we can discuss that
13. And if you want to go ahead and send that email over just so we can be on the same page at this point
14. My telephone number is [REDACTED]
15. Thanks Sam, bye, bye

*** NOTES 07/31/2015 09:24 AM Pacific Daylight Time [REDACTED] Internal
Advised KMA Engineers.

*** PHONE LOG 08/07/2015 11:30 AM Pacific Daylight Time [REDACTED] on Type:Outgoing call

Called and spoke with [REDACTED]

Writer states:

1. Requested demand [REDACTED]
2. I will send you a Release Letter via email
3. Thank you

Customer states:

1. I have the salvage title
2. We can arrange to have the vehicle picked up from our salvage vendor

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of	2015 SOUL	Case Number	Mileage
				K2930270	0
				Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

3. I'll have this title signed over to Kia and overnight it to you so you have the title
4. We've paid \$18,881.08 which includes the customer's deductible which we'll reimburse back to the customer
5. My email is [REDACTED]

*** NOTES 08/07/2015 11:49 AM Pacific Daylight Time [REDACTED] Type:Internal
Previous notes contains error, settlement amount should state \$17,881.08

*** PHONE LOG 08/07/2015 12:08 PM Pacific Daylight Time SamuelKim Action Type:Internal
Sent Release Letter to Claims Specialist Dave Howell at StateFarm Insurance
Hi Dave,

Per our conversation, Kia is making a settlement offer of \$17,881.08. Please indicate State Farm's acceptance of this offer by signing the attached Release Letter and sending it back to along with the title signed over to Kia Motors America, Inc. Please reference our case number somewhere on the correspondence. We would like to have this vehicle picked up ASAP, so please let me know when we can do so. Also, could you provide me with the mailing address for the check to be sent to. If you have any questions, you are more than welcome to contact me.

*** PHONE LOG 08/10/2015 11:47 AM Pacific Daylight Time [REDACTED] Type:Outgoing call
Called StateFarm Insurance and left message [REDACTED]
1. Calling in regards to the 2015 KIA Soul for [REDACTED]
2. Requested call back or email response
3. Gave call back number [REDACTED]

*** PHONE LOG 08/10/2015 02:46 PM Pacific Daylight Time SamuelKim Action Type:Incoming call
Received message from Dave Howell at StateFarm Insurance: [REDACTED]
1. This is Dave at StateFarm giving you a call back on the 2015 Kia Soul for [REDACTED]
2. I did get that release, I actually printed it off to go ahead and sign that and get back to you
3. If you want to give me a call back tomorrow
4. I should be in the office from 8AM to 4:30PM Eastern time
5. So we can just maybe make arrangements for you guys to go ahead and pick up that vehicle
6. What I want to do is talk to our salvage vendor and see what they need from us
7. Just to allow you guys to go ahead and pick up the vehicle and I'll get the title signed over and sent to you
8. So you guys will then have title to that vehicle
9. If you just want to give me a call tomorrow ([REDACTED])
10. Thanks a lot, bye, bye

*** PHONE LOG 08/11/2015 12:31 PM Pacific Daylight Time [REDACTED] Action Type:Outgoing call
Called and spoke with [REDACTED] StateFarm Insurance [REDACTED]
Writer states:
1. Do you have a stock number for this vehicle?
2. I do not know who the carrier is at this point
3. I will give you a call once it's been confirmed
4. Gave customer fax number [REDACTED]

Customer states:
1. Stock number is [REDACTED]
2. I'm going to fax this Release Letter out today

Kia Motors America

Consumer Affairs Department

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Last name	First name	VIN of	2015 SOUL	Case Number	Mileage
				K2930270	0
				Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

3. Do you know whose going to come and pick u
4. Maybe we can do a conference call with IAA

*** PHONE LOG 08/11/2015 12:37 PM Pacific D
Received signed Release Letter from StateFarm

*** NOTES 08/11/2015 02:01 PM Pacific Daylight
Sent transport request to Senior Roadside Claim

*** PHONE LOG 08/13/2015 01:54 PM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax sent
Sent email to Claims Specialist Dave Howell at StateFarm Insurance ()
Hi Dave,

Thank you for all your help. The transport carrier is going to be AutoStar Transport. Please advise IAA and authorize release of vehicle.

*** NOTES 08/18/2015 10:00 AM Pacific Daylight Time Type:Other (external)
Called IAA in Cleveland, Ohio and spoke with Tracy
Writer states:
1. Calling to see if this vehicle was released for pickup
2. Stock number 14939586
3. Thank you

Customer states:
1. This vehicle was already picked up about 10 minutes ago

*** NOTES 09/02/2015 11:38 AM Pacific Daylight Time Type:Internal
Pending goodwill check

*** PHONE LOG 09/10/2015 12:46 PM Pacific Daylight Time Action Type:Outgoing call
Called StateFarm Insurance and spoke with Jonathan
Writer states:
1. Calling to find out the status of the title

Insurance states:
1. Let me get you over to the right department
2. Their number is ()

(Caller was transferred to Courtney)

Writer states:
1. I have a check made out to StateFarm for \$17,881.08 but we have not received the title

Insurance states:
1. \$17,301.90 + \$329.18 was for the rental + \$250 for deductible

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of	2015 SOUL	Case Number	Mileage
				K2930270	0
Dealer:					

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

(Insurance conference called IAA)

Insurance states:

1. I sent Dave Howell a message and he should respond back to you shortly

Writer states:

1. Thank you

*** PHONE LOG 09/14/2015 12:44 PM Pacific Daylight Time [REDACTED] tr/email/fax rec'd
Received email from [REDACTED] StateFarm Insurance [REDACTED]
Hi Sam -

We have located the title and I have an associate working on getting it signed over and mailed to Kia. I apologize for the delay, we are going through some changes and it appears it got "caught up" in the process.

Thanks,

Dave

*** NOTES 09/23/2015 03:28 PM Pacific Daylight Time CLoftus Action Type:NCA Corresp. rec'd
NCA rec'd title. Attaching to case and reassigning to SamuelKim.

*** NOTES 09/24/2015 08:11 AM Pacific Daylight Time [REDACTED]
Sent goodwill check to StateFarm Insurance via USPS [REDACTED]

*** CASE CLOSE 09/24/2015 08:11 AM Pacific Daylight Time [REDACTED]

*** PHONE LOG 10/21/2015 12:38 PM Pacific Daylight Time [REDACTED] type:Incoming call
Received message from Kelly at StateFarm Recovery Department [REDACTED]

1. This is Kelly, I'm with StateFarm insurance, I'm with the recovery department
2. And I just received a claim reassignment for our insured [REDACTED]
3. Date of loss was 3/17/2015
4. This is on the 2015 Kia Soul, the last six of the VIN are 111111
5. I'm just calling to get clarification, it looks like that you guys had accepted and paid StateFarm for this
6. But I'm showing a copy of a check that's got void written all over it and I'm just not sure
7. I haven't really done any work on this claim yet
8. And I don't know if an actual check that doesn't have void on it came with this one and it went somewhere else or if it's yet to come
9. So if you could return my call when you get a chance, that would be great
10. Our number is [REDACTED]
11. This is in regards to the check for \$17,881.08, StateFarm's claim number [REDACTED]
12. If the check, a cashable check is to follow, we'll need to give you a different mailing address
13. So that you can send it to the recovery department for it to be deposited

Kia Motors America Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOLU</u>	<u>Case Number</u>	<u>Mileage</u>
				K2930270	0
				<u>Dealer:</u>	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Fire/Explosion

14. So I look forward to speaking with you, thanks, have a great day

*** PHONE LOG 10/21/2015 01:00 PM Pacific Daylight Time [REDACTED] Action Type: Outgoing call
Called StateFarm Recovery Department and spoke with [REDACTED]
Writer states:

1. Calling in regards to your claim number [REDACTED]
2. Kia has already paid out this claim [REDACTED]
3. USPS Certified Mail tracking number [REDACTED]
4. Does the "void" come up on the entire document or only on the portion of the check?

Customer states:

1. Void only shows up on the check portion
2. Is it possible for you to put a stop payment and reissue us another check?

Writer states:

1. Void is a security feature of the check, it shows up when the check is copied
2. It is, but it will take weeks

Customer states:

1. I will call you back if you are unable to locate the check

*** CASE CLOSE 10/21/2015 01:00 PM Pacific Daylight Time SamuelKim

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
				K2943960	2,150
				Dealer: TN039	KIA of Chattanooga

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Interior Lamp Operation

Case History

*** PHONE LOG 05/08/2015 03:53 PM US Mount

*** PHONE LOG 05/08/2015 03:58 PM US Mount

Cust states:

1. Veh is less than 3 months old.
2. Had to take it in for dome lights going out.
3. Smelled like smoke inside the car.
4. Took them 5 days to repair and was in a loaner.
5. They told that I had to have same amount of gas in veh as upon purchase.
6. Wife alleges that veh still smells of smoke.
7. Don't feel safe in veh.
8. They found short in dome lights.
9. Has purchased 2 vehicles.

Wrt states:

1. Updated info.
2. Apologized.
3. Advised to make appt with dlr
4. Will assess cause of smell.
5. Wrt will follow up with cust next week.

Cust states:

1. Thanked.

Wrt states:

1. Thanked.
2. Survey accepted.

*** NOTES 05/08/2015 04:11 PM US Mountain Standard

Wrt called MHillegas (CSR, NCA), lvm stating:

1. Calling in follow up to cust veh.
2. Veh had wiring harness for dome lights repaired on 4/25.
3. Burning smell present before repair is still there.
4. Contacting CSR for guidance as we are going into a weekend.
5. Cust has been advised to take veh to dlr.
6. Wrt will follow up with cust early next week.
7. Wrt contact info and case # provided..

*** NOTES 05/11/2015 12:17 PM US Mountain Standard

VM received from MHillegas stating:

1. Do not sent to NCA.
2. Smell is likely leftover from prior concern.
3. Follow up with dlr/cust.
4. Handle as necessary based on diag.

*** PHONE LOG 05/12/2015 06:37 AM US Mountain Sta

Wrt called cust and stated:

Kia Motors America
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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
				K2943960	2,150
				Dealer: TN039 KIA of Chattanooga	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Interior Lamp Operation

1. Calling in follow up to cust concern.

Cust states:

1. I got in the car and haven't smelled anything.
2. Everything is working fine.
3. Not smelling anything, just normal new car.
4. No fuses have blown.
5. Not certain what my wife's smelling, she's the one that's driving it.
6. Not going to take into the dlr.
7. Dlr has always been very good to us.

Wrt states:

1. Advised if concern should arise to make appt with dlr and call CA.

Cust states:

1. Expressed appreciation for call and thanked.

Wrt states:

1. Thanked.

*** CASE CLOSE 05/12/2015 06:38 AM US Mountain Sta

Kia Motors America
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Last name	First name	VIN of	2015 SOUL	Case Number	Mileage
				K3008890	5,401
				Dealer: FL109	Deland KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Discoloration/Transform/Pollut

Case History

*** PHONE LOG 08/14/2015 10:49 AM US Mountain Standard Time LLC

SVC MGR Randy FL109 called writer and states:

1. This car was towed in, and my DPSM, Phillip Bayless asked me to make contact with you all

Writer states:

1. Verified all customer contact information

2. How can writer assist?

1. The customer said she went into church, she was in there for an hour

2. She said when she came out, the car was full of smoke

3. So she had the car towed in, and when we saw it, it looked like the door panel caught fire

4. My DPSM said to call you, and not to touch it at all until you have been made aware and we hear back

Writer states:

1. Apologized

2. Writer happy to call customer for statement and then forward to the appropriate office for handling

3. Advised National office will be in touch within a couple of business days

1. My opinion?

2. Is that she dropped a cigarette butt in there, and didn't know that it didn't go out the window

3. There is a wiring harness behind the burn hole in the door panel, and you can see that the wiring is completely intact and in perfect shape

4. This tells me that the fire started on the outside of the door panel

Writer states:

1. Will update the case and contact customer

SVC MGR Randy states:

1. OK, and I will put this on ice and not touch it until I hear back

Original Owner: Y

Customer phone #:

Customer Address: Verified

MY 2015 Soul and Mileage: 5,401

Dealer Code/Selling Dealer: FL109 / Y

Able to Duplicate: N/A

RO# 233278 and Open Date: 08/14/2015

Current Repair Issue and Diagnosis: Customer states when she came out of church, the inside of the vehicle was filled with smoke - Verified burn hole in driver's door panel - Contacted DPSM, who advised contact to KCA

Parts on order (Y/N): N

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

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

Days Down at initial Service Alert report: 1

ETA for completion of repairs: Unsure

Techline Case: N/A

Rental / Loaner Provided/Date: N/A

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

Customer Request: N/A

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
				K3008890	5,401
				Dealer: FL109	Deland KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Discoloration/Transform/Pollut

Justification of Goodwill (must include maintenance history: N/A

Dealer contacted their DPSM: Y

If HEV vehicle, is dealer HEV certified: N/A

*** PHONE LOG 08/14/2015 11:17 AM US Mountain Standard Time [REDACTED] ing call

Writer called customer and states:

1. Gave writer's name and case info
2. Calling to address concerns
3. Does customer have time to answer a few questions?

Customer states:

1. Yes, I do

Writer states:

1. Apologized for concerns
2. Took incident scripting
3. Requested pictures to be mailed to KMA PO Box
4. Advised writer will forward to the appropriate office for handling
5. Requested up to two business days for reply

Customer states:

1. OK, thank you

*** PHONE LOG 08/18/2015 06:45 AM US Mountain Standard Time [REDACTED] Type: Incoming call

1. There was a fire in the door panel of the car
2. I need a loaner through the dealer FL109
3. My mother is without a car
4. Was told to call you to authorize the loaner

writer stated:

1. Apologized
- 2 Will be happy to see that the TCS puts that request in

cust stated:

1. So when will she get the loaner then

writer stated:

1. Explained that DPSM will need to review issue
2. TCS may have put in request
3. Will need to inform the TCS of cust request
4. Did you want his VM

cust stated:

1. Yes

writer transferred to TCS VM

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Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
				K3008890	5,401
				Dealer: FL109	Deland KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Discoloration/Transform/Pollut

*** PHONE LOG 08/18/2015 07:03 AM US Mountain Standard Time [REDACTED] :Outgoing call

Coretha (daughter) called:

1. Gave vin
2. Who is working this case
3. I need an order number
4. I need a loaner

Writer states:

1. TCS is Lael, he is not available at this time
2. We do not have order numbers here
3. Do you mean a case number? what is it for?

Cust states:

1. Maybe, not sure what it is for

Writer states:

1. Gave case number

Cust states:

1. Thank you
2. If this isnt it then I will cb

*** NOTES 08/18/2015 08:30 AM US Mountain Standard Time [REDACTED] view

Dispatching to NCA:

1. Customer alleges vehicle caught fire in door panel
2. Photos attached to Clarify case
3. Assist Determination

*** PHONE LOG 08/20/2015 09:25 AM Pacific Daylight Time [REDACTED] Outgoing call

Wtr spoke [REDACTED]

1. SM stated wires are fine, speaker is not damaged.
2. SM stated it appears that the fire started outside the door and not in the wires connected to the speakers or the speakers themselves.
3. SM stated customer was put in loaner veh -awaiting KMA instructions/determination.
4. Wtr will review with engineer and get back to SM and customer.

*** PHONE LOG 08/20/2015 09:27 AM Pacific Daylight Time [REDACTED] Outgoing call

Wtr left VM for customer requesting c/b.

*** PHONE LOG 08/26/2015 11:40 AM Pacific Daylight Time [REDACTED] type:Outgoing call

Wtr spoke [REDACTED]

1. SM stated ins. co auth repairs.
2. SM stated new door panel was ordered (only part that needs to be replaced).

Kia Motors America
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Last name	First name	VIN of	2015 SOUL	Case Number	Mileage
				K3008890	5,401
				Dealer: FL109	Deland KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Discoloration/Transform/Pollut

*** CASE CLOSE 08/26/2015 11:40 AM Pacific Daylight Time JMOjica
Closing case pending customer c/b.

*** PHONE LOG 09/10/2015 04:13 AM US Mountain Standard Time [REDACTED] Action Type:Incoming call

*** PHONE LOG 09/08/2015 11:58 AM US Mountain Standard Time [REDACTED] Action Type:Outgoing call

Customer called back

Customer states.

1. I am checking the status of my case.
2. No one has called me.

Writer reviewed file.

1. I am sorry
2. We spoke to Randy this morning.
3. They indicated the repair is being handled by your insurance.

Customer states.

1. What does the warranty cover

Writer states.

1. The warranty covers defects in the material and workmanship.
2. I see your insurance co. was involved and they is a deductible due.
3. Once the insurance is involved then we would defer to them since the warranty would not handle any type of insurance claim.
4. If you would like to speak to the dlr ask far as the diagnoses ages then I would recommend speaking to him directly

Customer states.

1. Please, I would like you to get me to him.

Writer called dlr and connected customer.

*** NOTES 09/08/2015 11:59 AM US Mountain Standard Time [REDACTED] Action Type:Internal

Sending case back to National since no one from National communicated with the customer

1. Please call customer regarding assistance determination.

*** NOTES 09/09/2015 12:54 PM Pacific Daylight Time [REDACTED] Action Type:Internal

NCA sent email to KCAC SLarez

1. Per case notes, this is a duplicate case. Please refer to K3008890
2. Writer closing case

*** NOTES 09/10/2015 04:33 AM US Mountain Standard Time [REDACTED] Action Type:Dealer contact

Sending case back to National for customer contact.

1. customer alleges she never heard from anyone and wanted status on case.

Kia Motors America

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Last name	First name	VIN of	2015 SOLU	Case Number	Mileage
				K3008890	5,401
				Dealer: FL109	Deland KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Discoloration/Transform/Pollut

*** PHONE LOG 09/10/2015 08:13 AM Pacific Daylight Time [REDACTED] going call

Wtr spoke to SA Derek (SM Randy out for lunch):

1. SA stated ins co covered repairs and customer picked up [REDACTED]

*** PHONE LOG 09/10/2015 08:23 AM Pacific Daylight Time [REDACTED] going call

Wtr:

1. I am returning your call in reference to your veh.

2. I just wanted to update you.

3. I tried calling you a couple of weeks ago, but I am assuming you didn't get my message.

4. Anyway, based on the docs and info Kia received from the dlr, we were able to determine that the thermal even was caused by an outside influence, seeing as how the damage was from the exterior to the interior.

Customer:

1. Ok, well I picked it up and paid the deductible.

2. I am looking at the paperwork though and they did two recalls on it but they charged the ins. co for it.

Wtr:

1. They can't charge anyone but Kia for it.

2. Also, the ins. co. wouldn't cover it and regardless, it doesn't change the deductible that you paid.

Customer:

1. Ok.

Wtr:

1. Thanked and disconnected.

*** CASE CLOSE 09/10/2015 08:23 AM Pacific Daylight Time
No further action required.

*** CASE CLOSE 09/30/2015 04:35 PM Pacific Daylight Time
TREAD review complete.

Kia Motors America

Consumer Affairs Department

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Last name	First name	VIN of	2015 SOUL	Case Number	Mileage
				K3014580	35,245
				Dealer: FL094	Citrus KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Fire/Explosion

Case History

*** PHONE LOG 08/24/2015 04:59 AM US Mountain Standard Time

states:

1. My car caught fire last week
2. The dealer is not wanting to release the veh to me and they told me to contact you guys to speed up the process
3. I am in a rental right now but I would like my car
4. I am concerned because the smell is not going to come out of the veh

Writer stated:

1. I apologize for concern
2. Updated cust info
3. Ran accident script
4. Provided case #
5. Advised that NCA would be in contact within 2-3 business days

Cust stated:

1. Ok thank you

1. Cust alleges vehicle caught fire while in park
2. Cust alleges aux port and charging port popped then caught fire
3. Please review and contact for further assist and determination

Called customer and left message.

1. Calling in regards to a 2015 Kia Soul
2. Requested call back

- Customer was using one of the 12V ports to charge her portable battery - one of those which you can use to charge your phone off of
- Other port was being used to charge her phone
- The regular USB port and AUX port was not being used
- Todd suspects there would not have been a fire had there not been business cards/paper in the storage area just under the ports
- Phone was a "Galaxy 4" (S4 probably)
- When the fire occurred the vehicle was in Park and engine was running (she was doing paperwork in the car)
- Customer is a mobile nurse hence the portable battery, as phone needs to be on always

Writer states:

1. Calling in regards to your 2015 Kia Soul
2. Requested to speak with driver
3. Gave customer call back number
4. Thank you

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<u>Case Number</u>	<u>Mileage</u>
K3014580	35,245

Dealer: FL094 Citrus KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Customer states:

1. My wife drives patients to and from doctors, that's what she does for a living
2. It was the charger that caught on fire
3. She carries a fire extinguisher in the back of the car
4. But she basically used her hands to put the fire out
5. They gave her a rental car
6. I'll send her a text message to see if she's off work and can call you back

2. In reference to my Kia Soul in Florida that caught fire
3. You can return my call please
4. Thank You

Writer states:

1. Calling in regards to your 2015 Kia Soul

Customer states:

1. My phone is usually plugged in 90 percent of the day
2. Because I use the GPS and I have to log into a program from my work that gives me my patient's address
3. I had my phone plugged in and I had my portable battery plugged in
4. The car was on, I had the a/c on, we were sitting in the parking lot
5. All of a sudden I heard a pop and it made a loud noise
6. Sparks flew everywhere and I looked down and there were flames
7. So my patient jumped out of the car, thank god with the oxygen tank
8. I put it out with my hands and put the fire out
9. The carpet on the driver side was all burnt, I had my business cards and they caught on fire
10. Couple of holes in my shirt and in my purse
11. The car smelled really bad

Writer states:

1. Are you and the patient okay?
2. Where were the business cards located?
3. Did you see flames or sparks coming out from the hole?
4. Was there anything plugged into the USB port?
5. Have you ever had any concerns with your vehicle before?

Customer states:

1. We are okay, I was scared
2. They were, where you put in your cigarette lighter, they were in the cubby hole
3. Sparks flew out of the hole and that's when the flames started
4. I don't think so, not at that time
5. I was driving down the road and we only had the car for about 2 or 3 weeks
6. I heard a noise and I have pulled over and the radial had separated from the tire
7. We don't get spares, we get a fix a flat and a air compressor
8. So I had to call and have a tow truck

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]				K3014580	35,245
[REDACTED]				Dealer: FL094 Citrus KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

9. They wouldn't honor the repair, they said it wasn't covered by the warranty

Writer states:

1. What type of phone did you have plugged in?
2. What type of portable battery did you have plugged in?
3. Kia takes customer's concerns very seriously
4. Let me get your case reviewed and I will follow up with you

Customer states:

1. Galaxy S4
2. It just says Wireless external battery, portable power bank SKU
3. That didn't catch fire, it just had bubbles, it was underneath the business cards
4. I drive a lot of people and my granddaughter has cystic fibrosis
5. If there is the smell of smoke in the car, I don't want it back

[REDACTED]
1. I was calling about my case

2. Wanted to see if there is an update

Writer Stated

1. Thanked for calling
2. Advise customer that the last note on the case is the conversation that was had on August 27th
3. Advise customer of 1 800 # to NCA

Caller Stated

1. Okay
2. Thanked

Writer Stated

1. Thanked

[REDACTED]
CB [REDACTED]

1. Provided case#
2. Returning call regarding case resolution

Writers states:

1. Apologized for concerns
2. See case is at the NCA office
3. Advised writer will note cust concerns
4. Connected cust with analyst VM

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]				K3014580	35,245
[REDACTED]				Dealer: FL094 Citrus KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

2/ Case number K3014580

3. Just trying to find the status of my car, of where we're standing with this

4. I'm tired of waiting and my number is [REDACTED]

5. Thank You

[REDACTED]

1. Provided case #.

2. Getting aggravated.

3. Veh caught fire.

4. Dlr has spoken to corporate office, were advised not to touch veh.

5. Was forwarded up, not getting any answers.

6. Is appreciative of rental being paid for, doesn't like the car

[REDACTED]

4. Will receive c/b with updates.

Cust states:

1. Thanked.

Wrt states:

1. Thanked.

[REDACTED]

Reviewed case with RMT Engineers.

1. Check for aftermarket wiring (Interior and fuse panel)

2. Examine what appears to be a metallic wire to the right of the right power port

3. Check for blown fuse

4. Use multimeter and check voltage

[REDACTED]

Writer states:

1. Check for aftermarket wiring (Interior and fuse panel)

2. Examine what appears to be a metallic wire to the right of the right power port

3. Check for blown fuse

4. Use multimeter and check voltage

5. Gave dealer call back number and email address

Technician states:

1. No aftermarket wiring that we saw

Kia Motors America
Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
				K3014580	35,245
				Dealer: FL094	Citrus KIA

Kia Case Type Lvl1: Complaint Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl2: Quality Kia Case Type Lvl4: Fire/Explosion

2. No fuses blown, no aftermarket wires
3. There was nothing metallic, it was a burnt piece of paper
4. She had a bunch papers, it looks like the end of a straw
5. The fire wasn't in the outlet, no burn marks inside the socket at all
6. There was another company that issued a recall for these things on the news
7. She's in a rental car that was authorized by our district manager

1. It's Amanda at Citrus Kia
2. In regards to Terry Johnson's 2015 Soul that we have
3. If you would, give me a call back
4. I have the voltage information and the amp information that you requested from the technician
5. So if you would give me a call back
6. Thank you

1. Driver side is 13.92 volts
2. Passenger side 13.93 volts
3. With engine running both max 25 amps
4. She's been in a rental since the 20th
5. Thank you

Writer states:

1. Please contact me if your DPSM does not provide rental reimbursement

1. No signs of thermal event inside power port
2. Customer was operating non-Kia accessories
3. Not a warrantable concern
4. Release vehicle back to customer

Called dealer FL094 and spoke with Amanda in the Service Department:

Writer states:

1. Please release the vehicle back to the customer
2. This is not a warrantable concern

Dealer states:

1. Thank you

Writer states:

Kia Motors America
Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
				K3014580	35,245
				Dealer: FL094 Citrus KIA	

Kia Case Type Lvl1: Complaint Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl2: Quality Kia Case Type Lvl4: Fire/Explosion

1. Calling in regards to your 2015 Kia Soul
2. No signs of thermal event inside power port, damage was to exterior
3. Not a warrantable concern

Customer states:

1. I'm going to have to talk to my husband
2. So you're saying it's safe for me to plug something in?

Writer states:

1. According to the dealership, that is correct

*** CASE CLOSE 09/03/2015 02:51 PM Paci

*** NOTES 09/30/2015 04:23 PM Pacific D
TREAD review complete.

*** CASE CLOSE 09/30/2015 04:24 PM Pa

WITH C/A BEFOR.
NTAL BILL YOU TOLD CUSTOMER

MIKE CARFIRO, CITRUS KIA FL094

*** NOTES 12/09/2015 09:21 AM Pacific Daylight T
Sent email to Assistant Parts Manager Michael Car
Requested RO and rental invoice or loaner agreem

*** NOTES 12/09/2015 03:15 PM Pacific Daylight T
Received RO # and rental invoice from deale

*** NOTES 12/09/2015 03:16 PM Pacific Daylight T
One time, goodwill to dealer FL094 of \$500.00 for r

*** CASE CLOSE 01/08/2016 04:23 PM Pacific Da

Kia Motors America Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]				86	K3041917 2,508
Dealer: VA027 Parsons KIA					

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

Writer states:

1. took customer info
2. asked to speak to customer

Ellese Crouch,

Writer states:

1. understand you had some concerns of flames coming from dash board

Customer states:

1. yes

Writer states:

1. apologize
2. would need to get some more info from you
- **took accident scripting
3. will get this info to the appropriate department
4. gave case number and writer contact info

*** NOTES 10/01/2015 12:07 PM US Mountain Standard Time JUTrotta Action Type:Manager review

Forward case to NCA

customer alleges fire came from dash board

vehicle is at dealer,

customer works for dealer

dealer has been advised to not make repairs

please review and follow up accordingly

*** NOTES 10/06/2015 12:38 PM Pacific Daylight Time MHillegas Action Type:Dealer contact

Per email communication from DPSM KKang:

SM Scott Lewis is attending Parts & Service Club Meeting visiting KMMG here.

If someone can contact GM David Jones, who is wanting to know how to proceed with the vehicle, I'd appreciate it.

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of	2015 SOUL	Case Number	Mileage
[REDACTED]				K3041917	2,508
[REDACTED]				Dealer: VA027	Parsons KIA

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Fire/Explosion

Dealer contact

1. Wtr is calling in regard to Elese Crouch, 2015 Soul with defroster concern and fire.
2. What is the extent of the fire damage?
3. Wtr requested photos of damage and provided wtr's email address.

GM stated:

1. Let me have you speak with Elese so she can describe what happened and damage to vehicle.

Wtr stated:

1. Okay, thank you.

1. Wtr has been assigned to your case to further assist you with investigating the incident and resolving the concern.
2. Wtr apologized for the concern; sorry to hear about what happened.
3. Wtr reviewed details of the incident with customer.
4. What is the extent of the damage to vehicle?

Customer stated:

1. It was a cold and rainy day.
2. I started the car and turned on the defroster and saw a puff of smoke.
3. I thought it was steam at first; then I saw flames coming from the middle of the dash where the defroster is at the base of the windshield.
4. I turned the defroster off then the flames went away.
5. There's no fire damage just a [REDACTED] mark on the defroster.
6. SM Scott tried to take pictures, however, he was unable to get close enough for photos to show anything.

[REDACTED] me to call my insurance company.

[REDACTED] Finance [REDACTED]

1. KMA would like to take the lead in this investigation to try and determine cause of concern.
2. Wtr advised customer that it won't be necessary to contact insurance company at this point in time since Kia is investigating.

Customer stated:

1. Thank you, I really appreciate your help on this.

*** NOTES 10/06/2015 12:57 PM Pacific Daylight Time MHillegas Action Type:Internal

NCA reviewed case with KMA engineer:

1. No fire damage.
2. Dealer to proceed with diagnosis.

*** NOTES 10/06/2015 12:59 PM Pacific Daylight Time MHillegas Action Type:Dealer contact

Wtr spoke with GM David Jones at VA027 and stated:

1. Wtr reviewed case with KMA engineer.
2. Since there is no fire damage we'd like you to proceed with diagnosis to determine cause of concern.
3. Provided wtr's phone number to GM.

Kia Motors America
Consumer Affairs Department

Page 3 of 5

Last name First name VIN of 2015 SOLU Case Number Mileage

Kia Case Type EVI2: Quality Kia Case Type EVI4: Fire/Explosion

GM stated:

1. I couldn't really take any good pictures.
2. We will proceed with diagnosis and will let you know the outcome.

Wtr stated:

1. Thank you.

*** NOTES 10/06/2015 01:00 PM Pacific Daylight Time MHillegas Action Type:Internal

Wtr sent email to DPSM KKang stating:

Hi Ken,

I've been in contact with [REDACTED] mer. I've advised David to proceed with diagnosis to determine cause of concern.

Thanks,
Michele

*** NOTES 10/07/2015 09:13 AM Pacific Daylight Time MHillegas Action Type:Internal

Wtr received email from Techline Rep stating:

Good morning, I have one of your cases where the tech stated you advised him to tear the vehicle down. I just wanted to confirm this is true and he also asked how far to take it down. I would imagine dash removal, photos and go from there.

*** NOTES 10/07/2015 09:14 AM Pacific Daylight Time MHillegas Action Type:Internal

Wtr sent email to Techline Rep stating:

Yes, we want the dealer to continue with diagnosis to determine cause of concern. I agree that removing dash and taking photos is a good starting point.

*** NOTES 10/07/2015 01:24 PM Pacific Daylight Time MHillegas Action Type:Dealer contact

Wtr received email from Techline Rep stating:

Latest response from the technician, he also attached photos to the case for review, let me know what you would like to do with this one.

Result of Advice: I have removed the dash from this car. I still cannot see any signs of a fire no smoke smell and no burn marks on the dash pads anywhere. not sure if you guys wanna send someone to look at this car to verify this. i have taken a few pictures an will up load as soon as i can. thank you

*** NOTES 10/07/2015 02:55 PM Pacific Daylight Time MHillegas Action Type:Internal

NCA reviewed case with KMA engineer:

1. Reviewed photos; no fire damage.
2. Techline to work with PQ Platform Engineer on further diagnosis.

*** NOTES 10/07/2015 02:58 PM Pacific Daylight Time MHillegas Action Type:Internal

Kia Motors America

Consumer Affairs Department

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Last name	First name	VIN of	2015 SOUL	Case Number	Mileage
				K3041917	2,508
				Dealer: VA027	Parsons KIA

ability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Wtr sent email to PQ Platform Engineer stating:

1. Wtr requested PQ Engineer to provide technical assistance to T/L Rep for further diagnosis on T3045527.
2. NCA no longer needs to be involved on the technical side since there are no signs of fire, smoke smell & burn marks.
3. NCA will still continue to work with the customer.

*** NOTES 10/12/2015 02:57 PM Pacific Daylight Time MHillegas Action Type:Internal

NCA reviewed case with KMA and PQ engineers:

1. Dealer to reassemble dash and road test vehicle to try and duplicate concern under same conditions customer experienced concern.
2. If no duplication of concern, vehicle to be released back to customer.
3. PQ to advise Techline of next steps.

*** NOTES 10/12/2015 03:04 PM Pacific Daylight Time MHillegas Action Type:Internal

Per T3045527:

1. Tech reinstalled the dash in this car and test drove it 156 miles under the same condition. Tech did not experience any flames nor fire from this car like the customer stated.
2. Vehicle released back to customer per Engineering and Techline's advice.

*** PHONE LOG 10/13/2015 02:11 PM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with customer, Elese Crouch and stated:

1. Wtr is giving you a follow up call regarding the concern you had with your Kia Soul.
2. Did the dealer release vehicle back to you?

Customer stated:

1. Dealer release vehicle back to me today.

Wtr stated:

1. Wtr wanted to review our findings with you.
2. Tech removed the entire dash from vehicle and did not see any signs of any fire, no smoke smell and no burn marks on the dash pads anywhere; no burnt or shorted wiring.
3. KMA engineering and Techline were involved to provide technical expertise to dealer.
4. Tech reinstalled the dash and test drove vehicle 156 and could not duplicate the concern.
5. Vehicle is not equipped with a de-icer, therefore, there isn't any wiring near or at the defroster vent.
6. KMA engineering gave Techline the authorization to have dealer release vehicle back to you.
7. We appreciate you allowing us an opportunity to be involved in the inspection process and assist with resolving the concern.

Customer stated:

1. I really appreciate the follow up call.
2. Thank you.

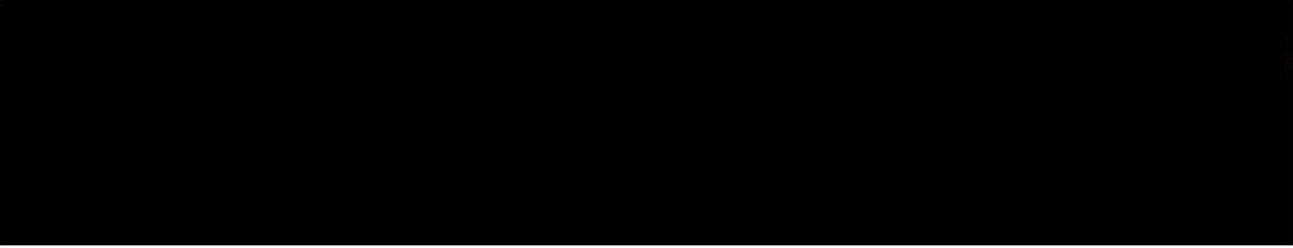
*** CASE CLOSE 10/13/2015 02:12 PM Pacific Daylight Time MHillegas

No further action.

*** NOTES 01/11/2016 09:25 AM Pacific Daylight Time MHillegas Action Type:Dealer contact

Kia Motors America
Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					2,508
					ns KIA

*** CASE CLOSE 01/11/2016 09:26 AM Pacific Daylight Time MHillegas
Tread review completed.

*** CASE CLOSE 02/02/2016 12:43 PM US Mountain Standard Time BBauer
Dup case TREAD review completed - RW

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of	2015 SOUL	Case Number	Mileage
				K3216879	35,000
				aler: TX056	Southwest KIA

Smell

Case History

*** PHONE LOG 07/01/2016 10:43 AM US Mountain Daylight Time VLOpez Action Type:Outgoing call

Cust states:

1. A spark came out of the vehicle and started smelling a burnt sound.
2. They found a yellow eraser but they couldnt say that its what specifically cause the spark.
3. There is no burn marks on the eraser.
4. The dlr said they cant be 100% sure on what caused it.
5. He went through his DPSM and said to give me a discount of the work for 550.00
6. I was working with daniel

Writer states:

1. Apologized.
2. I will call and get info from dlr and give you a call back.

Customer address:

VIN:

MY

Most recent RO# and Open Date: 297351 open 6/25/16

Days Down at initial Service Alert report (if applicable): 6 days

Most recent Repair Issue and Diagnosis: Customer says, sparks came from ac vent center while driving on high way- could not dup sparks when disassembled could smell slightly burnt smell- removed heater core box and found eraser in drain pan removed eraser- contacted customer for inspection, reinstalled heater box after removing eraser burped coolant and finished recharge of ac.

Able to Duplicate (Y or N): no

Repeat Repair (Y/N), if so, how many times?: no

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#: no

Techline Case (if applicable): no

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

Dealer contacted DPSM (if needed): yes-declined.

Vehicle repaired?: yes

Customer has possession?: no

Dealer Code/Selling Dealer (Y or N): TX056/ no

Original Owner (Y or N): yes

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

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

*** PHONE LOG 07/01/2016 01:25 PM US Mountain Daylight Time VLOpez Action Type:Outgoing call

Writer called Matt (DPSM)

1. Advised calling to follow up on case.

Matt states:

1. There is no defect.

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of	2015 SQU	Case Number	Mileage
				K3216879	35,000
				Dealer: TX056	Southwest KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Air Conditioning

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Conditioner Smell

2. They found an eraser.
3. There was nothing that was due to manufacture defect.
4. I declined assistance.

Writer states:

1. Thank you for your time and info.

2:32 PM US Mountain Daylight Time

1. Advised calling to follow up on case.
2. Advised I spk w/ Drl and collected info.
3. Advised I spk w/ DPSM who stated this was not due to manufacture defect and is not willing to review further.
4. Advised if any other questions in the meantime feel free to give a call back.
5. Advised will be avail today until 5pm mst.
6. Advised will not be back into office until Tuesday 7/5.
7. Provided KCAC info, case # and ext.

*** PHONE LOG 07/01/2016 06:05 PM Eastern Daylight Time

Customer states:

1. No, they're saying there was an eraser in the vent.
2. I've never had a yellow eraser
3. There's no marks on the outside of eraser
4. They can't prove this was even in my car.
5. They did take it apart but they say they found his eraser and they can't say that that's what caused the issue.
6. But there's no marks on eraser.
7. So, now it's my responsibility to pay for all this?

Writer states:

1. apologized
2. Advised notated acct.
3. Advised not a technician
4. Advised notified TCS of customer call back.

Customer states:

1. Thank you

Rachael states:

1. No nothing else done.

Writer state:

1. Great, Thank you.

*** CASE CLOSE 08/04/2016 10:06 AM US Mountain Daylight Time VLopez

Kia Motors America
Consumer Affairs Department

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<u>Case Number</u>	<u>Mileage</u>
K3216879	35,000

Dealer: TX056 Southwest KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Air Conditioning

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Conditioner Smell

1. I saw on the news a recall for 08-09 Sportages that catch fire while driving
2. I have a 15 Soul and the same thing happened to me
 3. There was never a fire, only sparks and a burnt smell
 4. Had to pay \$500 to a Kia dealer for diagnosis, because they didn't find anything wrong
 5. They found a burnt pencil eraser in the AC vents
 6. They blamed it on that
 7. I was traveling with my boys, 11 and 9
 8. I have two boys and a have lot of junk in my car
 9. My 11 year old riding in the passenger seat said there were sparks coming out the AC vents
 10. We pulled over and the police and fire dept came
 11. Besides the burnt smell, they didn't see anything wrong
 12. I will never go back to TX056, as they took my \$500
 13. I want Kia to expand SC138 onto my 15 Soul
 14. I feel that this concern with those 08-09 Sportages is the same with mine because the same thing happened
 15. I would love to go back to TX056 and make them fix this and laugh in their faces while I get my \$500 back

The writer states:

1. Apologizes issues
2. Confirms info
3. Apologizes, SC138 cannot be opened onto other makes and years
4. However, we will document your concerns and have this looked at by another dept
5. They will contact you next week to discuss further.

The caller states:

1. Thank you so much

PHONE LOG 11/28/2016 11:19 AM Pacific Daylight Time AnReyes Action Type:Outgoing call

NCA spoke with customer

Writer:

1. Apologized, what is the current status of the vehicle?

Customer:

1. Current status is that there was a spark that came out of my car.
2. Dlr said it was an eraser.
3. How is that possible, it would have had to go up and in a certain way.
4. I saw a recall on 08/09 Sorentos
5. The same thing happened to my car.
6. What if it happens again.
7. I want to know if the same people that checked the Sorentos for that recall checked the Souls.
8. What if this happens again?

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
				K3216879	35,000
				er: TX056	Southwest KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Air Conditioning

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Conditioner Smell

Writer:

1. Apologized, 08/09 Sorento are a completely different model car.
2. Numerous changes have been made to the model over the years as well as your veh is not a Sorento
3. Please send me a copy of the RO for review.
4. We can see what the vehi

*** PHONE LOG 11/28/2016 11:22 AM Pacific Daylight Time AnReyes Action Type:Outgoing call

Continuation of previous phone call with customer

Writer:

1. We can check what the dealership has looked at.
2. Perhaps we have have the dealer check your vehicle.

Customer:

1. Thanked.
2. Will send it over.

*** CASE CLOSE 12/19/2016 10:47 AM Pacific Daylight Time JeffStroup
wtr closing case pending further contact.

Kia Motors America

Consumer Affairs Department

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Last name	First name	VIN of	2015 SOUL	Case Number	Mileage
[REDACTED]				230760	25,880
[REDACTED]				083	Orlando KIA West

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** NOTES 07/18/2016 11:45 AM US Mountain Daylight [REDACTED] Type:Dealer contact

Dispatching For:

1. Customer alleges rear passenger side door caught fire
2. Dispatching for further review and follow up

*** PHONE LOG 07/18/2016 11:46 AM US Mountain Daylight [REDACTED]

Customer States:

1. After parking the vehicle and getting out my rear passenger side door caught fire

Writer States:

1. Apologized
2. Took accident report

*** PHONE LOG 07/18/2016 11:46 AM US Pacific Daylight [REDACTED] Type:Outgoing call

Called and spoke with [REDACTED]

Writer states:

1. Calling in regards to your 2015 Kia Soul

Customer states:

1. So I'm in Maryland last week, this happened July 14th
2. It's about 6 o'clock at night, me and my fiancée are driving back to our hotel
3. She notices a smell, she says I smell something that smells like chemical
4. I am noticing I'm coughing and what I thought was an allergic reaction
5. But we're not observing anything in the car
6. We get back about 6:30PM and come back down at about 8PM
7. That's when I noticed my windows were blacked out
8. Once the smoke kind of clears, that's when I noticed the back seat
9. It was not on fire at the time, but there was burn damage and a nasty smoke smell
10. We weren't sure what to do at the time
11. We just sort of cleaned the windows and watched it for a little bit
12. The next day we drive it home with no issue
13. We get it back to Orlando with no issues, I make an appointment online
14. I make a claim to the insurance over the phone on Monday
15. They advised me to go ahead and take it into the dealership and to call them after I got more information

Writer states:

1. Are you and your fiancée okay?
2. Was the police or fire department called?
3. Where and when did you purchase the vehicle?
4. Is there a co-buyer on the car?
5. Have you ever had any concerns with your vehicle before?
6. Are you currently in a loaner or a rental?

Customer states:

1. No injuries or anything like that
2. No sir
3. I bought it used at Orlando Kia West about 5 months ago
4. No, just me
5. It hasn't given me any problems
6. They gave me a rental car through Hertz

Kia Motors America
Consumer Affairs Department

Page 2 of 7

Last name	First name	VIN of	2015 SOUL	Case Number	Mileage
				K3230760	25,880
				Dealer: FL083 Orlando KIA West	

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

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

Writer states:

1. Did you ever bring your vehicle in for maintenance or repairs?
2. Requested photos
3. I can send you an email
4. Once received, I will get it reviewed and follow up with you

Customer states:

1. A couple of months ago there was a recall
2. One thing got fixed and one thing didn't
3. Something about the rear seatbelt getting stuck
4. Before I went on vacation, I got an oil change at Action Gator Tires in Kissimmee
5. My email is [REDACTED]
6. Thank you

*** PHONE LOG 07/19/2016 03:32 PM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax sent
Sent email to customer [REDACTED]
Requested photos [REDACTED]

*** NOTES 07/19/2016 03:35 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact
[REDACTED]

1. Calling to get more information on this vehicle
2. Requested photos
3. Gave dealer email address

Dealer states:

1. We were told to not do anything
2. Techline told me to put them in a rental

*** PHONE LOG 07/21/2016 09:16 AM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax rec'd
Received photos from customer [REDACTED]

- [REDACTED]
1. I have not received photos of the vehicle
 2. Gave dealer email address

Dealer states:

1. They told us not to touch the vehicle and someone was coming out to look at the car
 2. Tony is gone for the day
- [REDACTED]

Kia Motors America
Consumer Affairs Department

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Case Number Mileage

K3230760 25,880

Dealer: FL083 Orlando KIA West

ability

Kia Case Type LV12: Quality

Kia Case Type LV14: Fire/Explosion

Good afternoon Mr. Kim,
Customer has requested their insurance company get involved. Ben advised me they are sending an adjuster out to take pictures. Can you please contact Ben @ Progressive with any updates. Thanks

Progressive Insurance

and CC'd

Requested photos

and CC'd to Tony Nguyen in the Service Department

Thanks Sam,

I sent you photos Thursday... They are attached for your review.

CC'd

Thanks Jamie. I will get this reviewed and follow up with you tomorrow. If the customer has made an insurance claim, please allow them to proceed.

Kia Motors America
Consumer Affairs Department

Page 4 of 7

Last name

First name

VIN of 2015 SOUL

Case Number

Mileage

Requested assistance from DPSM JJohnson

*** NOTES 07/27/2016 04:28 PM Pacific Daylight Time SamuelKim Action Type:Internal
Requested assistance from DPSM PCastle

Pending response from KIA Engineers.

Per my shop foreman, he believes the fire originated in the rear passenger seat from outside influence, the inside of the rear passenger door has no fire or smoke damage. The interior trim panel near door opening also no signs of fire or smoke damage. Let me know what additional we can do.

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					25,880
					IA West

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl1: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl2: Fire/Explosion

2. Nothing in the seat, nothing in the cargo area, no damaged wiring or electrical components in the vicinity of the fire
3. Appears to be the result of external influence

1. Kia is referring the customer to their insurance company
2. Kia will cover the cost of the rental until 8/2
3. Requested RO and rental invoice
4. Please contact the customer

Dealer states:

1. Their insurance is involved
2. He's in a rental as per KMA

1. Requested call back
2. Left call back number

2. I'm giving you a call back
3. Yea, get back to me
4. Thanks, bye

1. Calling in regards to your 2015 Kia Soul
2. Apologized for the delay
3. Kia was not able to identify any vehicle component that could have caused this thermal event
4. There is no damaged wiring or electrical components in the vicinity of the fire
5. Kia believes this is the result of external influence

Customer states:

1. So this would not be covered under warranty?

Writer states:

1. That is correct
2. Referred customer to insurance company
3. Kia is authorizing your rental until 8/2
4. If you have any additional questions or concerns, please feel free to contact us

Kia Motors America Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
				K3230760	25,880
				Dealer: FL083	Orlando KIA West

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

2. I'm calling to ask why I've gotten my car back in worse condition than when I gave it to you guys
3. Because whereas before I could use my back seat, just half of it was messed up
4. Now, I can't use my back seat at all because you guys are giving me my car disassembled
5. And everything's been pulled out of the door
6. So that's completely worthless
7. Is that normal for Kia, is that how you guys work?
8. I give you guys my car and you make it worse than before?
9. Give me a call back so we can discuss why I'll never buy a Kia ever again
10. And make sure everyone I know doesn't ever buy another Kia again
11. Bye

This comment was left on our social media page from Eric Mann (thermal vehicle)... Any suggestions how KMA would like to move forward on this? Thanks for looking into this.

https://www.facebook.com/KIAUSA/posts/10157264346360213.0>

My 2015 Kia Soul, with only [REDACTED] miles on it, catches fire in the backseat. The warranty apparently doesn't cover it. Now, the people at Kia claim that there is nothing wrong with the electric, but when I pick the car up, wires and panels are mysteriously missing. I know they are missing, because components of the car that worked before (backseat passenger side window won't roll down now, car handle has been taken off, the truck door won't open) suddenly don't work. So, I took the car in with a problem and they somehow broke it even more. Even if the upholstery from the fire isn't covered, you'd think they should fix the components that were working fine BEFORE I put the vehicle in the shop.

Kia Motors America
Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
				K3230760	25,880
				Dealer: FL083 Orlando KIA West	

Kia Case Type Lvl1:	Complaint	Kia Case Type Lvl3:	Product Liability
Kia Case Type Lvl2:	Quality	Kia Case Type Lvl4:	Fire/Explosion

1. DPSM to handle social media
2. Dealership requesting reimbursement for labor
3. DPSM to forward rental invoice and RO

I have an outstanding rental and 1.5 diag time for technician on this case. Rental bill is \$450.00 and warranty labor time is \$91.70 x 1.5 for total of \$137.55. I have a total amount of \$587.55 for this RO... Will we be reimbursed on parts statement?

Kia Motors America
Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
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Wtr spoke with Ken Love, with progressive.

1. Asked for pics and docs

1. Yes

2. i can send them over

3. Whats a good email to get back to you at?

Wtr stated:

1. [REDACTED]
2. Once we get them we will review case

call ended

*** NOTES 11/04/2016 12:50 PM Pacific Daylight Time JeffStroup Action Type:NCA Corresp. rec'd
NCA recieved subrogation from Progressive

1. our investigation indicates direst result of manufacturers defect
2. my subrogation demand is for \$14,190.16

*** PHONE LOG 11/08/2016 09:09 AM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr LVM for Christine Shaniuk, Progressive Subro Rep

Kia Motors America Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL EV</u>	<u>Case Number</u>	<u>Mileage</u>
				K3334458	12,395
				Dealer: CA204 The KIA Depot	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Others

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Problem Description :

the customer states that the home charging cord that came with the car started to smoke so he unplugged it.

Diagnostics Performed :

I have the cord and it is melted.

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

1. advised need call back with RO info for customer
2. advised call back info and case ID

1. LVM with case # and call back info
2. advised please call back ASAP with info from RO

[!<For Internal Use Only

Should dlr call back please get template >!]

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL EV</u>	<u>Case Number</u>	<u>Mileage</u>
				334458	12,395
				204	The KIA Depot

MY and Mileage: 2015 Soul EV @

Most recent RO# and Open Date: RO#113725 11/29/16

Days Down at initial Service Alert report (if applicable): 1 day

Most recent Repair Issue and Diagnosis: Customer says, home charging code started to smoke so had to unplug

DLR states cord shorted out was not a warrantable item

Able to Duplicate (Y or N): Y

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/a

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

Techline Case (if applicable): T3334248

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

Dealer contacted DPSM (if needed): Y

Vehicle repaired?: N

Customer has possession?: Y

Dealer Code/Selling Dealer (Y or N): ca204 N

Original Owner (Y or N): Y

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

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

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Last name First Name Middle Initial Phone Number Email Address Vehicle Year Make Model

Case Number Mileage

K3386489 52,788

Dealer: IL062 Napleton's River Oaks KIA

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Backfire

Case History

*** PHONE LOG 02/10/2017 07:47 AM US Mountain Daylight Time RMontano

Cust states

1. I was trying to get a serv dept appointment
2. Shouldnt I be covered under wty
3. My vehicle caught on fire

Writer states

1. I will go through an accident report questions
2. Can you please pull over
3. It will take around 15 min questions

Cust states

1. Yes I will pull over

Writer runned script

1. I will not be contacting you back
2. National will call you back
3. I apologize for your bad experience

Cust states

1. Thank you

Wrt contacted the customer.

1. Calling in regards to your vehicle.
2. What happened?

Customer replied:

1. My mom was talking to the svc department at IL062.
2. The dash then caught on fire.
3. They found a shorted blower switch and the deale was pending an SOP for repair of the vehicle.
4. The fire was only in the dash where the part needed was at.
5. I do not believe the svc department should have returned the vehicle to my mother.

Wrt replied:

1. I understand and I am sorry for your experience.
2. Have you settled with the insurance.

Customer replied:

1. no, I do not believe that is fair.
2. I think it is a Kia issue.

Wrt replied:

1. okay, I understand.
2. Please forward me the photos and repair orders.
3. i will review with the Kia engineers.

Customer replied:

1. Okay I will.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]				K3386489	52,788
[REDACTED]				Dealer: IL062	Napleton's River Oaks KIA

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Backfire

*** NOTES 02/14/2017 03:56 PM Pacific Daylight Time RRistow Action Type:Dealer contact

Wrt contacted the dealer:

[REDACTED] bened.

1. We replaced a blower resistor in the car because the fan wasn't functioning properly.
2. The blowers were not blowing at all speeds.
3. After the resistor was replaced, it was still not working, so we ordered an HVAC control head.
4. Two days later the customer said the dash caught on fire.

Wrt replied:

1. Was the part left in the car?

1. Yes the part was left in the car.
2. It was the HVAC control head.
3. it looks like that was the orgine of the fire.
4. The GM is involved.

Wrt replied:

1. Okay, I will review this info with the Kia engineers and get back to you.
2. Thanks, for the help.

*** NOTES 02/21/2017 12:53 PM Pacific Daylight Time RRistow Action Type:Dealer contact

*** NOTES 02/21/2017 12:53 PM Pacific Daylight Time RRistow Action Type:Dealer contact

1. I am currently pending review with the engineers.

1. I had my tech do an inspection.
2. He states the origin of the fire was the heater control unit.
3. It was the left side.

Wrt replied:

1. I understand what your tech is saying, but I need to review with my engineers.
2. Please allow some time to review.
3. I will get back to you.

1. Okay, I understand.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
				K3386489	52,788
Calumet City IL		07/25/2014		Dealer: IL062	Napleton's River Oaks KIA

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Backfire

2. We can talk next week.

*** PHONE LOG 02/24/2017 01:40 PM Pacific Daylight Time
wtr left voicemail for customer to call back.

*** PHONE LOG 02/27/2017 02:14 PM US Mountain Daylight

Cust States:

1. Calling back for R
2. Am I able to speak with him?

Wrt States:

1. Thanked for calling
2. Apologized and adv is in a different dept, NCA
3. Provided RRistow contact and offered to xfr to RRistow VM

Cust States:

1. Yes, thank you

XFRD CALL TO RRistow

*** PHONE LOG 02/28/2017 08:24 AM Pacific Daylight Time

2. He says it is a defective part.
3. He says he is waiting for Kia to send someone out to look at it.
4. We need someone to step up and pay the medical bill

*** PHONE LOG 02/28/2017 11:40 AM Pacific Daylight Time

Wrt contacted the customer;

1. Calling to get more information.
2. I see that you left a VM.
3. We are currently in the process of reviewing.
4. Jeff is OOO today.

Customer replied:

1. The dealer told us to go through the insurance.
2. We do not think we should do that because we were told it is a faulty Kia part.
3. We have medical bills, but they are all currently being sent to the car insurance.
4. We have not made a claim though.

Wrt replied:

1. If you have medicals, you can send them to me for review.
2. I do need to connect with Jeff to see what questions he wanted to ask in particular.
3. Once I review, I will get back to you as soon as possible.

*** PHONE LOG 03/06/2017 08:04 AM Pacific Daylight Time RRistow Action Type:Outgoing call

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Last name	First name	VIN of	2015 SOUL	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	K3386489	52,788
Calumet City IL	[REDACTED]	07/25/2014		Dealer: IL062	Napleton's River Oaks KIA

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Backfire

Wrt contacted the customer:

1. Calling to inform you that we wish to inspect the vehicle.
2. I am pending dates back from the Kia engineers.
3. Once I have those, I will give you a call back.

The customer replied:

1. Okay thank you.
2. I will let my mother know.

*** NOTES 03/06/2017 11:36 AM Pacific Daylight Time [REDACTED] Action Type:Dealer contact

DPSM TTreacy contacted wrt:

1. The GM is freaking out about this car.

Wrt replied:

1. I see.
2. We wish to inspect the car.
3. You can let [REDACTED] know that I can reimburse the rental from this day until the 23rd.

Tate replied;

1. Okay, sounds good.
2. I will let him know,

*** NOTES 03/06/2017 04:07 PM Pacific Daylight Time [REDACTED] Action Type:Dealer contact

Wrt contacted the customer:

1. Wanted to let you know that the engineers will be able to look at the vehicle 3/23.
2. It's okay to leave the vehicle at the dealer.
3. You'll be able to keep the rental.
4. I just need to confirm that it is alright if we inspect the vehicle.

The customer replied:

1. Absolutely.
2. As long as we do not need to be there.

Wrt replied;

1. That is correct.
2. Our engineer will get out there and take a look at it.
3. No need for anyone else to be there.

*** PHONE LOG 03/20/2017 10:30 AM Pacific Daylight Time [REDACTED] Action Type:Outgoing call

Dlr's insurance contacted wrt:

1. What is the time the inspection is planned for?

Wrt replied:

1. Our engineer will be there at 9:00AM.

The insurance replied:

1. Okay, we will let our investigator know as well.

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Last name	First name	VIN of	2015 SOUL	Case Number	Mileage
[REDACTED]				K3386489	52,788
Calumet City	IL		07/25/2014	Dealer: IL062	Napleton's River Oaks KIA

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Backfire

*** PHONE LOG 03/21/2017 12:44 PM Pacific Daylight Time [REDACTED] Action Type:Outgoing call
Insurance's fire investigator Scott Howell called in and left a VM:
1. Wanted to see what time the vehicle would be inspected.

*** PHONE LOG 03/21/2017 12:45 PM Pacific Daylight Time [REDACTED] type:Outgoing call
Wrt left VM for Scott:
1. The engineer was planning on inspecting the vehicle

*** PHONE LOG 03/24/2017 01:01 PM Pacific Daylight Time [REDACTED] type:Outgoing call
Wrt left a VM for the customer. Pending C/B.

*** PHONE LOG 03/27/2017 09:14 AM Pacific Daylight Time [REDACTED] type:Outgoing call
Wrt left a VM for the customer. Pending a C/B.

*** NOTES 03/27/2017 09:39 AM Pacific Daylight Time [REDACTED] Dealer contact
Wrt contacted Ziggy the GM:
1. Calling in regards to the customer's vehicle.
2. I am pending contact back from the customer.
3. At this time, I need to pull the customer out of the rental.

Ziggy replied:
1. I am floored.
2. The customer should not be put in a rental.
3. I think you should be keeping the customer in a rental and reimbursing me for all the time I put the customer in a rental.
4. The day was 2/16.

Wrt replied;
1. I understand you want to help the customer, but I need the customer out of the rental.
2. We can't keep incurring rental costs after the vehicle has been inspected.
3. If you don't want to tell the customer, just have her call me.
4. Send me the whole receipt and i will review.

Ziggy replied:
1. Okay, I'll do that.

*** PHONE LOG 03/27/2017 09:56 AM Pacific Daylight Time RRistow Action Type:Outgoing call
Wrt contacted the customer:
1. Calling in regards to the vehicle.
2. Waiting to hear back from the engineer.
3. What is it that you are requesting of Kia?

The customer replied:
1. My mother would like a vehicle of equal or less mileage.
2. It has to be a Kia Soul 2015.
3. What about the loaner vehicle.

Kia Motors America

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Last name	First name	VIN of	2015 SOLU	Case Number	Mileage
				K3386489	52,788
				Dealer: IL062	Napleton's River Oaks KIA

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

Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Backfire

Wrt replied:

1. Let me review and I will give you a call back later today or tomorrow.

The customer replied:

1. Thanks for the help.

*** NOTES 03/27/2017 10:18 AM Pacific Daylight Time [REDACTED] er contact

Wrt contacted GM Ziggy:

1. Three things.
2. I can cover the whole rental.
3. Please get me the sales contract.
4. I need an estimate for repair.
5. Is the vehicle totaled?

Ziggy replied:

1. Okay, thanks for covering the rental.
2. I can get you the sales contract easy.
3. I believe the vehicle is totaled.
4. I do not know where to begin to get an estimate.

Wrt replied:

1. Well I need one, so please at least have somebody give me the ball park estimate for repair.

Ziggy replied:

1. I can't believe you are putting this on me, but okay I will try.

*** PHONE LOG 03/27/2017 02:42 PM Pacific Daylight Time RRistow Action Type:Outgoing call

Wrt contacted the customer:

1. Calling because I had a chance to review your documents.
2. I know you were interrested in a substitution of collateral.
3. Based off of my research, I wanted to give you an idea of what we could offer.
4. In regards to a used car, I could not guarantee the things you were asking.
5. I'd have no way of locating a similar vehicle.
6. The vehicle would almost be out of the warranty.
7. I could not guarantee if the vehicle was well maintained.
8. I could see about getting you into a new car.
9. There is a mileage deduction fee.
10. The vehicle has almost 53,000 miles on it so you would owe about \$9,000.
11. And the remainder of the vehicle cost to get the same loan and payment costs.

The customer replied;

1. I do not have that amount.
2. How would I pay for that?
3. Could it be added to the loan?

Wrt replied:

1. I do not know i could ask.

The customer replied:

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
				K3386489	52,788
				Dealer: IL062	Napleton's River Oaks KIA
				t/Battery/Fuel Sy	

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Backfire

1. What about the other option?

Wrt replied:

1. I could repurchase your car from you.
2. KBB is showing the current value of the vehicle to be \$7,500.

The customer replied:

1. Only dumb people use KBB.
2. What does NADA say?

Wrt replied:

1. I do not know.
2. I can review and see what I can find.

The customer replied:

1. Okay, thanks.

1. The undersigned represents the Napleton Automotive Group.
2. Notice of potential third party claim.

Attaching and assigning to RRistow.

1. My mother refuses to pick a car that adds \$9,000 to the cost.
2. We want a used vehicle of equal or lesser miles.

Wrt replied:

1. Okay, I will look into it and see what I can offer.

The customer replied:

1. Okay, thank you.

*** PHONE LOG 03/30/2017 02:30 PM Pacific Daylight Time RRistow Action Type:Ltr/email/fax rec'd Ryan,

Kia Motors America

Consumer Affairs Department

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Last name	First name	VIN of	2015 SOUL	Case Number	Mileage
				K3386489	52,788
				Dealer: IL062	Napleton's River Oaks KIA

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Backfire

I have attached copies of the bill for the first hospital, and the discharge summaries for both. I have not yet been mailed a bill for Loyola. However, these should be included in the payout. I would ask for \$500 each person involved for emotional trauma and suffering [REDACTED] medical bills and physical pain. [REDACTED]

In addition to the vehicle loss, this should at minimum be paid for by Kia.

To give you an idea of our situation, on a more personal level, we have five children in the family, four who my mom and I have been co-parenting since my older brother (their father) passed away. I adopted his daughters last year, and the boys go back and forth between the grandparents (of different mothers). We have not yet been able to bury my brother due to the costly expenses of the funeral home. Then, our family has had to pull together \$9000 to hook into the sewer line at my mom's house after the septic system failed recently. It is a pending job we are still scraping money together to finish paying for. My mother, [REDACTED] is also caring for [REDACTED] who needs a caretaker as of last year when he became permanently disabled. She also cares for her father, a senior citizen in need of care. She found her sister passed away in her bedroom this past summer, which was ANOTHER funeral expense and heart ache. My mother works full time and is the sole financial provider for her family. My sister, P [REDACTED] is young and is pursuing her education at this time. Her daughter is 8 and was involved in the fire with her. They all live in the suburbs, so public transportation is not an option. My mother works as a physical therapist for 0-3 year olds (doing a great and necessary job for people). I work full-time as a foster care worker. We do the best we can to raise the grieving children right, and having reliable vehicles is imperative to our family's functioning. NOT having a car, would make it IMPOSSIBLE for my mom to work and support her family, while I support the other children, an hour away from her. It is not our goal to be difficult, nor to cost your company an arm and a leg, but I have every ambition to protect my family and do what is best for them. This fire was the icing on the cake of a VERY difficult road we have endured as a family. Losing her son was the hardest, then her mom, then her sister. Then her septic tank. Now her CAR. It is a LOT and I am NOT prepared to allow another burden into our lives that could have been prevented. I think it is only fair that my mother not have to pay ANYTHING for this situation, which was NOT her fault when she did EVERYTHING right.

We have explained multiple times everything that was done to save the car and house, despite that there is was a screaming little girl, who is now AFRAID to get in a car and FIGHTS to leave for school, because she's afraid it's going to catch fire again. They all did the best they could. I am well aware it could have been WORSE than it was which is why this is a serious situation. We allowed you to look at the car hoping it can help prevent further injuries to other customers who may also be driving around in a vehicle with an electrical short. We could be saving you MILLIONS if you look at it like that. But this situation has been a HUGE disservice to our family and I think without a picture of how hard it has been on us, as I described above, you could not understand. I think what I am asking is entirely acceptable. And I am going to offer several options to you below, allowing your company to pick the one that's best for them, so please read each carefully.

1) If Kia wants us to sign medical waivers to waive our right to sue in the future for any medical concerns, then you may pay \$500 for each of the three involved parties (listed above) and \$2500 for Anthony Costello's medical bills and pain. (\$4000 total). \$3000 of that can be used towards your own expense of putting my mother in a NEW vehicle (then you only need to pay \$1000 for actual medical bills), in the event you cannot find a comparable replacement Kia Soul. So, you put my mom in a NEW vehicle AND pay \$1000 for medical bills (excluding the pain and suffering fees which would be compensated in the pro-rated fee you previously asked my mom to pay YOU).

2) If you do not have a comparable Kia Soul, she is willing to accept a Kia Van of an equal year or newer, with no more than 50,000 miles and proof of appropriate maintenance in place of the Kia Soul.

3) A third option: a replacement comparable vehicle (2015 Kia Soul or 2015 Kia Van or NEWER), and a second used, higher mileage, Kia Soul valued at \$4000 market value, (in place of the money for the medical bills), as it may

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
				K3386489	52,788
				Dealer: IL062	Napleton's River Oaks KIA

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Backfire

be of less cost to you. I understand that what may be worth a \$4000 car to a buyer may only actually only cost the company \$800 as a trade in value. (My father was a repo man so I KNOW how this works). This may be of less loss to your company than actually dishing out the money for the medical bills. While it would then cost us, I am willing to take care of the medical bills and sign release of medical waivers in exchange for this offer, instead of requiring you to pay ANY medical bills, (in addition to the comparable vehicle). This option we would also accept if you cannot provide maintenance records on the comparable vehicle - 2015 Soul or Van with less than 50,000). In Sum, a comparable or newer Kia VAN OR SOUL, AND a second used SOUL valued at \$4000 market value instead of paying medical expenses.

Let us know what resolution you want to do. I have offered several options to you that are all reasonable. Please resolve this issue as soon as possible so that my mom can return the loaner and be in her own vehicle. The loaner car she is in currently is simply too small for our families needs and we have had to drive TWO vehicles when out as a family to have the space needed for their stuff (which the soul offers) which also has been costing us a lot more gas.

In the event we cannot be reached via phone, please reply ALL this email (to my mother and I both) as we both work full time.

Best Regards,

Kia Motors America
Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
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[REDACTED]

Ryan, I ordered the bill but it comes via postal mail so I thought today to request and access code to get online access. I am able to do this since I am my brothers Power of Attorney for medical as well as property. I was able to put it up offline. I tried forwarding it let me know if you can access it. It shows it was billed to the Allstate insurance by they haven't paid it because we pulled back on the claim. So it's still pending. It's \$628 total for the Loyola one. I did pretty good with my estimations of the two bills.

<https://myloyola.luhs.org/mychart/inside.asp?mode=sboaccountdetail&accountid=1&printmode=true>
<<https://protect-us.mimecast.com/s/3RADBZfVLD4fE?domain=myloyola.luhs.org>>

[REDACTED]

I am unable to access it due to the need for an access code. If the bill is listed on line, are you able to send a screen shot or a printed copy?

Thanks,

[REDACTED]

*** PHONE LOG 04/18/2017 11:37 AM Pacific Daylight Time
Wrt sent customer email on 4/12/17:

Hello Jennifer and Lorraine,

I have attached the offer letter for your review. These are the two options that I am able to offer. Please review and return to me.

Best,

[REDACTED]

Kia Motors America

Consumer Affairs Department

Page 11 of 21

Last name First name VIN of 2015 SUV

Case Number Mileage

K3386489 52,788

IL062 Napleton's River Oaks KIA

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Backfire

coverage will be pulled, meaning the rental vehicle will need to be returned by 4/22/17. If it is not returned by that date, any day after will be charged to you.

Best

The customer called in:

1. I am sorry.
2. I missed your phone call.

Wrt replied:

1. No problem.
2. I wanted to be sure that you got my offer letter.

The customer replied:

1. I did.
2. I do not believe it is acceptable.
3. I am not having my mother pay more for a new car.
4. Why would she have to pay?

Wrt replied:

1. I apologize, but I am not able to offer any other options.
2. I am unable to provide a used car because I would not be able to easily locate a like model.
3. Also, you would be a used car owner.
4. I would not be able to offer warranty or maintenance on it.
5. The reason the \$6,000 is asked for is due to the mileage deduction.
6. She was able to get about half of the vehicle's expected use.
7. We did lower the amount of the mileage deduction from \$9,000.00 to \$6,000.00.

The customer replied:

1. What was the result of the inspection anyways.
2. No one told me.
3. Why isn't IL062 working with us.

Wrt replied:

1. The engineer did believe there was an issue with the HVAC control unit.
2. We stated we would address this.
3. If we agree to a settlement, we would ask for the parts to more thoroughly inspect.

The customer replied:

1. Well neither of the options are acceptable.
2. Why don't you just fix the car.

Wrt replied:

1. At this time these are the two options that I can offer.

The customer replied:

1. Fine then tomorrow morning I will review it with my attorney.

Wrt replied:

Kia Motors America
Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
				K3386489	52,788
				Dealer: IL062	Napleton's River Oaks KIA

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Backfire

1. Okay, ma'am you are more than welcome to give your attorney my contact information.
2. However, the offer does expire tomorrow.
3. If we do not hear back with an agreement, the rental vehicle will have to be returned on the 22nd.

The customer replied:

1. Okay, I will have my attorney contact you tomorrow.
2. We

To follow up on our conversation from earlier today,

I am reiterating in writing that neither of the offers are appropriate or fair. I understand that for liability issues, you cannot provide a substitution of collateral in the form of a comparable used vehicle. As such, it should then be Kia's decision to eat the cost of the "mileage" difference, by providing a new vehicle at no cost other than the plan to continue paying the outstanding loan for the Kia Soul (still around \$14,000). There have now been two more payments made towards the loan without even having the vehicle, since the fire occurred, and all of this is going to be addressed with an attorney.

Since you are unwilling to just repair the vehicle or replace it with a comparable vehicle, have you thought about putting her in a "new" vehicle of lower value than the 2015 Kia Soul for no additional cost? This way you don't have to worry about the guarantee of previous owners and then you're not FORCING us to have to buy a new car and start from square one after making two years of on time payments on the loan, being left with nothing. o

Further, as you stated today, the conclusion of the tech's investigation, which corroborates with what my own private mechanic stated, is that this incident occurred due to a faulty heater knob control switch which my mother brought the vehicle in to have repaired! If Kia service had not told her it was safe to drive while they "ordered" the part, but had given her a loaner for the two days to ensure her safety, then no one would have to be going through this. I ask you to honestly truly think about this situation and how would you feel if it happened to you?

If you cannot fairly make a reasonable, fair offer to "replace her vehicle" at no cost, in SPITE of the warranties that were purchased, by tomorrow, then you can expect the a call from an attorney on our behalf prior to returning the rental vehicle tomorrow.

And for future reference

ed to you remain the two options that I am providing. As stated previously, if an agreement to the offer letter is not made today, the rental vehicle will no longer be covered.

Best,

Kia Motors America

Consumer Affairs Department

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Last name	First name	VIN of	2015 SOUL	Case Number	Mileage
				489	52,788
Napleton's River Oaks KIA					

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Backfire

*** NOTES 04/21/2017 08:38 AM Pacific Daylight Time RRistow Action Type:Dealer contact

The dealer's insurance rep called in:

1. Are you taking care of the customer?

The wrt replied:

1. I have made an offer and the customer was not satisfied.
2. We are no longer covering the rental after today.

The insurance rep replied:

1. Okay, thanks for the help.

*** PHONE LOG 04/21/2017 02:02 PM Pacific Daylight Time [REDACTED] ng call
Customer's attorney left a VM.

*** PHONE LOG 04/21/2017 02:02 PM Pacific Daylight Time [REDACTED] ng call
Wrt left a VM for the customer's attorney.

*** PHONE LOG 04/24/2017 07:37 AM Pacific Daylight Time [REDACTED] ail/fax rec'd
Customer emailed wrt:

<https://chicago.craigslist.org/chc/cto/123456789.html>
<<https://protect-us.mimecast.com/s/arQIB4TG8zlfD?domain=chicago.craigslist.org>>

And this one doesn't even come with as good of a warranty as ours had so tell me how we could buy a car like this with onto \$9000. It's clearly worth \$12,900 or else it wouldn't be for sale at this price.

Sent from my iPhone

*** NOTES 04/24/2017 07:44 AM Pacific Daylight Time [REDACTED] contact

The insurance rep for IL072 called in:

1. I am looking to get info on the customer's car.
2. Were you aware that there is medicals involved.

Wrt replied:

1. Yes, the customer gave us two bills to review.
2. We are currently working to settle with the customer, but I believe she is getting an attorney.

The insurance rep:

1. Okay, I have a meeting with IL072 and wanted to tell them where you were at.

*** NOTES 04/26/2017 10:21 AM Pacific Daylight Time [REDACTED] contact
Attorney's number is [REDACTED].

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Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
				K3386489	52,788
				Dealer: IL062	Napleton's River Oaks KIA

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Backfire

*** PHONE LOG 04/28/2017 07:13 AM Pacific Daylight Time [REDACTED] Type: Outgoing call
Wrt left a message for the attorney at [REDACTED].

*** PHONE LOG 04/28/2017 02:04 PM Pacific Daylight Time [REDACTED] Type: Incoming call
Attorney left a VM following up.

*** PHONE LOG 04/28/2017 02:05 PM Pacific Daylight Time [REDACTED] Type: Outgoing call
Wrt contacted the attorney:
1. Requested that he send written notice of representation

*** NOTES 05/04/2017 10:03 AM Pacific Daylight Time [REDACTED] Type: Other contact
Wrt requested rental receipts form dealer.

*** PHONE LOG 05/09/2017 07:58 AM Pacific Daylight Time [REDACTED] Type: Ltr/email/fax rec'd
Hello Mr. Ristow:

As we discussed, I represent [REDACTED] regarding the 2015 KIA SOUL that spontaneously burst into flames after the dealership attempted to repair a recalled item.

As you are aware, my clients' vehicle was a total loss, through no fault of their own and they have been significantly inconvenienced as a result. They desire to end this negotiation soon. I think they would accept a new KIA Soul for the same payment terms they were on, with the same warranty protections. Unfortunately, it seems like everyone is telling them they will be out of pocket after this incident, despite the fact that they had warranty coverage, service coverage, and gap insurance. That is just simply wrong and bad business for KIA.

Please call me so we can discuss.

Sincerely,

[REDACTED]

Type: Outgoing call

1. Calling to discuss the offers made.
2. Went over the offers.

[REDACTED]

2. She just feels that she needs a car.

Kia Motors America
Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
				K3386489	52,788
				Dealer: IL062	Napleton's River Oaks KIA

Kia Case Type Lvl1: Complaint Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl2: Quality Kia Case Type Lvl4: Backfire

3. With no out of pocket expense.

Wrt replied:

1. Due to issues with warranty, we would be unable to provide a used vehicle.
2. We have already deducted the mileage deduction once.
3. We did it because we want to keep her as happy as possible.
4. However, she has driven the vehicle about 52,000 miles.
5. We are looking at the value of the car.

1. Can you lower the deduction to \$2,000?

Wrt replied:

1. The lowest I can go is \$4,000.
2. She'd be able to refinance the loan to include the amount.

Chris replied:

1. Okay, I can relay that to her.
2. What about her service contract?

Wrt replied:

1. I will have to do more research, but i may be able to assist.
2. It appears it is set up between her and the dealer.

Chris replied:

1. Okay, thanks.
2. I will talk to her.

Wrt left a vm for the GSM Bobby Clifford.

*** NOTES 05/11/2017 12:31 PM Pacific Daylight Time RRistow Action Type:Dealer contact

Wrt spoke with GM:

1. Calling in regards to your service contracts.
2. Are you able to transfer those over to new vehicles?

1. No we are unable to do that.

2. If she cancels it, the money will be applied to her finance company.

Wrt replied:

1. okay.
2. I also wanted to see if you see what was going on with the RO.
3. I am submitting for the rental reimbursement, but the RO says GW authorized by Ryan Ristow.
4. I do not recall that.

1. It is for the hour of tech time when my tech looked at it with your fire expert.

Kia Motors America
Consumer Affairs Department

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		<u>Mileage</u> 52,788
Calumet City IL	07/25/2014	Dealer: IL062 Napleton's River Oaks KIA
Kia Case Type Lvl1: Complaint	Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy	
Kia Case Type Lvl2: Quality	Kia Case Type Lvl4: Backfire	

*** PHONE LOG 05/12/2017 11:22 AM Pacific Daylight Time RRistow Action Type:Outgoing call
Wrt contacted the customer's attorney:
1. i spoke with the dealer.
2. they are unable to transfer service contracts.
3. But she does get a pro-rated reimbursement.
4. If she were to cancel today \$893.00 would be reimbursed.

The attorney replied;
1. Okay, I will let her know.

*** Phone - Call - Outbound commitment created by [REDACTED] Pacific Time (US & Canada) with Commitment Date 05/18/2017 and created by [REDACTED]

*** [REDACTED] (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin A4. Tuesday Action [REDACTED]
*** Phone - Call - Outbound commitment created by [REDACTED] Pacific Time (US & Canada) with Commitment Date 05/18/2017 and created by [REDACTED]

*** Phone - Call - Outbound commitment fulfilled by [REDACTED] Pacific Time (US & Canada) with Commitment Date 05/18/2017 closed by Ryan Ristow. No attorney contact.

*** Phone - Call - Inbound commitment created by [REDACTED] Pacific Time (US & Canada) with Commitment Date 05/25/2017 and created by [REDACTED]

*** Phone - Call - Inbound commitment created by [REDACTED] Pacific Time (US & Canada) with Commitment Date 05/23/2017 closed by [REDACTED]
No contact from customer's attorney.

*** [REDACTED] (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 2. Pending Customer Callback and Sub Status of Working
*** [REDACTED] (GMT-08:00) Pacific Time (US & Canada) ***
Costello Rental receipt RO.pdf added by Ryan Ristow on [REDACTED]

*** [REDACTED] (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 120160 Submitted

*** [REDACTED] (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 8. Pending GW Submission and Sub Status of Working
*** [REDACTED] (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 120160 Submitted

*** [REDACTED] (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 120160 Submitted

*** [REDACTED] (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 120160 Final Approved

*** [REDACTED] (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : No Cust Contact
[Resolution Summary]

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Consumer Affairs Department

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Last name	First name	VIN of	2015 SOLU	Case Number	Mileage
				K3386489	52,788
				aler: IL062	Napleton's River Oaks KIA

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Backfire

Dealer credit memo issued. Case closed pending customer contact.

*** (GMT-08:00) Pacific Time (US & Canada) ***

Reopened with Sub Status of Working

*** Phone - Call - Inbound created on (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt was contacted by the dealer's insurance:

1. We have the parts on hold.
2. We are about to be charged storage fees.
3. Would you like us to send you the parts?

Wrt replied:

1. As the parts do not belong to us, I do not believe that I can request that they be sent.
2. Have you heard from the customer?

The insurance rep replied:

1. No we have not.

Wrt replied:

1. I will do some research and see if I can get back to you today.

*** Phone - Call - Outbound created on (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow

Wrt left a message requesting C/B.

*** Phone - Call - Inbound commitment created on (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/14/2017 and created by Ryan Ristow ***

*** (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 1. Intro Calls and Sub Status of Working

*** Email - External Email Sent commitment fulfilled on (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/14/2017 closed by Ryan Ristow ***

Hello Chris,

I left a message for you earlier today in regards to your client. Neither myself nor the dealer rep have heard from you in the past few months. I wanted to make you aware that PMA group has been holding onto the parts in question and that the vehicle is still on site at the dealer. Kristina Bernal with PMA is informing me that storage fees are going to start being charged on the parts in question. If you are bringing a claim against Kia, it is our expectation that you would hold onto the parts and vehicle as they are evidence for your claim. If you are interested in receiving the parts please reach out to Kristina who is copied on the email.

Best,

*** (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : No Cust Contact

[Resolution Summary]

Dealer credit memo issued. Case closed pending customer contact.

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Consumer Affairs Department

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Last name	First name	VIN of	2015 SQU	Case Number	Mileage
				K3386489	52,788
				Dealer: IL062	Napleton's River Oaks KIA

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Backfire

*** (GMT-08:00) Pacific Time (US & Canada) ***

Reopened with Sub Status of Working

*** Email - External Email Received created on (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Can we maybe have a joint phone conference about this tomorrow? How about 3:00 PM central time?

*** Email - External Email Sent created on (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Chris,

That works for me.

Best,

*** Email - External Email Received created on (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Make that 3:30. I already have a 3:00.

*** Email - External Email Sent created on (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

That's fine as well.

*** Email - Call - Inbound created on (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Kristina Bernal dlr insurance rep replied:

1. I am not sure I can make the call at 3pm. I will try. Is there a call in #?

*** Phone - Call - Outbound created on (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

At 1:35PM PST wrt called out to attorney but was unable to get ahold of dlr insurance rep Kristina:

1. Hello Chris, I was unable to get Kristina on the line.

2. I just wanted to let you know that the dealer rep was going to get rid of the parts soon.

3. As well as the vehicle still being located on the dlr lot.

4. I want you to know to hold on to them as they are considered evidence and would be needed for a claim against Kia.

Chris replied:

1. Okay, I will email Kristina and inform her to ship the parts to me.

2. The customer wants me to file a claim.

3. I was going to see if we could reach one last settlement offer, but based off of what we spoke about last time, I do not believe that we can.

Wrt replied:

1. Okay, thanks for talking with me.

2. I will be awaiting your letter.

*** Email - External Email Received created on (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Kia Motors America Consumer Affairs Department

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<u>Number</u>	<u>Mileage</u>
6489	52,788
Napleton's River Oaks KIA	

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Backfire

Chris the attorney sent an email to Kristina:
Why don't you just ship the parts to me?

*** [REDACTED] (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : No Cust Contact

[Resolution Summary]

Dealer credit memo issued. Case closed pending customer contact.

*** [REDACTED] (GMT-08:00) Pacific Time (US & Canada) ***

Reopened with Sub Status of Working

*** Email - External Email Received created on [REDACTED] (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Ryan,

I am emailing to follow up with you regarding the faulty car parts you were supposed to send my attorney, [REDACTED] not only as the evidence for our law suit, but also, as I am still the rightful owner of the car, I am entitled to know where the faulty car parts are. I understand that the parts were allegedly "mailed" to him three weeks ago, but Chris has yet to receive them. Please send me a copy of the certified label you used when you mailed it and the address you sent it so we can confirm that you mailed it to the correct address and also track down where it is?

*** [REDACTED] received created on [REDACTED] (GMT-08:00) Pacific Time (US & Canada) and

created

Wrt re [REDACTED] attorney 8/15/17:

Will you be able to accept service on this case?

Sent from my iPhone

*** Email - External Email Sent created on [REDACTED] (GMT-08:00) Pacific Time (US & Canada) and created

Kia Motors America Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
				K3386489	52,788
				Dealer: IL062	Napleton's River Oaks KIA

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Backfire

Yes

*** Email - External Email Sent created on [REDACTED] (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
On 8/15/17;
Wrt replied:

You can email it to me, as I will be handling it initially. However, I recommend sending it to the address listed below as well.

Best,

*** Email - External Email Received created on [REDACTED] (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
The attorney responded to the customer's email 8/17/17:

Jennifer:

Perhaps I was not clear. It was not Ryan it was the investigator.

Chris

*** [REDACTED] (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : No Cust Contact
[Resolution Summary]
Case closed pending attorney contact.

*** [REDACTED] (GMT-08:00) Pacific Time (US & Canada) ***
Reopened with Sub Status of Working

[REDACTED] created on [REDACTED] (GMT-08:00) Pacific Time (US & Canada) and

I will be filing this today since Kia refuses to adequately compensate my client for a loss their agent caused. I know your hands are tied, but my client went from having an operational vehicle that was relatively new to nothing through no fault of her own. If she took the offers she received from you, she would have had to come out of pocket significant money to be in the same position she was in, despite the loss being Kia's fault. That just isn't right or good business. I get the vehicle she would get would be newer if she took your offer, but that isn't her fault that you can't provide a suitable replacement without making her upgrade. She shouldn't bear the cost of an upgrade. It was Kia's fault. The cost of the upgrade should lie on Kia (or Napleton).

*** [REDACTED] (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Working

*** Research - Administrative Task commitment created [REDACTED] (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/14/2017 and created [REDACTED]

*** Research - Administrative Task commitment created [REDACTED] (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/14/2017 and created [REDACTED]
Wrt requested update from KMA legal.

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Case Number Mileage

K3386489 52,788

Dealer: IL062 Napleton's River Oaks KIA

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Backfire

*** Research - Administrative Task commitment created on [REDACTED] (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/17/2017 and created by Ryan Ristow ***

*** Research - Administrative Task commitment fulfilled on [REDACTED] (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/17/2017 closed by Ryan Ristow ***

1. Customer has filed a lawsuit.
2. case is with Legal.

*** [REDACTED] (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : No Cust Contact

[Resolution Summary]

Case closed pending attorney contact.