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

PE19-004

KIA

6/28/2019

DEFECT A

CA FILES

FORTE KOUP

2011 FORTE KOUP_ACCIDENT SCRIPTS_ALLEGED DEFECT A_EXPANDED SCOPE

Accident Report

Case [redacted]

Report Details

PE19-004

KIA

6/28/2019

DEFECT A

CA FILES

FORTE KOUP

2011 FORTE KOUP_CA REPORTS_ALLEGED DEFECT A_EXPANDED SCOPE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2011 FORTE KOUP	Case Number	Mileage
[redacted]	[redacted]	KNAFU6A29B5[redacted]	[redacted]	26,640

Fort Worth, TX, [redacted] Prod. Date: 05/13/2011 Dealer: TX071 Moritz 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 04/16/2012 02:00:12 PM MHillegas
NCA was notified by DPSM Richard Wood of vehicle fire on Friday, April 13, 2012.
1. Per SM Joby Spradley at Moritz Kia, customer stated that they were driving and were flagged down by passing traffic and pointed out smoke coming from the vehicle.
2. At that time, customer pulled over and that is when they noticed flames and smoke from the inside passenger side.
3. Vehicle was towed to Moritz Kia on 4/13/12.
4. NCA received photos and sales agreement from DPSM.

**** PHONE LOG 04/16/2012 02:38:23 PM MHillegas
FTR Richard Peralta to inspect vehicle on Tuesday, April 17, 2012.
1. FTR to take additional photos of contents in cupholder, both sides of shifter assembly and area in front of shifter
2. FTR to check interior fuse box for any blown fuses.

**** PHONE LOG 04/16/2012 02:47:00 PM MHillegas
Wtr called customer, [redacted] and left a detailed VM requesting a call back.

**** PHONE LOG 04/17/2012 10:02:55 AM MHillegas
Wtr called customer, [redacted] and left a detailed VM requesting a call back.

**** PHONE LOG 04/17/2012 10:14:05 AM MHillegas
Wtr called customer, [redacted] at alt. phone no. ([redacted]
1. Customer's grandfather, [redacted] answered the phone.

Wtr stated:
1. Wtr is calling to speak with [redacted] in regard to the recent incident that occurred with her 2011 Kia Forte.

Customer's grandfather stated:
1. [redacted] has been ill for the past few months with pneumonia or some tracheal problem.
2. All I know is that [redacted] had just been at the Walmart in Hudson Oaks, TX and was on her way back home.
3. [redacted] told me that she was driving on Interstate 20 heading West back home to Weatherford, TX.
4. A girl in another vehicle beside her waved at her and told her that the vehicle was on fire.
5. [redacted] pulled over to the side of the road immediately and that's when the fire started coming from the dash.
6. [redacted] then exited the vehicle.
7 That's all I know about the incident.
8. I will let [redacted] know that you are trying to reach her and will tell her to call you.

Wtr stated:
1. Thank you very much for your time and the information given to wtr.

**** PHONE LOG 04/18/2012 03:16:40 PM MHillegas
PER LEGAL - WE HAVE BEEN INFORMED ABOUT THE OPERATIVE FACTS OF CASE [redacted] WE BELIEVE THAT THERE IS A REASONABLE PROSPECT THAT THIS CASE MAY END UP IN LITIGATION AND REQUEST CA TO PERFORM AN INSPECTION TO PROTECT THE COMPANY IN THE EVENT OF LITIGATION. THIS WILL CONFIRM THAT THE PLIR WILL BE SUBJECT TO THE ATTORNEY CLIENT PRIVILEGE.

**** PHONE LOG 04/23/2012 02:25:56 PM MHillegas
NCA received photos of engine compartment, undercarriage and interior from FTR Richard Peralta.
1. Wtr scanning photos into case.

**** PHONE LOG 04/23/2012 02:32:06 PM MHillegas

Last name	First name	VIN of 2011 FORTE KOUP	Case Number	Mileage
[redacted]	[redacted]	KNAFU6A29B5[redacted]	[redacted]	26,640

Fort Worth, TX, [redacted] Prod. Date: 05/13/2011 Dealer: TX071 Moritz KIA

Kia Case Type Lvl1: Complaint
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NCA REVIEWED CASE WITH KMA LEGAL DEPT. AND WAS ADVISED:
1. BASED ON REVIEW OF PHOTOS IT APPEARS THAT ENGINE FAILURE CAUSED THE FIRE.
2. WTR TO REQUEST ALL SERVICE/MAINTENANCE RECORDS FROM THE CUSTOMER AND/OR DEALER.

**** PHONE LOG 04/23/2012 02:35:13 PM MHillegas
Wtr called customer, [redacted] and left a detailed VM stating:
1. Name, company and case number.
2. We are still in the process of investigating the incident that occurred with your vehicle.
3. In order for us to further evaluate this claim we will need to review all of the service records on your vehicle.
4. Please give wtr a call back at (877) 220-3189 to further discuss this matter.

**** PHONE LOG 04/23/2012 02:42:31 PM MHillegas
Wtr spoke with customer's grandfather, [redacted] and stated:
1. Name, company and case number.
2. Wtr is still trying to get a hold of your granddaughter, however, wtr has not received a return call from her yet.
3. We are still in the process of investigating this incident.
4. In order for us to further evaluate this claim, we need to review all of the service records for the vehicle.

Customer's grandfather stated:
1. I own a company called The Trailer Shop located off Hwy 281 in Santos, TX..
2. Our shop has three bays that we use to do general service in.
3. I've had my employees do all of the oil changes on my granddaughter's vehicle.
4. We've done 5 oil changes every 5,000 miles.
5. The last oil change was done just a week before the incident occurred.
6. A month or two ago there was a leak in the oil filter; it would not seal all the way up.
7. We took vehicle to the dealer for diagnosis.
8. The dealer found a faulty oil filter head or housing.
9. Dealer replaced the oil filter head.
10. We haven't any problems since.

Wtr stated:
1. What brand and type of oil and oil filter did you use when you performed the oil changes?

Customer's grandfather stated:
1. We used 10W30 synthetic oil from Walmart called Supertech.
2. The oil filter used is a 9688 Fram.

Wtr stated:
1. Wtr will pass along this information to our engineer and wtr's manager.
2. Wtr will request all of the repair orders from the dealer for review.
3. Once all of the information requested has been reviewed by the appropriate personnel, wtr will contact you and your granddaughter with our determination.

Customer's grandfather stated:
1. Okay thanks.

**** PHONE LOG 04/23/2012 03:02:54 PM MHillegas
Wtr spoke with SM Joby Spradley at Moritz Kia and stated:
1. We are still in the process of investigating and evaluating this claim.
2. In order to further evaluate this claim we need to review all of the service records for this vehicle.
3. Wtr requested copies of all repair orders for customer's vehicle.
4. Gave wtr's e-mail address to SM.

Last_name	First_name	VIN of 2011 FORTE KOUP	Case	Mileage
[redacted]	[redacted]	KNAFU6A29B5[redacted]	[redacted]	26,640

Fort Worth, TX, [redacted] Prod. Date: 05/13/2011 Dealer: TX071 Moritz KIA

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

SM stated:
1. I will try to get the RO's e-mailed to you today.

Wtr stated:
1. Thanks for your help.

**** PHONE LOG 04/26/2012 04:36:36 PM MHillegas
Wtr reviewed case with MWirz and was advised:
1. Wtr to request receipts for oil filters and oil purchased from Walmart by customer's grandfather.

**** PHONE LOG 04/26/2012 04:43:43 PM MHillegas
Wtr called customer's grandfather, [redacted] and left a detailed VM stating:
1. Name, company and case number.
2. Wtr requested copies of receipts for oil and oil filters purchased from Walmart.
3. Wtr requested a call back at (877) 220-3189 x7848.

**** PHONE LOG 04/26/2012 04:46:06 PM MHillegas
NCA received a copy of RO #[redacted]
1. Wtr to scan document into case.

**** PHONE LOG 04/30/2012 10:50:36 AM MHillegas
Wtr spoke with customer's grandfather, [redacted] who stated:
1. I received your voicemail requesting receipts for the purchase of oil and oil filters.
2 I've got about 5 or 6 receipts, the rest are with the CPA in storage.
3. I will put them in the mail tomorrow.

Wtr stated:
1. Wtr gave NCA's address to customer.
2. Thank you, wtr will look out for the requested paperwork in the mail this week.

**** NOTES 05/03/2012 02:26:09 PM clarify Action Type:Manager review
*** Performed by contact: [redacted]
Hi,
I have been in contact with moritz kia for over a week now trying to obtain a rental until this issue is settled. I'm a 24 year old nursing student who commutes 120 miles a day to school. I chose your product because of the gas milage and customer service i had recieved in the past. I am a faithful customer and you expected more of kia than this. I have been let down extremely. Based on the customer service i have received thus far I will not be recommending or purchasing another kia after graduation. I work very hard to purchase a quality new vehicle with warranties and full coverage insurance so that in case something like this happens i will not be in this situation.

**** NOTES 05/09/2012 11:03:36 AM KWarren Action Type:Correspondence rec.
NCA rec'd Walmart receipts from customer

Attaching to case and re-assigning to MHillegas for further handling.

**** PHONE LOG 05/10/2012 09:40:40 AM MHillegas
MWirz received an e-mail from DPSM Richard Wood on Wed., May 9, 2012 stating:
1. The customer showed up at the dealer today demanding a car to drive.
2. They also accused us of not communicating, causing them not to finish nursing school and losing her job.
3. Please provide me with an update on this case.

Last name	First	VIN of	Case Number	Mileage
[redacted]	[redacted]	2011 FORTE KOUP KNAFU6A29B54[redacted]	[redacted]	26,640

Fort Worth, TX, [redacted] Prod. Date: 05/13/2011 Dealer: TX071 Moritz KIA

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

**** PHONE LOG 05/10/2012 09:43:31 AM MHillegas
Wtr spoke with DPSM Richard Wood and stated:
1. We received your e-mail regarding customer, [redacted] and her 2011 Forte that caught fire.
2. Wtr has left customer, [redacted] numerous icemails and has yet to receive a return call from customer.
3. Wtr has been communicating with customer's grandfather regarding this matter due to the lack of response from customer.
4. We requested maintenance records from customer's grandfather.
5. Customer's grandfather advised us that all of the oil changes were done by his company's technicians, therefore, did not have any oil change receipts.
6. We requested receipts for the purchase of oil and oil filters and just received them late yesterday afternoon.
7. Wtr will be reviewing all of the documentation pertaining to this case with wtr's manager and KMA Legal Dept. today for determination on Kia's position in this matter.
8. Wtr will contact you once our review has been completed with our determination.

DPSM stated:
1. According to SM Joby at Moritz Kia, the customer and her mom came down to the dealership yesterday demanding a rental car.
2. Dealer provided them with a loaner car at dealer's expense.
3. Customer is accusing Kia of not communicating, somebody lost their job and had to quit nursing school.

Wtr stated:
1. Wtr to contact SM Joby to confirm customer's statements.
2. Wtr to attempt to contact the customer again.

**** PHONE LOG 05/10/2012 10:46:17 AM MHillegas
Wtr spoke with SA in the service dept. at Moritz Kia who stated:
1. SM Joby is in a meeting.
2. Customer and her mom came down yesterday crying and demanding a rental car so we gave her one of our loaners to drive.
3. Customer stated that we weren't communicating with her, she had to quit nursing school, lost her job and now she is being kicked out of her apartment because she has no job.

Wtr stated:
1. Wtr advised SA that wtr has made several attempts to contact the customer but to no avail.
2. Customer has yet to return any of wtr's phone calls.
3. However, wtr has been communicating directly with the customer's grandfather regarding customer's case.
4. We have been awaiting receipt of maintenance receipts requested from the customer's grandfather.
5. Wtr just received the maintenance receipts late yesterday afternoon.
6. Wtr will be reviewing this case with wtr's manager and KMA Legal Department for determination.
7. Wtr will contact SM Joby once a determination has been made.

SA stated:
1. I will pass along this information to SM.

**** PHONE LOG 05/10/2012 10:55:09 AM MHillegas
Wtr called customer, [redacted]
1. Voicemail box was full; wtr unable to leave a voicemail.

**** PHONE LOG 05/10/2012 10:57:02 AM MHillegas
Wtr spoke with customer's grandfather, [redacted] and stated:
1. Wtr is trying to reach your granddaughter, however, the voicemail box on her phone is full and wtr was not able to leave a VM.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2011 FORTE KOUP KNAFU6A29B[redacted]	[redacted]	26,640

Fort Worth, TX, [redacted] Prod. Date: 05/13/2011 Dealer: TX071 Moritz KIA

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

2. Wtr was advised by the dealer and DPSM that [redacted] went to the dealership yesterday and was given a rental car.

Customer's grandfather stated:
1. [redacted] has been ill and doesn't feel good.
2. She's been cough ling a lot and cannot talk very well so I need to try and get her to the doctor's.
3. She's got some sort of an infection in her trachea.
4. I can try to have her give you a call today after 3 pm Central Time.
5. My granddaughter has been sick for three months now.
6. She had to drop out of school because of the pneumonia.
7. [redacted] and her mother [redacted] went down to the dealership yesterday to clean out the car and request a rental car.
8. [redacted] came home really depressed about it.
9. She lost her Smart phone in the fire.
10. We've got full insurance coverage and gap insurance on the vehicle.
11. Alfa Insurance Co. looked at the vehicle and deemed it a total loss.
12. Insurance company stated that the fire was due to a manufacture's defect.
13. Insurance company said they will would pay us for the loss of the vehicle and then subrogate to Kia.
14. I don't know how much and I don't know what is owed on it.
15. I've been working with Brian at Bradley Insurance Agency (817) 332-8288.
16. We've been waiting to see what Kia is going to do instead of proceeding with the insurance claim because the dealer said that a rod went threw the engine block and caused oil to leak everywhere and started the fire.

Wtr stated:
1. Wtr advised customer's grandfather that this matter will need to be settled with either the insurance company or Kia, one or the other.
2. Wtr advised customer that fires are typically covered under the insurance policy not the manufacturer's warranty
3. Wtr will be in contact with you once our review has been completed and a determination has been made on your claim.

Customer's grandfather stated:
1. Okay thanks.

**** PHONE LOG 05/10/2012 11:19:15 AM MHillegas
Wtr reviewed receipts and RO's with MWirz:
1. Vehicle in service date was on 7/5/11.
2. Per dealership repair order on 2/16/12 vehicle had 20,730 miles.
3. Customer drives approx. 669 miles per week.
4. According to receipts provided by customer's grandfather, oil changes were done as follows:
1) 12/18/11 (22 weeks) 14,718 miles.
2) 2/10/12 (8 weeks) 5,352 miles = 20,070 miles.
2/16/12 (1 week) oil leak @ 20,730 miles.
3) 3/31/12 (7 weeks) 4,683 miles = 25,413 miles.
4. Incident occurred on 4/13/12 @ approx. 26,751 miles (actual miles = 26640 which is 111 difference).
5. Oil used was Super Tech, a Walmart brand synthetic oil.
6. Oil filters used were Fram 9688.
7. Use of non-Kia oil filters and synthetic oil as well as the first oil change done at approx. 14,718 miles may have contributed to the engine throwing a rod in the block resulting in oil leaking and the fire.
8. This is most likely an insurance company concern.

**** PHONE LOG 05/10/2012 03:47:09 PM MHillegas
NCA REVIEWED CASE WITH KMA LEGAL DEPT. AND WAS ADVISED:

Last name	First name	VIN of 2011 FORTE KOUP	Case Number	Mileage
[redacted]	[redacted]	KNAFU6A29B54[redacted]	[redacted]	26,640

Fort Worth, TX, [redacted] Prod. Date: 05/13/2011 Dealer: TX071 Moritz KIA

Kia Case Type Lvl1: Complaint
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1. MAINTENANCE RECEIPTS REFLECT THAT 1ST OIL CHANGE WAS DONE AT APPROX. 14,718.
2. NON-KIA OIL FILTERS AND OIL WERE USED WHEN PERFORMING OIL CHANGES.
3. OIL LEAK OCCURRED ON 2/16/12 WITHIN ONE WEEK OF OIL CHANGE DONE ON 2/10/12.
4. OIL CHANGE WAS DONE ON 3/31/12 AND INCIDENT OCCURRED ON 4/13/12.
5. BASED ON THE ABOVE INFORMATION, WTR TO DENY CLAIM AND REFER CUSTOMER TO THE INSURANCE COMPANY.

**** PHONE LOG 05/10/2012 04:01:42 PM MHillegas
Wtr received a VM from customer, [redacted] stating:
1. I spoke with my granddad earlier and he told me that you needed to talk to me about the car.
2. I've been really sick and I just got my voice back.
3. If you don't reach me you can call my grandfather.

**** PHONE LOG 05/10/2012 04:30:13 PM MHillegas
Wtr called customer, [redacted] at ([redacted]
1. Voicemail box was full; wtr unable to leave a voicemail.

**** PHONE LOG 05/10/2012 04:43:39 PM MHillegas
Wtr spoke with customer's grandfather, [redacted] and stated:
1. Wtr received a VM from your granddaughter [redacted], however, when wtr called her back she didn't answer and wtr was unable to leave a VM.
2. [redacted] advised wtr to give you a call if she was not available.
3. We've completed our review of all the oil and oil filter receipts you sent us and the other information pertaining to this incident.
4. Your case was reviewed by wtr's manager and one of our head technical managers for determination.
5. Based on the receipts you submitted, the first oil change was done on 12/18/11 at approx. 14,718 miles.
6. The next oil change was done on 2/10/12 at approx. 20,070 miles, 5,352 miles since the last oil change.
7. One week later on 2/16/12 at 20,730 miles you took vehicle to the Kia dealer for an oil leak concern.
8. The next oil change was done on 3/31/12 at approx. 25,413 miles, 4,683 miles since the last oil change.
9. Then the incident occurred two weeks later at 26,640 miles.
10. Based on the maintenance receipts on file and the use of non-Kia oil filters and oil, we will need to refer you to the insurance company to proceed with the insurance claim.
11. If the insurance company believes that a manufacturer's defect caused the fire, then they will subrogate to Kia for reimbursement of monies paid out on the claim.
12. Wtr will contact the DPSM and dealer and advise them that we are referring you to the insurance company regarding this incident.
13. Wtr advised customer that customer will need to return the loaner car to the dealer tomorrow.

Customer's grandfather stated:
1. I have changed the oil on my granddaughter's car every 5,000 miles.
2. I don't have copies of the receipts prior to the 12/18/11 receipt; they are at my accountant's office in storage.
3. The oil and oil filters we purchased at Walmart weren't used just on the Kia Forte; they were used on the Mitsubishi and Ford F150 too.
4. About 4,000 miles after the dealer replaced the oil filter housing and changed the oil filter and oil, I had to add two quarts of oil because it was two quarts low on oil.
5. I can't remember the exact date because I fell on ice and I can't remember dates too well anymore.
6. So there must have still been an oil leak somewhere.
7. The dealer used a Hyundai oil filter when they did the oil change on 2-16-12.
8. The last oil change we did was on 4/10/12, three days before the incident.
9. Oil got on the catalytic converter and caused the fire.
10. We will contact the insurance company and proceed with the insurance claim for the loss of the vehicle.
11. I will be gathering the rest of the oil receipts from my accountant.

Last name	First name	VIN of 2011 FORTE KOUP	Case Number	Mileage
[redacted]	[redacted]	KNAFU6A29B[redacted]	[redacted]	26,640

Fort Worth, TX, [redacted] Prod. Date: 05/13/2011 Dealer: TX071 Moritz KIA

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12. I have no doubt that the insurance company will be subrogating to Kia.
13. We will return the loaner car to the dealer tomorrow.
14. Thank you.

**** PHONE LOG 05/11/2012 10:27:13 AM MHillegas
Wtr spoke with DPSM Richard Wood and SM Joby Spradley and advised them of Kia's decision to deny the claim and the basis for denial.
Wtr stated:
1. NCA reviewed this case with KMA Legal Dept. and was advised to deny the claim and refer the customer to the the insurance company.
2. The basis for our denial is the dubious maintenance records provided by the customer's grandfather.
3. First oil change of record was on 12/18/11 at 14,718 miles.
4. Non-Kia oil filters and synthetic oil were used for the oil changes done by the grandfather.
5. Wtr spoke with the customer's grandfather last night and advised him of Kia's decision to deny the claim and referred him to contact the insurance company to proceed with the insurance claim.
6. Wtr also requested that the loaner car be returned to the dealer.
7. Customer's grandfather assured wtr that he would have customer return loan car today.
8. Wtr has been unable to make contact with customer, [redacted]
9. Customer's grandfather advised wtr that customer, [redacted] has been ill for the past three months with pneumonia and an infection in the trachea.
10. Customer's grandfather advised wtr that customer had to drop out of school because of the pneumonia.
11. Most likely it was customer's illness that caused her to lose her job as well.
12. SM to follow up with the customer and/or customer's grandfather regarding returning the loaner car and proceeding with the insurance claim.

**** PHONE LOG 05/14/2012 09:27:34 AM MHillegas
Wtr received a call from customer's grandfather, [redacted] who stated:
1. I went to my CPA's office and was able to retrieve 7 additional receipts for the purchase of oil and oil filters in 2011.
2. Two receipts are for the same day because I had to purchase the oil from two different Walmarts.
3. I mailed the additional receipts on Friday afternoon, May 11, 2012 at approx. 5:10 pm.

Wtr stated:
1. Wtr will look out for the additional receipts in the mail and will resubmit your case for review once we receive them.

Customer's grandfather stated:
1. Okay, thank you.

**** NOTES 05/18/2012 02:23:00 PM KWarren Action Type:Correspondence rec.
NCA rec'd receipts from customer

Attaching to case and re-assigning to MHillegas for further handling.

**** PHONE LOG 05/23/2012 01:12:28 PM MHillegas
Wtr called SM Joby Spradley at TX071 and left a detailed VM requesting a call back.

**** PHONE LOG 05/23/2012 01:36:49 PM MHillegas
NCA TO REVIEW CASE WITH KMA LEGAL DEPT.

**** PHONE LOG 05/23/2012 02:25:00 PM MHillegas
Wtr called SM Joby Spradley at TX071 and stated:

Last name	First name	VIN of 2011 FORTE KOUP	Case Number	Mileage
[redacted]	[redacted]	KNAFU6A29B[redacted]	[redacted]	26,640

Fort Worth, TX, [redacted] Prod. Date: 05/13/2011 Dealer: TX071 Moritz KIA

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1. Thanks for calling back.
2. Wtr was calling to confirm that customer, Kristin Heine dropped off the rental car.
3. Customer's grandfather sent in additional oil and oil filter receipts and is requesting that we reconsider our decision.
4. Case is currently being reviewed by management and KMA Legal Dept.

SM stated:
1. We had to go get the rental car at the customer's house because she was sick.
2. We picked it up the day after we were advised of Kia's decision on 5-12-12.

**** PHONE LOG 05/25/2012 02:56:08 PM MHillegas
NCA REVIEWED CASE WITH KMA LEGAL DEPT. AND WAS ADVISED:
1. REVIEWED WALMART RECEIPTS.
2. NO VIN, NO MILEAGE ON RECEIPTS.
3. SEVERAL RECEIPTS ARE DATED PRIOR TO PURCHASE DATE.
4. SOME RECEIPTS DATED ONLY A FEW WEEKS APART.
5. RECOMMEND DENIAL DUE TO INADEQUATE MAINTENANCE RECORDS.

**** PHONE LOG 05/25/2012 03:17:41 PM MHillegas
Wtr spoke with customer's grandfather, [redacted] and stated:
1. Name, company and case number.
2. We received the additional receipts that you sent to us for review.
3. Your case was reviewed again by wtr's manager and our head technical manager in our Legal Dept. with all of the documentation provided to us.
4. Wtr advised customer that management is not accepting the Walmart receipts as adequate proof of maintenance records for the vehicle.
5. Several receipts are dated prior to the purchase date of the vehicle and are in close proximity to each other.
6. In addition the receipts do not reflect VIN or mileage.
7. Receipts do not prove that the oil and oil filters purchased from Walmart were used on customer's vehicle.
8. At this point, we are referring you back to the insurance company to proceed with filing a claim with them.

Customer stated:
1. I was purchasing oil and oil filters for [redacted] other Kia prior to her purchasing the Forte.
2. It doesn't make any sense why you are not accepting these receipts.
3. I used synthetic oil for all of the oil changes on the vehicle which is a better grade of oil than the regular oil.
4. When regular oil was put in by the dealer I think it caused a problem.
5. You're going to have a hard time defending the insurance subrogation claim because I'm going to give them whatever documentation they need to prove their case.
6. Have a good evening.
7. Customer hung up.

**** PHONE LOG 05/29/2012 12:43:21 PM MHillegas
Wtr called SM Joby Spradley at TX071 and left a detailed VM stating:
1. Wtr is calling to give you an update on the case for [redacted], 2011 Forte that had a thermal event.
2. We've received and reviewed additional documentation for oil and oil filter purchases from the customer's grandfather.
3. Our decision has not changed; the denial stands.
4. Wtr referred customer's grandfather back to the insurance company to proceed with filing a claim for the loss of the vehicle.
5. Customer and/or customer's grandfather should be making arrangements to have the vehicle picked up by the insurance company.
6. You may want to follow up with the customer and/or customer's grandfather regarding this matter.

Last name	First name	VIN of 2011 FORTE KOUP	Case Number	Mileage
[redacted]	[redacted]	KNAFU6A29B5[redacted]	[redacted]	26,640

Fort Worth, TX, [redacted] Prod. Date: 05/13/2011 Dealer: TX071 Moritz KIA

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7. Any questions, please call wtr back at (949) 468-4618.

**** PHONE LOG 06/27/2012 10:37:52 AM MHillegas
Wtr spoke with customer's grandfather, [redacted] on June 4, 2012 who stated:
1. The guy that I contract with to do oil changes on my vehicles has a work order for the oil changes and mileage for [redacted] vehicle.
2. I will fax it to you.

Wtr stated:
1. Wtr will review additional documentation with management and will give you a call back.
2. Wtr gave NCA's fax number to customer.

**** PHONE LOG 06/27/2012 10:47:32 AM MHillegas
NCA received handwritten repair order #[redacted] from The Trailer Shop for [redacted] 2011 Kia Forte on June 4, 2012.
1. Wtr scanned document into case.

NCA reviewed additional documentation with KMA Legal Dept. and was advised:
1. Handwritten repair order is not acceptable.
2. Denial stands.
3. Wtr to refer customer to the insurance company.

Wtr spoke with customer's grandfather, [redacted] and stated:
1. Wtr reviewed the additional documentation you sent to us with management.
2. Management did not accept the handwritten repair order as adequate maintenance records.
3. Our denial of your claim stands.
4. There will be no further review of your case.
5. Wtr referred customer to the insurance company.

Customer's grandfather stated:
1. Okay, I will assist the insurance company in any way I can to subrogate to Kia.

**** PHONE LOG 06/27/2012 11:10:20 AM MHillegas
Wtr received a VM from Gary Swafford, Alpha Insurance stating:
1. I am calling in regard to [redacted] and her 2011 Kia Forte that caught fire.
2. Our claim number is [redacted]
3. Has Kia officially denied warranty on this vehicle?
4. Please give me a call back at (615) 312-2344 and advise so we can proceed with the insurance claim.

**** PHONE LOG 06/27/2012 11:14:19 AM MHillegas
Wtr called Gary Swafford, Alpha Insurance and left a detailed VM stating:
1. Name, company, claim number and insured.
2. We have denied this claim three times and have referred the customer to the insurance company three times.
3. KMA will not be taking responsibility for this fire.
4. Any questions, please call wtr back at (877) 220-3189 x7848.

**** PHONE LOG 07/26/2012 09:18:08 AM MHillegas
Wtr received a VM from Gary Swafford, Alpha Insurance Claims stating:
1. I spoke to you a few weeks ago regarding our insureds, [redacted] Claim No. [redacted] and their claim under warranty for their 2011 Kia Forte Koup.
2. At first we were handling this claim as a mechanical failure.

Last name	First name	VIN of 2011 FORTE KOUP	Case Number	Mileage
[redacted]	[redacted]	KNAFU6A29B5[redacted]	[redacted]	26,640

Fort Worth, TX, [redacted] Prod. Date: 05/13/2011 Dealer: TX071 Moritz KIA

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

3. It seems to a little more suspicious than that.
4. Our SIU Dept. is involved on this claim and on another claim filed by [redacted]
5. We'd like to get the specific reasons why Kia denied coverage for our SIU investigator.
6. Please return my call at (615) 312-2344.

**** PHONE LOG 07/26/2012 09:24:56 AM MHillegas
Wtr called Gary Swafford, Alpha Insurance and left a detailed VM requesting a call back.

**** PHONE LOG 07/27/2012 11:28:48 AM MHillegas
Wtr spoke with Gary Swafford, Alpha Insurance who stated:
1. I was returning your call in regard to customer, [redacted]
2. Wanted to find out why Kia denied customer's claim.
3. Did Kia determine what caused the fire?

Wtr stated:
1. We denied customer's claim due to inadequate maintenance records.
2. Customer submitted two sets of Walmart receipts
3. The first set of receipts reflected first oil change was done at 14,718 miles and some oil changes were done a few weeks apart.
4. Second set of Walmart receipts reflected oil changes were done prior to customer purchasing vehicle.
5. Customer used synthetic oil and non-Kia oil filters when performing oil changes.
6. Claim was denied twice.
7. Then the customer submitted a handwritten log that looked like it had just been prepared the same day it was sent to us.
8. We reviewed the case with KMA Legal Dept. and was advised to deny the claim again due to inadequate maintenance records.
9. We believe that lack of maintenance or use of non-Kia oil filters and synthetic oil contributed to engine failure which resulted in vehicle fire.

Gary Swafford, Alpha Insurance Rep stated:
1. Our SIU investigator is reviewing this claim because [redacted] has filed 4 or 5 claims with us in the past year, some involving [redacted] and 3 of which are suspicious in nature and may be fraudulent.
2. Another claim involving [redacted] was filed after the incident with the Forte occurred.
3. [redacted] has been in and out of trouble a lot.
4. She may be facing jail time or maybe she's already in jail as we speak.
5. [redacted] got hammered and was in an accident which is one of the other claims [redacted] has filed with us.
6. The claim with the Kia Forte looks like it may be accidental in nature.
7. Thanks for the information.

Wtr stated:
1. Good luck to you.

**** PHONE LOG 10/22/2012 09:24:49 AM LLClark
Customer (Grandfather [redacted] states:
1. We have been waiting for someone to mail us a copy of a letter, stating why the car burned, what they felt caused it to burn and such.
2. We have been working with the insurance company, but they haven't received any letter, and neither have we.

Writer states:
1. Apologized
2. Advised case has been dispatched to appropriate office

Last name	First name	VIN of 2011 FORTE KOUP	Case Number	Mileage
[redacted]	[redacted]	KNAFU6A29B54[redacted]	[redacted]	26,640

Fort Worth, TX, [redacted] Prod. Date: 05/13/2011 Dealer: TX071 Moritz KIA

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

3. Requested customer be placed on hold

Writer took customer off of hold and states:
1. Thanked customer for patience and holding
2. Advised writer does see where MHillegas has sent info to insurance company
3. Advised will re-dispatch to NCA
4. Request 2 working days for reply

Customer states:
1. Please do.
2. The insurance company is looking at buying the vehicle out, but will not do so unless we have a rejection letter from warranty
3. The insurance company needs to know why the vehicle burned and why it is being rejected for warranty
4. Please have them call me at the following number: 817-366-4941

**** NOTES 10/22/2012 09:34:49 AM LLClark Action Type:Manager review
Dispatching to National CA
1. Customer's vehicle burned
2. Insurance company is waiting on rejection letter from warranty, stating finding of investigation, why the vehicle burned, why it is being denied warranty claim

**** PHONE LOG 10/24/2012 02:13:04 PM MHillegas
NCA TO RE-REVIEW CASE.

**** PHONE LOG 10/25/2012 01:43:21 PM MHillegas
Wtr called Gary Swafford, Alpha Insurance (615) 312-2344 and left a detailed VM requesting a call back.

**** PHONE LOG 10/30/2012 02:30:43 PM MHillegas
Wtr called Gary Swafford, Alpha Insurance (615) 312-2344 and left a detailed VM requesting a call back.

**** PHONE LOG 11/19/2012 03:07:41 PM MHillegas
Wtr called Gary Swafford, Alpha Insurance (615) 312-2344 and left a detailed VM requesting a call back.

**** CASE CLOSE 11/19/2012 03:08:28 PM
1. Pending further contact from insurance company and/or customer.

PE19-004

KIA

6/28/2019

DEFECT A

CA FILES

FORTE KOUP

2012 FORTE KOUP_ACCIDENT SCRIPTS_ALLEGED DEFECT A_EXPANDED SCOPE

Accident Report

Case [redacted]

Report Details

PE19-004

KIA

6/28/2019

DEFECT A

CA FILES

FORTE KOUP

2012 FORTE KOUP_CA REPORTS_ALLEGED DEFECT A_EXPANDED SCOPE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2012 FORTE KOUP	Case Number	Mileage
[redacted]	[redacted]	KNAFU6A20C5[redacted]	[redacted]	34,000

San Antonio TX, [redacted] Prod. Date: 02/08/2012 Dealer: TX055 [redacted] Car KIA North

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 01/23/2015 01:42 PM Pacific Daylight Time SGuindi
NCA rec'd letter from Allstate. Letter states:
1. The above noted subrogation claim has been identified as a product liability loss.
2. We paid our insured for their loss and are looking to you for reimbursement.
3. On the date of loss, our insured's son was driving the vehicle when it caught on fire.
4. Our expert did the C&O report where he found a large hole on the side of the engine block which leaked out oil that ignited.
5. The hole was due to a catastrophic engine failure.
6. The vehicle is available for further inspection by KMA and Legend Kia which did the repair work.

Attaching to case and dispatching to NCA.

*** PHONE LOG 01/26/2015 04:02 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr left a detailed VM for David Laughlin at Allstate stating:
1. Name, company, insured, claim no., date of loss.
2. We are in receipt subrogation package and C&O report.
3. Wtr is in the process of reviewing C&O report and other supporting documentation with engineering.
4. Engineers are out of town this week.
5. Wtr will review with engineers upon their return to the office next week and will contact you back with Kia's determination on this claim.

*** NOTES 02/10/2015 03:35 PM Pacific Daylight Time MHillegas Action Type:Internal
NCA reviewed case with KMA engineer:
1. Wtr to request maintenance records from insurance co.

*** PHONE LOG 02/10/2015 03:42 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr left detailed VM for David Laughlin, Allstate Rep requesting maintenance records.

*** PHONE LOG 02/12/2015 10:33 AM Pacific Daylight Time MHillegas Action Type:Ltr/email/fax rec'd
Wtr received email with maintenance records attached from David Laughlin at Allstate stating:
From: Laughlin, David [mailto:David.Laughlin@allstate.com]
Sent: Thursday, February 12, 2015 7:15 AM
To: Hillegas, Michele [KMA]
Subject: Allstate claim [redacted] for [redacted]

Michele,

Attached are the maintenance invoices that our insured forwarded to me. Several from Legend Kia did not include the section showing what was done, but hopefully you can access that through the Kia records for the vehicle.
David Laughlin, SCLA
Subrogation Senior Service Representative
Roanoke National Subrogation Claims Center
P.O. Box 21169, Roanoke, VA 24018
Phone 540-725-7132 or 800-776-2615 ext 7257132
Fax 540-725-6146
Email David.Laughlin@Allstate.com

Last name	First name	VIN of 2012 FORTE KOUP	Case Number	Mileage
[redacted]	[redacted]	KNAFU6A20C5[redacted]	[redacted]	34,000

San Antonio TX, [redacted] Prod. Date: 02/08/2012 Dealer: TX055 World Car KIA North

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

*** PHONE LOG 02/12/2015 10:36 AM Pacific Daylight Time MHillegas Action Type:Ltr/email/fax sent
Wtr sent email to David Laughlin at Allstate stating:
From: Hillegas, Michele [KMA]
Sent: Thursday, February 12, 2015 10:36 AM
To: 'Laughlin, David'
Subject: RE: Allstate claim [redacted] for [redacted]

Thanks David, I will submit documentation for further review by engineering and will be back in contact with you to discuss Kia's position and next steps.

Regards,
Michele Hillegas
National Consumer Affairs Analyst
Kia Motors America, Inc.
111 Peters Canyon Road
Irvine, CA 92606
949.468.4618 Direct
877.220.3189 x7848 Toll Free
949.468.4509 - Fax

*** NOTES 03/09/2015 02:48 PM Pacific Daylight Time MHillegas Action Type:Internal
NCA reviewed case with KMA engineer:
1. 12/31/13 @24,408 miles short block replaced.
2. 6/14/14 @ 30,173 miles oil change.
3. Fire DOL 10/24/14 @ approx. 34,000 miles.
4. Vehicle should be under warranty for short block - 12 mo/12k miles.

*** NOTES 03/13/2015 09:12 AM Pacific Daylight Time MHillegas Action Type:Internal
Wtr reviewed case with CAFOM:
1. KMA to take responsibility for fire.
2. KBB value range between $9,000 - $11,000.
3. Insurance valuation is $14,158.25.
4. Wtr to obtain salvage amount from insurance co.
5. Wtr to negotiate settlement with insurance co.

*** PHONE LOG 03/13/2015 09:13 AM Pacific Daylight Time MHillegas Action Type:Ltr/email/fax rec'd
Wtr received email from David Laughlin at Allstate stating:
From: Laughlin, David [mailto:David.Laughlin@allstate.com]
Sent: Thursday, March 12, 2015 1:26 PM
To: Hillegas, Michele [KMA]
Subject: RE: Allstate claim [redacted] for [redacted]

Hi Michele,

Have you heard anything back from your engineers yet regarding this claim?
David Laughlin, SCLA
Subrogation Senior Service Representative
Roanoke National Subrogation Claims Center
P.O. Box 21169, Roanoke, VA 24018

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2012 FORTE KOUP KNAFU6A20C[redacted]	[redacted]	34,000

San Antonio TX, [redacted] Prod. Date: 02/08/2012 Dealer: TX055 World Car KIA North

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

Phone 540-725-7132 or 800-776-2615 ext 7257132
Fax 540-725-6146
Email David.Laughlin@Allstate.com

*** NOTES 03/27/2015 03:24 PM Pacific Daylight Time MHillegas Action Type:Internal
Tread review completed.

*** PHONE LOG 04/30/2015 02:35 PM Pacific Daylight Time MHillegas Action Type:Ltr/email/fax rec'd
Wtr received email from David Laughlin at Allstate stating:
From: Laughlin, David [mailto:David.Laughlin@allstate.com]
Sent: Friday, April 10, 2015 10:34 AM
To: Hillegas, Michele [KMA]
Subject: FW: Allstate claim [redacted] for [redacted]
Importance: High

Hi Michele,

Have you heard anything yet from the engineers regarding inspecting the vehicle with our expert and possibly the dealership?
David Laughlin, SCLA
Subrogation Senior Service Representative
Roanoke National Subrogation Claims Center
P.O. Box 21169, Roanoke, VA 24018
Phone 540-725-7132 or 800-776-2615 ext 7257132
Fax 540-725-6146
Email David.Laughlin@Allstate.com

*** PHONE LOG 04/30/2015 02:37 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr left detailed VM for David Laughlin at Allstate requesting a call back.

*** PHONE LOG 05/01/2015 10:22 AM Pacific Daylight Time MHillegas Action Type:Incoming call
Wtr spoke with David Laughlin, Allstate Claims Rep who stated:
1. Returning your call in regard to [redacted] claim.

Wtr stated:
1. Wtr reviewed case and subrogation package with a KMA corporate engineer.
2. Based on our review KMA will be taking responsibility for the fire.
3. Wtr researched current market value of vehicle using KBB.com.
4. We came up with a value range between approx. $9,000 - $11,000.
5. Allstate's valuation is $14,158.25.
6. Wtr can probably get management approval for $11,239 private party value, good condition.
7. There still is a considerable difference between your valuation and KMA's value.

Allstate Claims Rep stated:
1. Total adjusted vehicle value is $13,292 plus sales tax, license, tow charges, rental fees and $500 deductible for a total loss amount of $15,239.86.
2. I'm willing to meet Kia in the middle on the value at $12,200.

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2012 FORTE KOUP KNAFU6A20C5[redacted]	[redacted]	34,000

San Antonio TX, [redacted] Prod. Date: 02/08/2012 Dealer: TX055 World Car KIA North

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

Wtr stated:
1. What is the salvage amount on the vehicle?

Allstate Rep stated:
1. We haven't sold vehicle for salvage yet.
2. Since Kia is offering to settle this claim, then I will take vehicle off hold and proceed with selling it for salvage and will forward the salvage paperwork to you.

Wtr stated:
1. Thank you, wtr to review further with CAFOM to obtain approval to settle on 12,200 value plus all other other out-of-pocket expenses less salvage amount.

Wtr stated:
1. Wtr will try to review with CAFOM on Monday and get back to you with outcome by Tuesday 5-5-15.

Allstate Rep stated:
1. Thank you.

*** NOTES 05/14/2015 01:49 PM Pacific Daylight Time MHillegas Action Type:Internal
Wtr reviewed case with CAFOM:
1. Okay to settle on the value at $12,200 less salvage amount.
2. Total settlement to include other out of pocket expenses (i.e. tow charges, rental, deductible).

*** PHONE LOG 05/18/2015 01:31 PM Pacific Daylight Time MHillegas Action Type:Incoming call
Wtr received email with salvage document attached from David Laughlin at Allstate stating:
From: Laughlin, David [mailto:David.Laughlin@allstate.com]
Sent: Friday, May 15, 2015 9:04 AM
To: Hillegas, Michele [KMA]
Subject: Kia case # [redacted] Allstate claim [redacted] for [redacted]

Hi Michele,

The vehicle was salvaged yesterday and we are receiving $630.35 for the salvage. The salvage paperwork is attached. This brings our claim amount down to $14,609.51.

On May 1, 2015 we discussed the difference in the vehicle valuation, and you were going to discuss with your manager to see if you could increase yours of $12,200 (your valuation had a high of $11,200 and our valuation is $13,292). $12,200 + $762.50 (6.25% tax) + $35.50 DMV + $750 rental + $331.61 tow + $500 deductible - $630.35 salvage = $13,949.26.

Were you able to get authority to raise the vehicle valuation to $12,200, and if so can settle at $13,949.26?

David Laughlin, SCLA
Subrogation Senior Service Representative
Roanoke National Subrogation Claims Center
P.O. Box 21169, Roanoke, VA 24018
Phone 540-725-7132 or 800-776-2615 ext 7257132
Fax 540-725-6146
Email David.Laughlin@Allstate.com

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2012 FORTE KOUP KNAFU6A20C[redacted]	[redacted]	34,000

San Antonio TX, [redacted] Prod. Date: 02/08/2012 Dealer: TX055 World Car KIA North

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

*** PHONE LOG 05/18/2015 01:44 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr sent email to David Laughlin at Allstate stating:
From: Hillegas, Michele [KMA]
Sent: Monday, May 18, 2015 2:44 PM
To: 'Laughlin, David'
Subject: RE: Kia case # [redacted] Allstate claim [redacted] for [redacted]

Hi David,

I was able to get management approval to raise valuation to $12,200, therefore, we will be able to settle this claim for $13,949.26. I will work on preparing Settlement Agreement and General Release for your review and signature.

Thanks,
Michele Hillegas
National Consumer Affairs Analyst
Kia Motors America, Inc.
111 Peters Canyon Road
Irvine, CA 92606
949.468.4618 Direct
877.220.3189 x7848 Toll Free
949.468.4509 - Fax

*** PHONE LOG 05/20/2015 12:40 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr sent email to David Laughlin at Allstate stating:
From: Hillegas, Michele [KMA]
Sent: Wednesday, May 20, 2015 1:39 PM
To: 'Laughlin, David'
Subject: FW: Kia case # [redacted] Allstate claim [redacted] for [redacted]
Importance: High

Hi David,

Will you be the person signing the Settlement Agreement and General Release on behalf of Allstate? Please advise.

Thanks,
Michele

*** PHONE LOG 05/20/2015 01:24 PM Pacific Daylight Time MHillegas Action Type:Incoming call
Wtr received email from David Laughlin at Allstate stating:
From: Laughlin, David [mailto:David.Laughlin@allstate.com]
Sent: Wednesday, May 20, 2015 1:42 PM
To: Hillegas, Michele [KMA]
Subject: RE: Kia case # [redacted] Allstate claim [redacted] for [redacted]

Yes I will, so you can email it to me.
David Laughlin, SCLA
Subrogation Senior Service Representative
Roanoke National Subrogation Claims Center
P.O. Box 21169, Roanoke, VA 24018

Last name	First name	VIN of 2012 FORTE KOUP	Case Number	Mileage
[redacted]	[redacted]	KNAFU6A20C5[redacted]	[redacted]	34,000

San [redacted] TX, [redacted] Prod Date: 02/08/2012 Dealer: TX055 World Car KIA North

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

Phone 540-725-7132 or 800-776-2615 ext 7257132
Fax 540-725-6146
Email David.Laughlin@Allstate.com

*** PHONE LOG 05/21/2015 08:10 AM Pacific Daylight Time MHillegas Action Type:Ltr/email/fax sent
Wtr sent email with release attached to David Laughlin at Allstate stating:
From: Hillegas, Michele [KMA]
Sent: Thursday, May 21, 2015 9:08 AM
To: 'Laughlin, David'
Subject: RE: Kia case # [redacted] Allstate claim [redacted] for [redacted]

Hi David,

Please find attached the Settlement Agreement and General Release for your review and signature. Please return a signed copy to me so that I can submit for reimbursement to Allstate.

Thanks,
Michele Hillegas
National Consumer Affairs Analyst
Kia Motors America, Inc.
111 Peters Canyon Road
Irvine, CA 92606
949.468.4618 Direct
877.220.3189 x7848 Toll Free
949.468.4509 - Fax

*** PHONE LOG 05/26/2015 04:15 PM Pacific Daylight Time MHillegas Action Type:Ltr/email/fax rec'd
NCA received original signed release from David Laughlin at Allstate.

*** NOTES 05/27/2015 08:53 AM Pacific Daylight Time MHillegas Action Type:Internal
File submitted for GW processing:
1. NCA to reimburse Allstate Indemnity Company $13,949.26 as full settlement of subrogation claim.

*** PHONE LOG 06/22/2015 01:36 PM Pacific Daylight Time MHillegas Action Type:Ltr/email/fax rec'd
Wtr received email from David Laughlin at Allstate stating:
From: Laughlin, David [mailto:David.Laughlin@allstate.com]
Sent: Thursday, June 18, 2015 5:14 AM
To: Hillegas, Michele [KMA]
Subject: RE: Kia case # [redacted] Allstate claim [redacted] for [redacted]

Hi Michele,

Have you heard anything regarding this settlement check being mailed out? The release was mailed out to you on May 22.
David Laughlin, SCLA
Subrogation Senior Service Representative
Roanoke National Subrogation Claims Center
P.O. Box 21169, Roanoke, VA 24018

Last name	First	VIN of	Case Number	Mileage
[redacted]	[redacted]	2012 FORTE KOUP KNAFU6A20C[redacted]	[redacted]	34,000

San Antonio TX, [redacted] Prod. Date: 02/08/2012 Dealer: TX055 World Car KIA North

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

Phone 540-725-7132 or 800-776-2615 ext 7257132
Fax 540-725-6146
Email David.Laughlin@Allstate.com

*** PHONE LOG 06/22/2015 01:45 PM Pacific Daylight Time MHillegas Action Type:Ltr/email/fax sent
Wtr sent email to David Laughlin, Allstate stating:
From: Hillegas, Michele [KMA]
Sent: Thursday, June 04, 2015 9:24 AM
To: 'Laughlin, David'
Subject: RE: Kia case # [redacted] Allstate claim [redacted] for [redacted]

Hi David,

It usually takes 4 to 6 weeks to process check requests over $10,000 because they require several signatures from management.

Thank you for your patience and cooperation in this matter.

Michele Hillegas
National Consumer Affairs Analyst
Kia Motors America, Inc.
111 Peters Canyon Road
Irvine, CA 92606
949.468.4618 Direct
877.220.3189 x7848 Toll Free
949.468.4509 - Fax

*** NOTES 07/01/2015 03:58 PM Pacific Daylight Time MHillegas Action Type:Internal
NCA received GW reimbursement check for $13,949.26.

*** PHONE LOG 07/02/2015 01:50 PM Pacific Daylight Time MHillegas Action Type:Ltr/email/fax rec'd
Wtr received email from David Laughlin at Allstate stating:
From: Laughlin, David [mailto:David.Laughlin@allstate.com]
Sent: Thursday, July 02, 2015 7:08 AM
To: Hillegas, Michele [KMA]
Subject: RE: Kia case # [redacted] Allstate claim [redacted] for [redacted]

Hi Michele,

Have you heard anything yet from your finance department regarding the settlement check?
David Laughlin, SCLA
Subrogation Senior Service Representative
Roanoke National Subrogation Claims Center
P.O. Box 21169, Roanoke, VA 24018
Phone 540-725-7132 or 800-776-2615 ext 7257132
Fax 540-725-6146
Email David.Laughlin@Allstate.com

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2012 FORTE KOUP KNAFU6A20C5[redacted]	[redacted]	34,000

San Antonio TX, [redacted] Prod. Date: 02/08/2012 Dealer: TX055 World Car KIA North

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

*** PHONE LOG 07/02/2015 01:51 PM Pacific Daylight Time MHillegas Action Type:Ltr/email/fax sent
Wtr sent email to David Laughlin at Allstate stating:
From: Hillegas, Michele [KMA]
Sent: Thursday, July 02, 2015 2:36 PM
To: 'Laughlin, David'
Subject: RE: Kia case # [redacted] Allstate claim [redacted] for [redacted]

Hi David,

We received the settlement check from Finance. Where and to whom do you want me to send the check?

Michele Hillegas
National Consumer Affairs Analyst
Kia Motors America, Inc.

*** PHONE LOG 07/02/2015 01:53 PM Pacific Daylight Time MHillegas Action Type:Ltr/email/fax rec'd
Wtr received email from David Laughlin at Allstate stating:
From: Laughlin, David [mailto:David.Laughlin@allstate.com]
Sent: Thursday, July 02, 2015 2:36 PM
To: Hillegas, Michele [KMA]
Subject: Automatic reply: Kia case # [redacted] Allstate claim [redacted] for [redacted]

I will be out of the office starting Friday July 3, and will be returning on Monday July 13th. I will respond to emails as soon as possible upon my return. If you need immediate assistance please call 1-800-776-2615, press 0, and one of my colleagues will be able to assist you.

*** PHONE LOG 07/08/2015 04:01 PM Pacific Daylight Time MHillegas Action Type:Ltr/email/fax rec'd
Wtr received email from David Laughlin at Allstate stating:
From: Laughlin, David [mailto:David.Laughlin@allstate.com]
Sent: Saturday, July 04, 2015 10:24 AM
To: Hillegas, Michele [KMA]
Subject: RE: Kia case # K2876632, Allstate claim [redacted] for [redacted]

Michele,

Send it to Allstate Payment Processing Center, PO Box 650271, Dallas, TX 75265. If it is going by FedEx and needs to go to a street address, send it to Allstate Insurance attn: Cheree Brown, 8711 Freeport Parkway Bldg A-3, Irving, TX 75063. Please make sure the Allstate claim # is on the check and letter that goes with it so that they know which claim to post it to. Thanks!
David Laughlin, SCLA
Subrogation Senior Service Representative
Roanoke National Subrogation Claims Center
P.O. Box 21169, Roanoke, VA 24018
Phone 540-725-7132 or 800-776-2615 ext 7257132
Fax 540-725-6146
Email David.Laughlin@Allstate.com

*** PHONE LOG 07/08/2015 04:05 PM Pacific Daylight Time MHillegas Action Type:Ltr/email/fax sent
Wtr sent GW check to Allstate Insurance via 2nd day FedEx.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2012 FORTE KOUP KNAFU6A20C5[redacted]	[redacted]	34,000

San Antonio TX, [redacted] Prod. Date: 02/08/2012 Dealer: TX055 World Car KIA North

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

*** CASE CLOSE 07/08/2015 04:07 PM Pacific Daylight Time MHillegas
GW check sent to Allstate.
No further actions.

PE19-004

KIA

6/28/2019

DEFECT A

CA FILES

FORTE KOUP

2013 FORTE KOUP_ACCIDENT SCRIPTS_ALLEGED DEFECT A_EXPANDED SCOPE

Accident Report

Case [redacted]

Report Details

PE19-004

KIA

6/28/2019

DEFECT A

CA FILES

FORTE KOUP

2013 FORTE KOUP_CA REPORTS_ALLEGED DEFECT A_EXPANDED SCOPE

Kia Motors America
Consumer Affairs Department

Last name	Fir t name	VIN of 2013 FORTE KOUP	Case Number	Mileage
[redacted]	[redacted]	KNAFU6A26D5[redacted]	[redacted]	0

Indianapolis IN , [redacted] Prod. Date: 02/20/2013 Dealer: IN022 Ray Skillman Westside KI

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Noise(Engine)

Case History

*** Phone - Others created on 11/26/2013 10:24:13 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lamarr Harrison
800# VM by Lindsey IN022 317-293-8060
Provided Customer/VIN

1. RO [redacted] opened 11-20-13
2. Noise in the engine head will be replaced
3. Custoemr call back is [redacted]

*** CASE DISPATCHED ON 11/26/2013 10:35:17 AM (GMT-08:00) Pacific Time (US & Canada)
from WIP default to Queue Service Alert.

*** CASE ACCEPTED ON 11/27/2013 06:46:57 AM (GMT-08:00) Pacific Time (US & Canada)
from Queue Service Alert to WIP East/South.

*** CASE DISPATCHED ON 11/27/2013 07:40:27 AM (GMT-08:00) Pacific Time (US & Canada)
from WIP East/South to Queue Callcenter.

*** CASE ACCEPTED ON 11/27/2013 07:40:37 AM (GMT-08:00) Pacific Time (US & Canada)
from Queue Callcenter to WIP default.

*** Phone - Call - Inbound created on 12/05/2013 11:48:24 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Steve Larez
Writer called customer and v.m. was not set up yet, not able to leave message

*** Phone - Call - Inbound created on 12/05/2013 11:49:35 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Steve Larez
Writer called Robin in servcie.
Robin states.
1. RO [redacted] opened 11-20-13
2. 14 days down
3 Engine noise, we found the valve clearence need to be adjusted. We have to order another head.
5. DPSM was contacted.
6. Rental Provided. and customer is still in the VIN
7. Not a repeated repair.
8.Tech line was2609131
Repeated repair
Tech I

Last name	First	VIN of 2013 FORTE KOUP	Case Number	Mileage
[redacted]	[redacted]	KNAFU6A26D5[redacted]	[redacted]	0

Indianapolis IN , [redacted] Prod. Date: 02/20/2013 Dealer: IN022 Ray Skillman Westside KI

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Noise(Engine)

*** Notes - Manager Review created on 12/05/2013 11:54:28 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Steve Larez
ETA for repairs to be done is tomorrow. Writer did not include that in previouse comments.

*** Email - External Email Sent created on 12/05/2013 11:55:05 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Steve Larez
You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer Affairs Dept. at 949.468.4619 AND delete this email.

The attached Case is the exclusive property of Kia Motors America and is a Confidential And Proprietary document. It is not to be distributed or disseminated to any third party without the express written consent of Kia Motors America.

<<File Attachment:
\\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_[redacted]_SLarez_12-05-2013125131.doc>>

*** Notes - Manager Review created on 12/05/2013 11:57:43 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Steve Larez
Dispatching to regional office.
1 .Vehicle down 14 days, ETA for repair is tomorrow.
2. DPSM notified.
3. Writer called customer to notify of going to different dept. for review however was not able to leave message. V.m box not set up.
4. dispatching because vehicle down 14 days. Please communicate with customer to ensure satisfaction
4.

*** CASE DISPATCHED ON 12/05/2013 12:04:53 PM (GMT-08:00) Pacific Time (US & Canada)
from WIP default to Queue Central Region.

*** CASE ACCEPTED ON 12/06/2013 03:54:37 PM (GMT-08:00) Pacific Time (US & Canada)
from Queue Central Region to WIP To Assign.

*** CASE ASSIGNED ON 12/09/2013 06:59:13 AM (GMT-08:00) Pacific Time (US & Canada)
[redacted] to LFaith, WIP default

*** Phone - Call - Inbound created on 12/09/2013 02:50:39 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Called cust on this date

Last name	First name	VIN of 2013 FORTE KOUP	Case Number	Mileage
[redacted]	[redacted]	KNAFU6A26D5[redacted]	[redacted]	0

Indianapolis IN , [redacted] Prod. Date: 02/20/2013 Dealer: IN022 Ray Skillman Westside KI

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Noise(Engine)

1. Calling to follow up with veh
2. No answer, no vm access
3. Call ended

*** Phone - Call - Outbound created on 12/11/2013 02:04:54 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Jason Jenkins
Customer[redacted] states:
1 Calling about my car; gave case number for TL case
2 Having an issue the dlr said they couldn't find when I first brought this up

Writer states:
1 Apologized
2 Showing case was forwarded to the regional office due to number of days down at the dlr
3 Showing we tried contacting you but number did not have vm set up

Customer states:
1 Best number to reach me on is [redacted]

Writer states:
1 Will see if case mgr is avail
Writer transferred customer to RCAA LFaith

[!<For Internal Use Only
Customer contact [redacted]!]

*** Phone - Call - Outbound created on 12/11/2013 02:05:09 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Cust called me on this date

[redacted] cell correct # [redacted] husband)

CUST
1. Had veh back since 12/9- still same noise & smells like oil and something is burning (just not right) biggest problem- 4/28 bought veh- had for 2wks (heard noise from engine-ticking) DLR CND concern
2. Frustrated that the veh got worse, so i took it back the head tech started it and heard the noise- not too sure why
3. yes, i have an apt for monday @8am- just not happy with the lady in svc we have dealt with
4. I will think about it and let you know, thank you for your help. Oh and we will def need a rental
5. Thank you

RCA
1. I do apologize for your troubles you are having, i know it can be frustrating
2. Did you indicate the issues arent resolved with the dealer
3. Always keep in mind we can find another dealer to go to if you are that unhappy there
4. Please give me a call if you would like to do that, if not i will give you a follow up call on 12/17
5. your welcome, call ended

Last name	First name	VIN of 2013 FORTE KOUP	Case Number	Mileage
[redacted]	[redacted]	KNAFU6A26D57[redacted]	[redacted]	0

Indianapolis IN , [redacted] Prod. Date: 02/20/2013 Dealer: IN022 Ray Skillman Westside KI

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Noise(Engine)

*** Phone - Call - Outbound created on 12/13/2013 05:10:45 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Samantha Howard
Customer states:
1. I have an open case

Writer states:
1. LFaith is handling your case
2. Writer can get you to her VM if she is not available

Customer states:
1. I just left her one

Writer states:
1. Apoliguzed
2. Would you like her VM

Cusotmer states:
1. Yes
so that I can tell her what happened

Warm transferred to LFaith VM

*** Phone - Call - Outbound created on 12/13/2013 06:04:44 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Ashley Citrin
Customer [redacted] std:
1. I am trying to get in touch with LFaith.
2. She does not seem to be in.
3. Can I talk to someone else in her dept?

Wtr std:
1. Apologized for concerns.
2. Advised see the case is at the region and you called in approx an hour ago and left LFaith a vm.
3. Let wtr see if LFaith is available.

Placed cust on hold, dialed LFaith, left vm for return call to cust

Wtr std:
1. Thanked for holding.
2. Advised LFaith not currently available.
3. Left her a vm to return your call.

Cust std:
1. Want to talk to someone before the vehicle goes into the DLR.
2. The engine has completely gone out.
3. Smoke rolling and oils and antifreeze coming out.

Last_name	First_name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2013 FORTE KOUP KNAFU6A26[redacted]	[redacted]	0

Indianapolis IN , [redacted] Prod. Date: 02/20/2013 Dealer: IN022 Ray Skillman Westside KI

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Noise(Engine)

4. Vehicle is done for.
5. LFaith is really nice and all.
6. She told me to call if I am going to a different DLR.
7. Waiting on a tow truck that is 2 hours late.
8. Going to the same DLR unfortunately.

Wtr std:
1. Apologized.
2. Do you need to advise RSA of the tow delay?

Cust std:
1. They already know.
2. Thank you though.

Wtr std:
1. Advised left vm for LFaith and that will prompt her an email.
2. Hopefully she will be in soon and can give you a call back.

Cust std:
1. Thank you

*** Phone - Call - Outbound created on 12/13/2013 07:12:26 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Cust left VM on this date

*** Phone - Call - Inbound created on 12/13/2013 07:12:48 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Called cust on this date

CUST
1. Calling to let you know when driving home last night my veh felt like the engine went out, oil & antifreeze under veh- being towed to DLR as we speak
2. Im just at a loss not too sure what to do, i know i will need a rental since this is my veh i need to get to and from work
3. Thank you for your help, i will give you a call once i hear what they plan to do with my veh
4. Call ended

RCA
1. I do apologize for your troubles
2. Of course i understand, and i can look into that for you if one isnt offered to you
3. Thank you

*** Phone - Call - Outbound created on 12/13/2013 07:50:52 AM (GMT-08:00) Pacific Time (US & Canada) and

Last name	First name	VIN of 2013 FORTE KOUP	Case Number	Mileage
[redacted]	[redacted]	KNAFU6A26D5[redacted]	[redacted]	0

Indianapolis IN , [redacted] Prod. Date: 02/20/2013 Dealer: IN022 Ray Skillman Westside KI

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Noise(Engine)

craeted by Lisa Faith
Cust left vm on this date

*** Phone - Call - Inbound created on 12/13/2013 07:51:55 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Called cust back on this date

RCA
1. Calling back cust per vm
2. I do apologize for that but was happy to hear they were able to find the problem to move forward, did they provide you with a rental
3. Good glad to hear they are working well with you
4. thank you have a great day

CUST
1. Just wanted to update you, they are looking at veh today- was able to see it was a blown rod in engine and maybe cracked engine block
2. Yes, they did and it was a veh off the showroom floor so i was shocked they did that for me
3. I will call you to update you once i know whats going on
4. call ended

*** Phone - Call - Outbound created on 12/13/2013 03:13:37 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Called me back on this date

CUST
1. Was just told they cant find the problem, will take a long time to look at to find the problem
2. we are Very happy with the car, just afraid if it needs a new engine it wont be a new car like we wanted
3. i really do appreciate that, thank you for all your help
4. thank you again
5. call ended

RCA
1. i do apologize for your troubles, i understand how frustrating that can be
2. i understand, and if you would like i will follow up with the DLR and you as well on tues. id like to review some docs and get back with you
3. of course, that's what im here for
4. your welcome

*** Phone - Call - Inbound created on 12/17/2013 02:09:27 PM (GMT-08:00) Pacific Time (US & Canada) and

Last name	First name	VIN of 2013 FORTE KOUP	Case	Mileage
[redacted]	[redacted]	KNAFU6A26D5[redacted]	[redacted]	0

Indianapolis IN , [redacted] Prod. Date: 02/20/2013 Dealer: IN022 Ray Skillman Westside KI

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Noise(Engine)

craeted by Troy Thacker
Cust states

1. Trying to get ahold of LFaith
2. Not answering her phone

Writer states

1. Apologizes
2. Advises cust will document call

Transfers cust to analysts voicemail

*** Phone - Call - Inbound created on 12/17/2013 02:24:16 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Called DLR on this date

RCA
1. calling to follow up with cust veh
2. perfect thank you
3. call ended

SVC
1. veh should hopefully be ready on Fri- he is in a loaner veh
2. your welcome

*** Notes - Manager Review created on 12/18/2013 10:25:25 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Albert Judson
**** NOTES FROM DUPLICATE CASE [redacted] ****

- For Reference -
Dispatch Date : 12/13/2013 10:08:17 AM
Services Received : Tow /Vehicle Inoperable
No. of Times : 3
Caller Name : [redacted]
Caller Phone : [redacted]
Tow Provider : PREFERRED TOWING LLC

Vehicle has experienced multiple tows/jumps within a 90 day period.

If the vehicle has been towed, it has been towed to Ray Skillman Westside Kia. Prior to contacting the customer for any assistance, please contact the dealer to determine the cause and the status of the vehicle.

If the vehicle has been jump started multiple times, please contact the customer to determine if there are any concerns with the vehicle and provide any assistance.

Last_name	First_name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2013 FORTE KOUP KNAFU6A26D5[redacted]	[redacted]	0

Indianapolis IN , [redacted] Prod. Date: 02/20/2013 Dealer: IN022 Ray Skillman Westside KI

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Noise(Engine)

**** END OF DUPLICATE CASE NOTES *****

*** Phone - Call - Outbound created on 12/19/2013 10:44:28 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Samantha Howard
Customer called
Customer states:
1. I have a case open

Writer states:
1. LFaith is working your case
2. Would you like for writer to see if LFaith is available
   if not writer can get you to her VM

Cutomer states:
1. She is not calling back
2. I called and spoke to someone yesterday and they said that if she did not call back
   to demand to speak with a supervisor
3. I am in the dark

Writer states:
1. Apologized
2. Writer does see that LFaith has been in contact with the dealer
   she is working your case
3. Would you like for writer to see if LFaith is available
   if not writer can get you to her VM

Customer states:
1. Yes
Warm transferred toLFaith VM

*** Phone - Call - Outbound created on 12/20/2013 08:09:38 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Cust left vm on 12/19

*** Phone - Call - Inbound created on 12/20/2013 08:10:02 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Called cust on this date ([redacted]

1. calling to follow up per vm
2. no answer, left contact info
3. call ended

Last name	First name	VIN of 2013 FORTE KOUP	Case Number	Mileage
[redacted]	[redacted]	KNAFU6A26D5[redacted]	[redacted]	0

Indianapolis IN , [redacted] Prod. Date: 02/20/2013 Dealer: IN022 Ray Skillman Westside KI

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Noise(Engine)

*** Phone - Call - Outbound created on 12/20/2013 08:38:11 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Cust called me on this date

CUST
1. calling per your vm
2. it's still not fixed, im calling them today for an update
3. i just feel they may have not caught all the issues that were there from day 1. dont feel its fair im paying a car pymt with a veh that's not running
4. thank you, i really appreciate your help
5. call ended

RCA
1. just wanted to follow up on the veh status
2. i do apologize how frustrating this can be for you
3. once your veh is fixed i can see if there is anything i can help you with for all your troubles
4. your welcome

*** Phone - Call - Inbound created on 12/23/2013 10:02:44 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Called DLR IN022 on this date

RCA
1. calling to follow up cust veh and request RO's and Sales doc
2. great, thank you for your help. Can you transfer me to sales mgr
3. would you be able to fax me over sales docs for cust
4. thank you

SVC
1. i do apologize im new but will take your info down and have my boss assist me to complete for you
2. of course, thank you

SALES
3. yes, i will go ahead and get that over to you
4. your welcome

*** Phone - Call - Outbound created on 12/27/2013 09:51:09 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
[redacted] husband left vm on 12/26

Last_name	First_name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2013 FORTE KOUP KNAFU6A26D5[redacted]	[redacted]	0

Indianapolis IN , [redacted] Prod. Date: 02/20/2013 Dealer: IN022 Ray Skillman Westside KI

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Noise(Engine)

*** Phone - Call - Inbound created on 12/27/2013 09:51:22 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Called cust back on this date

1. no answer, left contact info
2. call ended

*** Phone - Call - Outbound created on 12/27/2013 10:35:14 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Cust called me back on this date

CUST
1. Just wanted to update you it will take longer since another head has to be done
2. i just think that DLR isnt doing the best and i fear the issue will happen again
3. i just dont like paying for a car im not driving
4. great, thanks for all your help and i'll call you once i get my veh

RCA
1. I do apologize for your troubles
2. i can see your frustrations and we want to be able to help if possible
3. please keep me updated and i will review your case more as time goes on with the veh and go from there
4. call ended

*** Phone - Call - Outbound created on 12/31/2013 10:21:07 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Cust called me on this date

CUST
1. Cust picked up veh 12/31- drove off the lot and onto the HWY- veh was making noise and lunging- about a mile away the veh was dying and overheating- brought back to the DLR
2. DLR apologized and gave me a loaner - took veh back to further review
3. No they werent too sure where to go as of yet, will update me when they can (veh is just not right)
4. Im just having issues paying for a veh i cant drive
5. i really appreciate all your help you have been great
6. call ended

RCA
1. i do apologize that you are going through that and it can be very frustrating
2. Does the DLR have an ETA when it should be ready
3. ok, well please update me once you do hear anything and i will do the same
4. i understand and that's what im here to help
5. i def appreciate that, have a great day

Last name	First name	VIN of 2013 FORTE KOUP	Case	Mileage
[redacted]	[redacted]	KNAFU6A26[redacted]	[redacted]	0

Indianapolis IN , [redacted] Prod. Date: 02/20/2013 Dealer: IN022 Ray Skillman Westside KI

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Noise(Engine)

*** Phone - Advice created on 12/31/2013 10:40:07 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Called DLR IN022 on this date

RCA
1. requesting RO's
2. thank you

SVC
1. will get that to you
2. call ended

*** Phone - Call - Outbound created on 01/02/2014 02:00:34 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Cust called me on this date

CUST
1. Just wanted to let you know the DLR called me saying veh is ready- Svc wasnt aware of actual issue- so they are keeping the veh longer
2. i am just loosing trust in the DLR dont feel they are really working with my on the issues its having
3. i wouldnt feel safe driving it anywhere after last time
4. anything would be great, i will call you once i hear more, thanks again for all your help
5. call ended

RCA
1. i can understand how this is frustrating
2. i do apologize and we can recommend another DLR to take it to
3. we can look into roadside assistance for you
4. your welcome

*** Phone - Call - Outbound created on 01/06/2014 12:08:57 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Cust left vm on this date

*** Phone - Call - Inbound created on 01/06/2014 12:12:42 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Called cust on this date

RCA
1. Calling per your vm, status of your veh
2. Is the vhe at the DLR again
3. I can defiantly see your frustrations
4. ok, well i'll continue to follow up with you and see what we can do

Last_name	First_name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2013 FORTE KOUP KNAFU6A26D5[redacted]	[redacted]	0

Indianapolis IN , [redacted] Prod. Date: 02/20/2013 Dealer: IN022 Ray Skillman Westside KI

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Noise(Engine)

5. Is there anything else that you'd like to indicate with your troubles
6. as soon as i hear anything or you as well feel free to give me a call
7. call ended

CUST
1. Picked up the veh, drove away and same problems happens- took veh back to DLR
2. yes, veh is there, they actually had to pick me up, DLR was very apologetic about how this happened
3. Im not fighting with them but the Main SVC lady isnt the nicest. This issue is just getting old i feel that the veh isnt right
4. thank you for your patience, i just feel no matter where we take the veh it has an issue that wont go away
5. They state they drove the veh, but as soon as i drive it off the lot the problem occurs again
6. thanks again

*** Phone - Advice created on 01/08/2014 08:05:06 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Called DLR IN022 on this date (Robin- svc mgr)

RCA
1. requesting Ro's
2. What's the status of this veh
3. thank you for your info

SVC
1. Will get that over to you
2. i drove this veh myself and it was working properly, but we have it in the shop now (thinking its on internal issue)
3. call ended

*** Phone - Call - Inbound created on 01/08/2014 08:07:26 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Called DLR IN004 on this date

RCA
1. Requesting sales docs
2. yes, gave contact info

SALES
1. We are all out plowing snow can i have someone call you back to get that to you
2. call ended

*** Phone - Call - Outbound created on 01/08/2014 08:12:22 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
DLR called me on this date (Dan)

Last_name	First_name	VIN of 2013 FORTE KOUP	Case Number	Mileage
[redacted]	[redacted]	KNAFU6A26D[redacted]	[redacted]	0

Indianapolis IN , [redacted] Prod. Date: 02/20/2013 Dealer: IN022 Ray Skillman Westside KI

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Noise(Engine)

RCA
1. requesting sales docs
2. thank you

SALES
1. please bare with me with all the snow, i will get that to you as soon as i can
2. call ended

*** Phone - Call - Outbound created on 01/09/2014 12:44:14 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Cust called me on this date

CUST
1. Just wanted to let you know the DLR called telling me the veh is fixed, also stated the axle went out
2. i just dont feel safe at all in that veh, i feel it's worth nothing and i just want out of it. Ive paid so much into a veh that doesnt work properly and i dont want my wife driving it being so unsafe
3. i understand, thank you. I will call when i pick up my veh
4. call ended

RCA
1. Thank you for your update, i appreciate you keeping me informed
2. i understand your frustrations, im here to assist you in any way i can, first we need to have the veh fixed so i can review your case further with all documents
3. thank you

*** Phone - Call - Outbound created on 01/10/2014 08:54:12 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Cust called on this date

CUST
1. Picked up veh 1/10/14, drove about 4 blocks & the veh started to overheat and knocking like crazy. I took a videc of what was happening to the veh so once again they had to pick me up and give me a loaner
2. The veh is trashed, i dont want it anymore. But the inside of the veh is messed up and scratched up, the seats are horrible i just feel it's not being taken care of while being worked on
3. They are being very nice now about this just more so frustrating that it cant be fixed. I just dont know what exactly is wrong now with the veh
4. Thanks for helping me i just want to have this resolved and a veh that works properly
5. Call ended

RCA
1. i do apologize for your troubles again i see how frustrating this can be for you
2. i will go ahead and review this further and see what we can do for you
3. thank you for all your updates i appreciate it
4. i will call you as soon as i hear some updates

Last_name	First_name	VIN of 2013 FORTE KOUP	Case	Mileage
[redacted]	[redacted]	KNAFU6A26D5[redacted]	[redacted]	0

Indianapolis IN , [redacted] Prod. Date: 02/20/2013 Dealer: IN022 Ray Skillman Westside KI

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Noise(Engine)

*** Phone - Call - Inbound created on 01/10/2014 09:06:03 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Called DLR IN022 on this date

RCA
1. requesting Ro's for cust
2. Confirmed correct fax #. can you please try again
3. Thank you for your help, i appreciate it
4. call ended

SVC
1. I've actually been trying to fax them to you for a few days, it kept saying it was not responsive
2. yes, i will
3. glad to help

*** Notes - Manager Review created on 01/10/2014 10:04:58 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Rcvd docs on this date

*** Notes - Manager Review created on 01/10/2014 01:29:50 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Sent FTR request on this date

*** Phone - Call - Outbound created on 01/13/2014 01:46:36 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Cust called on this date

CUST
1. calling to update you, DLR stated they ordered another axle part and should be ready this week. Looks like the tech that repaired my veh before didnt put the bolts together properly, that could have been a serious issue
2. thank you

RCA
1. i apologize for your troubles, please update me more once you pick up the veh
2. call ended

*** Phone - Call - Outbound created on 01/15/2014 10:03:16 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lamarr Harrison

Last_name	First_name	VIN of 2013 FORTE KOUP	Case Number	Mileage
[redacted]	[redacted]	KNAFU6A26D5[redacted]	[redacted]	0

Indianapolis IN , [redacted] Prod. Date: 02/20/2013 Dealer: IN022 Ray Skillman Westside KI

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Noise(Engine)

800# VM by Lindsey IN022 317-293-8060
Provided Customer/VIN

1. RO [redacted] opened 1-10-14
2. Veh smokes and will not move
3. Transmission is in for the veh
4. Customer call back is [redacted]
5. Veh mileage is 10440

*** Notes - Manager Review created on 01/16/2014 03:26:01 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Teri Donnelly
Writer States:
1. Notes from duplicate service alert [redacted]-same concerns:

Dealer :Ray Skillman Westside Kia
Technician :Jeffrey Cox
Service Manager :Robin Jeffries
Dealer Phone :3172938060
DPSM :Peter Shin
Vehicle Model :FORTE KOUP
Model Year :2013
Mileage :10440
Initial comments by Technician found in TL Case #[redacted] :

*** Performed by contact: Jeffrey Cox, 3172938060
*** This is a Request for Assistance ***

Problem Description :
car came in, right frt axle broke.missing inner cv joint.10,368 on 12-31-14
car came back with 10,440 left frt. axle broke.

Diagnostics Performed :
replaced left frt. axle on 12-31-14
replaced riht frt. axle on 01-10-14
trans is now slipping in all grears
trans has long delay from P to D
FLUID FULL AND LOOKS GOOD

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

*** Phone - Call - Inbound created on 01/17/2014 08:33:56 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Called DLR IN022 on this date

RCA

Last_name	First_name	VIN of 2013 FORTE KOUP	Case	Mileage
[redacted]	[redacted]	KNAFU6A26D5[redacted]	[redacted]	0

Indianapolis IN , [redacted] Prod. Date: 02/20/2013 Dealer: IN022 Ray Skillman Westside KI

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Noise(Engine)

1. Can you update me on this veh
2. thank you

SVC (Robin)
1. I spoke to my DPSM 1/16- just waiting on a response to do the trans or not
2. call ended

*** Phone - Call - Outbound created on 01/21/2014 10:16:08 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Cust called on this date

CUST
1. Dont know what to do anymore, i dont want this veh- by the time they do the Trans now the veh isnt worth anything
2. I know there is IN lemon law and i dont want it to come to that i trust you and kia will do whats in my best interest
3. call ended

RCA
1. im very sorry for all that you are going through i know this isnt an easy thing to deal with
2. thank you for being understanding and i will update you as soon as possible. thanks again

*** Phone - Advice created on 01/21/2014 10:20:47 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Called DLR IN022 on this date

RCA
1. Can you update me on this veh and fax over the update
2. thank you

SVC
1. I can go ahead and fax that to you- Robin is working with a Rep to see about the trans
2. call ended

*** Email - External Email Sent created on 01/21/2014 02:39:50 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Good Afternoon,

Can you please update me on this ? I spoke to Steve Broom today, we need to go ahead and approve and get the trans done for the customer. I will be contacting customer to review GW options for his troubles.
Thank you

You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case.

Last_name	First_name	VIN of 2013 FORTE KOUP	Case Number	Mileage
[redacted]	[redacted]	KNAFU6A26D5[redacted]	[redacted]	0

Indianapolis IN , [redacted] Prod. Date: 02/20/2013 Dealer: IN022 Ray Skillman Westside KI

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Noise(Engine)

If it has been sent to you in error, please notify the Kia Consumer Affairs Dept. at 949.468.4619 AND delete this email.

The attached Case is the exclusive property of Kia Motors America and is a Confidential And Proprietary document. It is not to be distributed or disseminated to any third party without the express written consent of Kia Motors America.

<<File Attachment: \\copubs\ClarifyOBJ\Case Print Templates\Consumer Affairs\Case_[redacted]_LFaith_01-21-2014164031.doc>>

*** Phone - Call - Inbound created on 01/21/2014 03:21:55 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Called cust on this date

1. no answer, left contact into
2. call ended

*** Phone - Call - Inbound created on 01/22/2014 08:40:52 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Called cust on this date

RCA
1. Wanted to go over a few options for you
   A) Repair veh, drive it for 30 days and with no issues -get a ck for $3,000.00 equal to about 5 car pymts
   B) Substitution of Collateral
2. Ok, well let me review this a little further and update you with more details
3. i will go ahead and find that out and follow up with you
4. call ended

CUST
1. I really dont want this veh anymore, i dont feel anything can fix it and that it's not worth keeping
2. my only questions are on 2/5/14 my tags and Car pymt is due, how does that work out if i dont plan to keep the veh ? Then the DLR isnt the best with the loaner, how long can i keep that ?
3. thank you for all your help

*** Phone - Advice created on 01/23/2014 08:49:20 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Called DLR IN022 on this date

RCA
1. Can i speak to the svc mgr
2. yes please, have her give me a call thank you

Last name	First name	VIN of 2013 FORTE KOUP	Case Number	Mileage
[redacted]	[redacted]	KNAFU6A26D5[redacted]	[redacted]	0

Indianapolis IN , [redacted] Prod. Date: 02/20/2013 Dealer: IN022 Ray Skillman Westside KI

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Noise(Engine)

SVC
1. She is at lunch, can i take a message
2. call ended

*** Phone - Call - Outbound created on 01/23/2014 01:37:07 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Cust called me on this date

CUST
1. The DLR called me today saying my veh is ready but i do not want to pick it up but need a veh, what we talked about yesterday i want to go that route but need a veh in the meantime
2. i understand i just dont feel safe in the veh at all, thanks for your help i do appreciate it

RCA
1. i do understand your concerns, let me review this and call you back. Please understand it does take some time to have this processed
2. call ended

*** Phone - Call - Inbound created on 01/23/2014 01:46:08 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Called DLR IN022 on this date

RCA
1. Wanted to update you that Mr [redacted] doesnt feel safe picking up the veh, he wants out of it and need to make some solution for him
2. we are tying to help him to avoid legal action, he is very strong about not to pick up the veh which i wanted to inform you since he has the loaner, have you talked with the GM at all with his veh issues
3. thank you and i appreciate all your help

SVC (Robin)
1. i wasnt aware we were just to fix his veh
2. no i have not, this isnt something ive had to deal with before, i can take a message and have him call you back
3. call ended

*** Phone - Call - Outbound created on 01/24/2014 07:34:34 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
DPSM called on this date

DPSM
1. Wanted to follow up with you on cust veh status

Last_name	First_name	VIN of 2013 FORTE KOUP	Case Number	Mileage
[redacted]	[redacted]	KNAFU6A26D5[redacted]	[redacted]	0

Indianapolis IN , [redacted] Prod. Date: 02/20/2013 Dealer: IN022 Ray Skillman Westside KI

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Noise(Engine)

2. Ok, i was informed the same as well, please update me with any info
3. call ended

RCA
1. The veh is ready, cust doesnt want the veh he wants out per RCAM conversation we are ok with that. Talked to svc- waiting for sales to call me back on this
2. will do, thank you

*** Phone - Call - Outbound created on 01/24/2014 07:46:43 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Sales MGR Casey left vm 1/23

*** Phone - Call - Inbound created on 01/24/2014 07:47:39 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Called DLR IN022 on this date

RCA
1. Calling for Casey
2. Cust wants out of the veh- Major repairs have been done
3. i appreciate all your help, thank you

SALES (Chad)
1. he is off but i can help you, he informed me a little about the issues
2. typically we get an estimate of his veh compared to his payoff which looks like this may not be too easy
   A) $21,983.00 Financed
   B) $21,169.22 Payoff
   C) $13,000.00 Cash Value
   D) $8,000.00 negative equity
he does have an extended contract i will see what we could get back on that and call you shortly
3. of course, call ended

*** Phone - Call - Outbound created on 01/27/2014 10:27:21 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Casey @ DLR IN022 called on this date

SALES
1. Just wanted to follow up with you
2. I spoke with my rep and he indicated they do
3. i will do so now and get those to you
4. call ended

RCA
1. i was waiting to hear from Chase if they do an SOC- the number i have listed has been down with issues

Last name	First name	VIN of 2013 FORTE KOUP	Case Number	Mileage
[redacted]	[redacted]	KNAFU6A26D[redacted]	[redacted]	0

Indianapolis IN , [redacted] Prod. Date: 02/20/2013 Dealer: IN022 Ray Skillman Westside KI

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Noise(Engine)

2. thank you for that update, would you be able to fax me over a breakdown of the numbers for me to have on file
3. thank you

*** Notes - Manager Review created on 01/27/2014 12:09:44 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Rcvd doc on this date

*** Phone - Advice created on 01/27/2014 01:36:47 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Called DLR IN022 on this date

RCA
1. Can you fax over the last ro's for cust
2. thank you

SVC (Robin)
1. will do so today, he still has the veh here
2. call ended

RCA
1. Just wanted to update you and see if it's ok to let Mr. [redacted] ask to talk to you
2. We cant do a trade assist, this is how Kia does the process of a SOC
3. call ended

SALES (Casey)
1. yes, that is fine, but i just dont understand how you have a different MSRP than what we do
2. ok, that's fine thank you

*** Phone - Call - Inbound created on 01/27/2014 01:59:21 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Called cust on this date

RCA
1. Your MSRP is $19,254.00 and please have Casey be your contact at DLR
2. im going to send you docs to review, sign and send back
3. call ended

CUST
1. great thank you
2. i will get those to you right away

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2013 FORTE KOUP KNAFU6A26D5[redacted]	[redacted]	0

Indianapolis IN , [redacted] Prod. Date: 02/20/2013 Dealer: IN022 Ray Skillman Westside KI

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Noise(Engine)

*** Notes - Manager Review created on 01/27/2014 02:39:46 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Sent cust Docs on this date

Emailed RAF to DPSM on this date

*** Phone - Call - Outbound created on 01/28/2014 10:11:58 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Casey from DLR IN022 called on this date

SALES
1. I just wanted to update you we have a $1000.00 rebate going on that may help [redacted] as he doesnt feel he should pay more for a veh. I found a veh that may work out in this case
2. call ended

RCA
1. thank you for your update, i will research and see if that would work and call you back

*** Phone - Call - Outbound created on 01/30/2014 01:56:37 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Hector Sanchez
[redacted] (Husband) states:
1. I am calling about an existing case.
2. I do not have my VIN or case #.
3. Provided name and contact info.
4. The issue is that I am unhappy with the lack of assistance provided by RCAA LFaith.
5. I have been communicating with RCAA LFaith and apparently KMA is working on replacing my vehicle.
6. RCAA LFaith had advised me to go and test drive vehicles which I did do.
7. My issue is that I feel RCAA LFaith was very unprofessional when speaking with me.
8. RCAA insinuated that my repeated calls to her line are either bothering her or interrupting what she is doing.
9. I feel that as the consumer who is having vehicle problems I should be treated with courtesy and professionalism regarding of the situation.
- I have been extremely patient in this matter
10. I would prefer to speak to anyone else in the Regional office besides RCAA LFaith.
11. Preferably someone who is above RCAA LFaith.

Writer states:
1. Apologized.
2. Verified contact info.
3. Verified no open SC's.
4. Advised customer that there is a process involved for customers request to speak to someone else or above RCAA LFaith.
5. Writer will notify Team Lead of customers concerns.
6. Team Lead can in turn notify RCAM (Steve Broom) of customers concerns.

[redacted] name	First name	VIN of 2013 FORTE KOUP KNAFU6A26D5742894	Case Number [redacted]	Mileage 0

Indianapolis IN , [redacted] Prod. Date: 02/20/2013 Dealer: IN022 Ray Skillman Westside KI

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Noise(Engine)

7. RCAM or RCAA will follow up appropriately.
8. Requested call back if immediate assistance is needed.
9. Offered additional help.

[redacted] (Husband) states:
1. No other questions, thanked writer for assistance.
2. Will await follow up contact.

*** Notes - Manager Review created on 01/30/2014 02:11:13 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Hector Sanchez

[!<For Internal Use Only

writer notified Team Lead (LSims) of customer request/concerns>!]

*** Phone - Call - Inbound created on 01/31/2014 09:10:33 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Called cust on this date

1. RCA asked for [redacted]
2. CUST (wife) one moment
3. call disconnected
4.called cust back, no answer, left contact info
5. call ended

*** Phone - Call - Outbound created on 01/31/2014 09:23:31 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Cust called back on this date

1. CUST Sorry We lost connection, [redacted] is currently working i can talk to you
2. RCA great, thank you for calling back. First i wanted to apologize for any mis understanding from yesterday, the DLR and Kia do things a little different, we spoke to Casey last night and now we are all on the same page as how Kia will be replacing your veh for you. As GW kia is replacing your veh but in order to do so with out you owing any additional money the new veh has to be comparable to yours now. We have two options for you-option 1 if you feel you wanted to go with the upgraded veh there will be a little you will owe but please be aware that we will be taking responsibility for the replacement of the veh, the extended warranty and your L&T fees.- Option 2 the DLR had located a veh that is comparable to yours and you would owe nothing, again we would cover those cost as option 1 as well as the transport fees to get the veh here.
3.CUST Wow ok, what about the comparable veh, we thought b/c it was a year newer we couldnt do that
4.RCA the upgrade is different than just a one year newer, if you went with option 2 you would not owe anything additional
5.CUST what do we do in the meantime till all this goes into place
6.RCA you would drive your veh until we can get you into the new veh
7. CUST ok, let me talk this over with Brad and we will let you know

Last_name	First_name	VIN of 2013 FORTE KOUP	Case Number	Mileage
[redacted]	[redacted]	KNAFU6A26D5742894	[redacted]	0

Indianapolis IN , [redacted] Prod. Date: 02/20/2013 Dealer: IN022 Ray Skillman Westside KI

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Noise(Engine)

8.RCA thank you for your time, please feel free to give me a call with any questions you may have
9. call ended

*** Notes - Others created on 01/31/2014 03:50:11 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Spencer Bowyer
NOTES FOR CASE FROM 1/30:

CONF CALL; WTR, L.FAITH & SALES MGR CASEY @ IN022:
WTR:
1. aware of situation, here to help answer questions re: SOC/dlr pmt, etc.
2. cust chose veh on your lot- with $2100 prem package, which is over & above his original veh
3. KMA not charging cust for MY upgrade, have enhanced original MSRP of $19254 to give cust more veh value towards a new veh

CASEY:
1. cust doesnt want to pay for anything, just telling you
2. there is another car in MI, it is a like model, without that package, would he have to pay for that?
3. who is going to pay us to go and get it? that is in Holland, MI
4. how is Kia paying for new car, what about the old one?
5. what about his ext warranty? told Lisa that proration is ~$1700, $703 for adding to the new car
6. all this is taking so long, he is upset, we are just trying to get this going ASAP

WTR:
1. understand cust doesnt want to pay; if wants upgraded veh, will have to pay approx $2400+tax; if wants veh in MI, no charge to customer
2. KMA would assist with the transportation costs, just let us know the cost- let Lisa know
3. explained we will build TOA (explained breakdown of TOA fees), KMA will use transfer agent to sign over original car to KMA, then will be disposed of through auction
4. KMA will be covering extended warranty for customer- understand the $703, thank you for that
5. we will reach out to the cust & give him his 2 options, Lisa will contact you by Fri or Mon
6. KMA is replacing the cust's car due to the service history & multiple repairs w/in early ownership; our process is not like a dealer trade-in process; requires time & explanation

CASE THANKED WTR, WTR THANKED CASEY

*** Phone - Call - Inbound created on 01/31/2014 04:15:59 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Spencer Bowyer
WTR RCVD VM FROM MR. [redacted] @ 11:35AM THIS DATE,REQUESTING CB

WTR CB MR. [redacted] @ 3[redacted]
1. i was talking with Casey, i know Lisa just spoke to my wife
2. Casey gave me your direct #, because Lisa said that i call her too much
3. there is a miscommunication here; i picked the veh on the lot (upgraded veh) because it was there; but i am not paying ANYTHING extra
4. i know Kia is paying for a new car for me, i understand all of that- but you guys are not understanding that i am fine with EITHER car

Last name	First name	VIN of 2013 FORTE KOUP	Case Number	Mileage
[redacted]	[redacted]	KNAFU6A26D5[redacted]	[redacted]	0

Indianapolis IN , [redacted] Prod. Date: 02/20/2013 Dealer: IN022 Ray Skillman Westside KI

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Noise(Engine)

5. WTR adv cust; KMA appreciate your efforts to move this along faster; your 2 options are clear; if you do not want to pay, we can have IN022 get the veh in MI for you
6. this way you will not pay any cost, you will get a pro-ration from your extended warranty back to your loan, we wil do SOC with your lender, and KMA will cover all fees & costs to purchase the new veh for you
7. do you want KMA to have them go get the MI car?
8. " YES" i am ok with that , what is the next step?
9. wtr adv Lisa will notify Casey to go pickup the veh for you, and we will work out the #'s w/Casey; Lisa will keep you up to date
10. cust asked about the loaner he is in- there is conflicting info on that...
11. wtr adv policy is if your veh is completed, and ready, you need to drive it until day of turn-in
12. " that car is not safe, i am not driving it"
13. wtr adv we understand; if this is a dlr loaner, you will need to work that out w/the dlr, they may want their car back; we will ask Casey and have them follow up with you on that
14. " ok, thanks for the time and for calling me back, i will wait for an update"

CALL ENDED

[!<For Internal Use Only
note: s.bowyer gave direct contact info to casey @ in022 on last call>!]

*** Phone - Call - Inbound created on 01/31/2014 04:41:50 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Called DLR on this date (Casey)

1. RCA Wanted to just get some info from you so i can get the numbers for you
2. SALES ok just let me know what you need
3. RCA What is the sales tax and is that on MSRP or invoice, is your Doc Fee $149.50
4. SALES it is on the invoice price and it's 7%. Yes the doc fee is $149.50. I'll fax over the numbers
5. RCA great, thank you for that info, once i have it all documented i will send over for you to review and sign to send back
6. SALES the DLR in MI can get us the veh and they just put on mud guards that cost $99.00 that i will have to pay for
7. RCA i will note all that for you , thank you for that update
8. call ended

*** Phone - Call - Inbound created on 02/03/2014 03:04:23 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Called DLR on this date Casey

1. RCA calling to follow up with the numbers
2. SALES i dont see why you wont cover the charge back
3. RCA you werent charged for the holdback when you purchased the veh, we are here to make the cust happy
4. SALES true but why do we get cut on making money for this deal
5. RCA well with the reason of doing the SOC is due to your svc dept and we again want the cust to be happy
6. SALES can you assist us in any way
7. RCA what do you feel is fair
8. SALES well the holdback amount would be fair
9. RCA since you didnt pay for that, we cant go that high, how about $300.00

Last_name	First_name	VIN of 2013 FORTE KOUP	Case Number	Mileage
[redacted]	[redacted]	KNAFU6A26D57[redacted]	[redacted]	0

Indianapolis IN , [redacted] Prod. Date: 02/20/2013 Dealer: IN022 Ray Skillman Westside KI

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Noise(Engine)

10. SALES ok, that would work thank you
11. RCA i will go ahead and get those numbers adjusted and email you your form to sign, thank you
12. Call ended

*** Phone - Call - Inbound created on 02/04/2014 09:33:44 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Called Chase Auto Finance on this date

1. Gave all info for SOC- will submit and fax over response in 24-48 hrs
2. Call ended

*** Phone - Call - Outbound created on 02/10/2014 01:14:23 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
DLR (Casey) left vm on this date @ 317-293-8060

*** Phone - Call - Inbound created on 02/10/2014 01:17:05 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Called DLR on this date

1. RCA Calling Casey back, he left me a vm
2. SALES (Chad) he is off today, let me call him and i will call you back
3. RCA thank you
4. Call ended

*** Phone - Call - Outbound created on 02/11/2014 12:59:29 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Chad left vm on this date

*** Phone - Call - Inbound created on 02/11/2014 01:15:14 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Called DLR on this date (Chad)

1. RCA wanted to update you just waiting for Docs from Chase, i will call them again for an update
2. SALES thank you
3. Call ended

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2013 FORTE KOUP KNAFU6A26D[redacted]	[redacted]	0

Indianapolis IN , [redacted] Prod. Date: 02/20/2013 Dealer: IN022 Ray Skillman Westside KI

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Noise(Engine)

*** Phone - Call - Inbound created on 02/11/2014 01:17:07 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Called Chase Bank for update on SOC docs

1. Will re fax today, sorry for the delay
2. Call ended

*** Phone - Call - Inbound created on 03/10/2014 02:46:35 PM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Called DLR IN022 on this date (Casey)

1. RCA Wanted to follow up with your vm
2. CASEY Just wanted to know how we get paid, The [redacted] picked up their veh
3. RCA it will be done on the parts Stmt but will call you with a time frame once i have it
4. CASEY thank you
5. Call ended

*** Notes - Manager Review created on 03/18/2014 10:04:03 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
AS400 88857

Fwd to RCAM for Approval

*** CASE ASSIGNED ON 05/12/2014 01:19:39 PM (GMT-08:00) Pacific Time (US & Canada)
[redacted] to LFaith, WIP default

*** Notes - Other (external) created on 05/28/2014 09:25:40 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Rcvd CK#C4000533 $10,122.00 from Auction

*** Notes - Other (external) created on 06/03/2014 08:11:00 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Rcvd Final docs needed from Morley

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2013 FORTE KOUP	Case Number	Mileage
[redacted]	[redacted]	KNAFU6A26D5[redacted]	[redacted]	0

Indianapolis IN , [redacted] Prod. Date: 02/20/2013 Dealer: IN022 Ray Skillman Westside KI

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy
Kia Case Type Lvl4: Noise(Engine)

*** Notes - Internal created on 06/03/2014 08:16:40 AM (GMT-08:00) Pacific Time (US & Canada) and craeted by Lisa Faith
Sent Veh Disposal Pkg to NCA

*** CASE CLOSED ON 06/03/2014 08:18:11 AM (GMT-08:00) Pacific Time (US & Canada)
Status = Closed, Resolution Code = Repurchase.

PE19-004

KIA

6/28/2019

DEFECT A

CA FILES

FORTE KOUP

2016 FORTE KOUP_ACCIDENT SCRIPTS_ALLEGED DEFECT A_EXPANDED SCOPE

Accident Report

Case [redacted]

Report Details

A-1) Who owns the vehicle?

[redacted] Moreland Ga [redacted]

A-2) Who was driving the vehicle or who was the last person to drive the vehicle?

Dlr Tech-

A-4) How many other passengers were in the vehicle?

0

A-5) Where was each passenger sitting in the vehicle & what is each person's name and age?

Driver

A-6) Were there any objects in the luggage compartment, passenger compartment, being towed, or

No

B-1) What was the date & time of the incident?

07/26/2017 21:30:00

B-10) Describe all structures and/or vehicles involved & any damage that occurred to each one.

2016 Forte

B-2) What time was 911 called?

5:30PM

B-4) Were there any injuries (describe injuries)?

no

B-5) Describe the incident in detail including when & where the burning smell, smoke, and fire were

The vehicle was towed in for loss of power and stalling out at idle on the customer. Engine struggled to start and idle. Found code P0087, replaced high pressure fuel pump, did not correct fuel pressures or customer concern. Tested fuel pressure and found vehicle bleeding off pressure when engine shut off. Replaced low pressure fuel pump, vehicle started fine. Had idling in shop for roughly 10 minutes, engine idled fine and no signs of leaks or fuel smell. Vehicle was then test driven 20-30 yards, engine started to hesitate and run rough like original concern. Tech turned vehicle around to head back to shop when engine died. Engine compartment started to smoke, shortly after it was engulfed in flames. Fire department was called to put out fire.

B-6) Was the engine on, off or in accessory mode?

on

B-7) Were any warning lights on or recent service done prior to the incident?

Yes, fuel pump replaced

B-9) What is the closest address or cross streets, city, and state to where the incident happened?

Bulldog Kia 4305 Atlanta Hwy, Athens, GA 30606

D-3) Was the insurance company contacted?

Yes

PE19-004

KIA

6/28/2019

DEFECT A

CA FILES

FORTE KOUP

2016 FORTE KOUP_CA REPORTS_ALLEGED DEFECT A_EXPANDED SCOPE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2016 FORTE KOUP	Case Number	Mileage
[redacted]	[redacted]	KNAFZ6A39G5[redacted]	[redacted]	1,296

Athens , GA, [redacted] Prod. Date: 03/17/2016 Dealer: GA084 Bulldog 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

*** 09/14/2017 11:43:12 (GMT-05:00) Eastern Time (US & Canada) ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Email - Internal Email Received created on 09/14/2017 11:41:16 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
He had a thermal event on a 2016 KIA Forte. The vehicle was towed in for loss of power and stalling out at idle on the customer. Engine struggled to start and idle. Found code P0087, replaced high pressure fuel pump, did not correct fuel pressures or customer concern. Tested fuel pressure and found vehicle bleeding off pressure when engine shut off. Replaced low pressure fuel pump, vehicle started fine. Had idling in shop for roughly 10 minutes, engine idled fine and no signs of leaks or fuel smell. Vehicle was then test driven 20-30 yards, engine started to hesitate and run rough like original concern. Tech turned vehicle around to head back to shop when engine died. Engine compartment started to smoke, shortly after it was engulfed in flames. Fire department was called to put out fire.
We have notified our insurance company and have a fire investigator dispatched to see the vehicle on 08/02/17.
VIN: KNAFZ6A39G5[redacted]
Warranty Start Date: 05/31/2017
Miles: 1,296
RO: [redacted]
RO Date: 07/17/17
TL# T12418488
Date of event: 07/26/17 at 17:30

*** Phone - Call - Inbound created on 09/14/2017 11:58:32 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
Dave Collinsworth Zurich Insurance
404-851-3410
claim [redacted]
represent Bulldog Kia
service adviser was test driving customer veh and it caught fire
need to open an investigation
David Kernall
called Bogart Kia 770-612-1200

Mechanical Claims Specialist: Tim Ostrander
913-664-4373
We have completed 1 investigation
next investigation for us would be a destructive investigation where we take the vehicle apart
wanted to let Kia know if they need to perform an investigation before we do the next investigation

*** Phone - Call - Outbound created on 09/14/2017 11:59:20 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
called [redacted] number has been disconnected

*** 09/14/2017 12:03:08 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin = working to Queue National CA by Billy Wells
Reason:

*** Phone - Call - Inbound created on 09/14/2017 12:03:25 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
called Dave Collinsworth 4014-851-3410

Last name	First name	VIN of 2016 FORTE KOUP	Case Number	Mileage
[redacted]	[redacted]	KNAFZ6A39G5[redacted]	[redacted]	1,296

Athens , GA, [redacted] Prod. Date: 03/17/2016 Dealer: GA084 Bulldog KIA

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

1. advised case has been escalated
Dave states
1. please contact for further follow up on case:
Mechanical Claims Specialist: Tim Ostrander
913-664-4373

*** Phone - Call - Inbound created on 09/14/2017 12:05:30 (GMT-05:00) Eastern Time (US & Canada) and created by Billy Wells ***
Forward to NCA
1 dlr alleges veh caught Fire
2 Vehicle is currently down at GA084
3 Customer is requesting no customer contact, phone disconnected
4 Please review and follow up accordingly

*** 09/14/2017 12:06:34 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin = default to Queue National CA by Billy Wells
Reason:

*** 09/15/2017 07:51:49 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 09/15/2017 08:01:53 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 24/24 of Samuel Kim by Jeff Stroup
Reason:

*** 09/18/2017 13:49:24 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 24/24 and Sub Status of Assigned

*** Phone - Call - Outbound created on 09/18/2017 13:51:18 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called Mechanical Claims Specialist Tim Ostrander at Zurich Insurance and left message (913)664-4373
1. Calling in regards to claim number [redacted]
2. Requested call back and photos
3. Left call back number and email address

*** Email - Internal Email Sent created on 09/18/2017 14:05:56 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Sent case notes to DPSM HBaik

*** Phone - Call - Outbound created on 09/18/2017 14:43:13 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Per DPSM HBaik:
1. Dealer contacted their insurance company and their insurance company wants KMA involved so they can do join investigation
2. Dealer replaced high pressure fuel pump in engine compartment and low pressure pump in fuel tank
3. Customer is in one of dealer's loaner car
4. DPSM to forward photos

*** Email - External Email Received created on 09/19/2017 10:38:31 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from Mechanical Claims Specialist Tim Ostrander at Zurich Insurance

Last name	First name	VIN of 2016 FORTE KOUP	Case Number	Mileage
[redacted]	[redacted]	KNAFZ6A39G5[redacted]	[redacted]	1,296

Athens , GA, [redacted] Prod. Date: 03/17/2016 Dealer: GA084 Bulldog KIA

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

(tim.ostrander@zurichna.com)
Good Morning Sam,
Please find attached the first e-mail with the photos you requested.
I will contact you to discuss a possible joint inspection of the vehicle.

*** Note - Others created on 09/19/2017 10:46:05 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Pending response from KMA Engineers.

*** 09/19/2017 10:48:27 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Pictures / Police Report and Sub Status of Assigned

*** Phone - Call - Inbound created on 09/19/2017 13:16:12 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received message from Mechanical Claims Specialist Tim Ostrander at Zurich Insurance:
1. Tim Ostander, Zurich Mechanical Claims, give me a call
2. You gave me a call yesterday afternoon on a 2016 Kia Forte
3. Yes my claims professional Dave Collinsworth had called and put you guys on notice
4. This is in reference to your case number [redacted] and whenever you can, give me a yell back on this one
5. My claim number is [redacted]
6. And you can reach me direct at (913)664-4373 and I did send you the photos over there
7. So as soon as you get a chance to review those
8. Give me a heads up and then see if we can get together for a joint inspection on this one
9. I appreciate it Kim or Mr. Sam
10. Have a great one, bye now

*** Note - Others created on 09/25/2017 11:01:03 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Reviewed case with KMA Engineer:
1. KMA unable to attend joint inspection at this time

*** Phone - Call - Outbound created on 09/25/2017 11:02:47 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Called Zurich Insurance and left message for Mechanical Claims Specialist Tim Ostrander (913)664-4373
1. Calling in regards to your claim number [redacted]
2. KMA unable to attend joint inspection at this time
3. If Zurich Insurance wishes to pursue subrogation, requested C&O
4. Left call back number and email address

*** Phone - Call - Outbound created on 09/25/2017 11:08:03 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Advised DPSM HBaik

*** 09/25/2017 11:09:00 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Legal Review and Sub Status of Assigned

*** 09/25/2017 11:10:29 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Information Given
[Resolution Summary]

*** 09/29/2017 16:45:33 (GMT-08:00) Pacific Time (US & Canada) ***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	2016 FORTE KOUP KNAFZ6A39G[redacted]	[redacted]	1,296

Athens , GA, [redacted] Prod. Date: 03/17/2016 Dealer: GA084 Bulldog KIA

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

Reopened with Sub Status of Working

*** Note - Others created on 09/29/2017 16:46:22 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
TREAD review complete.

*** 09/29/2017 16:50:13 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Information Given
[Resolution Summary]

PE19-004

KIA

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DEFECT A

CA FILES

FORTE KOUP















PE19-004

KIA

6/28/2019

DEFECT A

CA FILES

FORTE KOUP



KIA MOTORS

Consumer Assistance Center Case Report

Printed By: SLarez

Case Number - [redacted]

12/05/2013 12:55:19 PM

Case Details

Title: Dealer states: Noise in the engine head will be replaced

VIN: KNAFU6A26D5[redacted]
Mileage: 0
Status: Working
Year:2013
Model:FORTE KOUP
Priority: Non-Priority
Severity: Low
Call Source: Service Alert
Owner: Steve Larez
Owner Email: SLarez@crosscountry-auto.com
Case Type Level1: Complaint
Case Type Level2: Quality
Case Type Level3: Engine/Exhaust/Battery/Fuel System
Case Type Level4: Noise(Engine)

Contact Details

Name: [redacted]
Phone: [redacted]
Alt Phone:
Fax:
Address1: [redacted]
Address2:
City: Whitestown
State: IN
Zip: [redacted]
Email: [redacted]

Dealer Details

Code: IN022
Name: Ray Skillman Westside Kia

Case History

*** PHONE LOG 11/26/2013 11:25:25 AM (Local Time) LHarrison Action Type:
800# VM by Lindsey IN022 317-293-8060
Provided Customer/VIN

1. RO [redacted] opened 11-20-13
2. Noise in the engine head will be replaced
3. Custoemr call back is [redacted]

*** CASE DISPATCHED 11/26/2013 11:35:17 AM (Local Time) LHarrison
from WIP default to Queue Service Alert.

*** CASE ACCEPTED 11/27/2013 07:46:57 AM (Local Time) DFerrick
from Queue Service Alert to WIP East/South.

*** CASE DISPATCHED 11/27/2013 08:40:27 AM (Local Time) DFerrick
from WIP East/South to Queue Callcenter.

*** CASE ACCEPTED 11/27/2013 08:40:37 AM (Local Time) SLarez
from Queue Callcenter to WIP default.

*** PHONE LOG 12/05/2013 12:48:37 PM (Local Time) SLarez Action Type: Outgoing call
Writer called customer and v.m. was not set up yet, not able to leave message

*** PHONE LOG 12/05/2013 12:54:25 PM (Local Time) SLarez Action Type: Outgoing call
Writer called Robin in servcie.
Robin states.
1. RO [redacted] opened 11-20-13
2. 14 days down
3 Engine noise, we found the valve clearence need to be adjusted. We have to order another head.
5. DPSM was contacted.
6. Rental Provided. and customer is still in the VIN
7. Not a repeated repair.

[redacted]

Case History
8.Tech line was2609131
Repeated repair
Tech l

*** NOTES 12/05/2013 12:54:48 PM (Local Time) SLarez Action Type: Manager review
ETA for repairs to be done is tomorrow. Writer did not include that in previouse comments.

**********_End Case Report_ [redacted] **********

[redacted]

PE19-004

KIA

6/28/2019

DEFECT A

CA FILES

FORTE KOUP



Customer Invoice [redacted]
05/30/2014

FIRESTONE COMPLETE AUTO CARE
WOODGLEN
6730 FM 78
SAN ANTONIO, TX. 78244-1358

Service Advisor:
03 BOBBY
210.661.1356

[redacted]
SAN ANTONIO, TX [redacted]

2012 KIA FORTE KOUP EX
Lic #: [redacted] TX **Vin #:**
In: 05/30/14 9:32AM **Mileage:** 29,812
Out: 05/30/14 10:14AM

Store #316729

RETAIL SALE

Description	Rev Hist /Article #	ID	Qty	Unit Price	Extended Price	Job Total
STATE INSPECTION		03				**14.50**
INSPECTION STICKER	7032794	22NN	1	N/C	N/C	
TEXAS STATE INSPECTION - LABC R	7046213	22NN	1	14.50	14.50	

Technician(s):
22 JAMIE PAGAN

Payment History:

Cash Tendered	20.00
Total Tendered	20.00
Change Due	5.50

Summary:

Parts	0.00
Labor	14.50
Shop Supplies	0.00
Sub-Total	14.50
Tax (6.75%)	0.00
Total	$14.50

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

Customer Signature

All parts are new unless otherwise specified.

PLEASE TELL US ABOUT YOUR SERVICE EXPERIENCE TODAY!
Get $10 off your next total purchase of $25 or more and be entered into a drawing for $500 in services
Call 1-800-859-9203 or go to www.FirestoneSurvey.com; Enter Code:316729-091844
Offer expires 15 days from date of invoice. Good at all participating locations. Redemption code:_____

www.**FirestoneCompleteAutoCare**.com

[redacted]

STD FCAC LASER 7008305 - 40110392 REV 11/11

See reverse side for Warranty Information

Inv1 130731 402114

WORK ORDER #
[redacted]7
06/14/14 05:29PM

FIRESTONE COMPLETE AUTO CARE
6730 FM 78
SAN ANTONIO, TX. 78244-1358

SERVICE ADVISOR
03 BOBBY
210.661.1356

[redacted]
SAN ANTONIO, TX [redacted]
[redacted]

2012 KIA FORTE KOUP SX
2.4L L4 FI GAS VIN 3 DOHC
LIC # [redacted] TX **VIN #**
IN 06/14/14 3:51PM **EST. MILEAGE** 30,173

Store # 316729

Recommended Services not Authorized by Customer

Status	Description	Qty	Unit Price Parts	Unit Price Labor	Extended Price Job Total	Extended Price Cat. Total	Total
Recmd	**STANDARD WHEEL BALANCE (All 4)**				10.99		
	WHEEL BALANCE PARTS	1	0.99	0.00			
	WHEEL BALANCE LABOR	1	0.00	10.00			
Recmd	**AIR FILTER**				19.99		
	AF5779 AIR FILTER	1	19.99	0.00			
	AIR FILTER LABOR	1	0.00	0.00			
Recmd	**WIPER BLADES (Front Both)**				25.98		
	40720A WIPER BLADE - 20" - 40520	1	9.99	0.00			
	40724 WIPER BLADE - 24" - 40524	1	9.99	0.00			
	WIPER BLADE LABOR	2	0.00	3.00			
	Related - Preventive Maintenance - Suggested					> 56.96	56.96

Recommended Parts:	**40.96**
Labor:	**16.00**
Subtotal:	**56.96**
Shop Supplies:	**0.96**
Tax (6.75%):	**2.82**
Total:	**60.74**

THESE PRICES ARE VALID FOR 30 DAYS
Labor charges are based on "Menu Items" of a predetermined amount or the flat rate charged per the Mitchell Labor Manual and Skill Rate.
ALL PARTS ARE NEW UNLESS NOTED OTHERWISE

MOTORIST ASSURANCE PROGRAM

www.FirestoneCompleteAutoCare.com

See reverse side for Warranty Information

[redacted] Support ASE [redacted] Inspection 130614

Customer Invoice
[redacted]
06/14/2014

FIRESTONE COMPLETE AUTO CARE
WOODGLEN
6730 FM 78
SAN ANTONIO, TX. 78244-1358

Service Advisor:
03 BOBBY
210.661.1356

[redacted]
SAN ANTONIO, TX [redacted]
[redacted]1

2012 KIA FORTE KOUP SX
2.4L L4 FI GAS VIN 3 DOHC
Lic #: [redacted] TX **Vin #:**
In: 06/14/14 3:51PM **Mileage:** 30,173
Out: 06/14/14 5:29PM

Store # 316729

RETAIL SALE

Description	Rev Hist /Article #	ID	Qty	Unit Price	Extended Price	Job Total
SYNTHETIC BLEND OIL CHANGE UP TO 5 QTS		03				**19.99**
The Manufacturer recommends an Oil Change based on mileage of 3750 miles...See Owner's manual for specific requirements.						
TF2808 OIL FILTER	7006948	25TN	1	4.99	4.99	
5W20 SYNTHETIC BLEND UP TO 5 QTS	7023809	25TN	1	25.00	25.00	
OIL CHANGE LABOR	7029718	25NS	1	5.00	5.00	
PRT-DISC oil change coupon	7001674	25T	-1	12.86	-12.86	
LBR-DISC oil change coupon	7001674	25N	-1	2.14	-2.14	
COURTESY CHECK		03				
COURTESY CHECK [redacted]	7046930	25NS	1	N/C	N/C	

COMPLETE AUTO CARE

Technician(s):
25 AARON GARCIA

Payment History:

Cash Tendered	$ .15
Total Tendered	$ .15
Change Due	

Summary:

Parts	17.13
Labor	2.86
Shop Supplies	0.00
Sub-Total	19.99
Tax (6.75%)	1.16
Total	$21.15

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

Customer Signature

All parts are new unless otherwise specified.

Declined Work:
STANDARD WHEEL BALANCE (All 4)
AIR FILTER
WIPER BLADES (Front-Both)

PLEASE TELL US ABOUT YOUR SERVICE EXPERIENCE TODAY!
Get $10 off your next total purchase of $25 or more and be entered into a drawing for $500 in services
Call 1-800-859-9[illegible]3 or go to www.FirestoneSurvey.com; Enter Code:316729-092367
Offer expires 15 days from date of invoice. Good at all participating locations. Redemption code:

MOTORIST ASSURANCE PROGRAM

www.FirestoneCompleteAutoCare.com

STD FCAC LASER 7008335 - 48110392 REV 11/11

See reverse side for Warranty Information

[redacted] Certification
Inv T 131122.403001

Customer Invoice
[redacted]
06/20/2014

FIRESTONE COMPLETE AUTO CARE
WOODGLEN
6730 FM 78
SAN ANTONIO, TX. 78244-1358

Service Advisor:
03 BOBBY
210.661.1356

[redacted]
SAN ANTONIO, TX [redacted]
[redacted]

2012 KIA FORTE KOUP SX
2.4L L4 FI GAS VIN 3 DOHC
Lic #: [redacted] TX **Vin #:**
In: 06/20/14 10:28AM **Mileage:** 30,244
Out: 06/20/14 11:08AM

Store # 316729

RETAIL SALE

Description	Rev Hist /Article #	ID	Qty	Unit Price	Extended Price	Job Total
TIRE ROTATION N/C		03				
TIRE ROTATION	7001121	23NS	4	N/C	N/C	
INSPECTION						
CUSTOMER REQUESTED NO INSPECTION						

Technician(s):
23 RICHARD PORRAS

Payment History:

Summary:

Parts	0.00
Labor	0.00
Shop Supplies	0.00
Sub-Total	0.00
Tax (6.75%)	0.00
Total	$0.00

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

Customer Signature

All parts are new unless otherwise specified.

Declined Work:
STANDARD BALANCE (Rear-Left)
FIRESTONE TIRE WITH UNI-T, PACKAGE
MOUNT TIRE - STANDARD (Rear-Left)

PLEASE TELL US ABOUT YOUR SERVICE EXPERIENCE TODAY!
Get $10 off your next total purchase of $25 or more and be entered into a drawing for $500 in services
Call 1-800-859-9[illegible]3 or go to www.FirestoneSurvey.com; Enter Code316729-092520
Offer expires 15 days from date of invoice. Good at all participating locations. Redemption code:

Motorist Assurance Program

www.FirestoneCompleteAutoCare.com

STD FCAC LASER 7008335 - 48110392 REV 11/11

See reverse side for Warranty Information

[redacted]

LEGEND

12115 IH-35 North
San Antonio, TX 782[illegible]3

www.legendkiasa.com
KIA SERVICE 210-587-2074
KIA PARTS 210-579-0406

www.legendmazdasa.com
MAZDA SERVICE 210-564-6801
MAZDA PARTS 210-564-1803

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR JOHN BOLE 60001	TAG NO. 420	INVOICE DATE 03/12/14	INVOICE NO. [redacted]
[redacted] SAN ANTONIO, TX [redacted]	LABOR RATE 115.00	LICENSE NO.	MILEAGE 27,520	COLOR BLUE/
	YEAR/MAKE/MODEL 12/KIA/FORTE KOUP/2DR CPE EX MT		DELIVERY DATE 09/17/13	DELIVERY MILES 24,408
	VEHICLE I.D. NO. K N A F U 6 A 2 0 C 5 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/12/14	
[redacted]	COMMENTS			MO: 27520

JOB# 1 CHARGES

LABOR

[redacted]

KIA 360 DEGREE MULTI-POINT INSPECTION
AS PER MANUFACTURER'S REQU RIMENTS
PERFORMED KIA 360 DEGREE MI L"I-POINT INSPECTION,
SEE ATTACHED COPY AND YOUR SERVICE CONSULTANT FOR FACTORY
RECOMMENDED OR REQUIRED MA N'ENANCE THAT IS DUE ON YOUR
VEHICLE EITHER BY TIME OR I ILEAGE BASED ON FACTORY WARRANTY
REQUIREMENTS. THANK YOU FO CHOOSING LEGEND KIA FOR YOUR
VEHICLE SERVICE AND MAINTE ANCE NEEDS.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

[redacted]

LEGEND KIA FIRST FREE OIL HANGE
LEGEND KIA FIRST FREE OIL HANGE
LEGEND KIA FIRST FREE OIL HANGE

PARTS QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	PK635502	OIL CHANGE KIT	20.17	20.17
1	26300-35503	FILTER ASSY-ENGI	****	****
1	K9956-41400	GASKET/PACKING	****	****
5	5W20	ALL CLIMATE OIL	****	****
		TOTAL - PARTS		20.17

JOB# 2 TOTALS

LABOR	16.00
PARTS	20.17

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 36.17

MISC CODE	DESCRIPTION	CONTROL NO	
JOB # A	4SS KIA SHOP SUPPLIES		1.28
		TOTAL - MISC	1.28

COMMENTS
LOF/WHEEL LOCKS
DELETED OPERATION(S)
86MAZ ACCESSORIES

DISCLAIMER OF WARRANTIES

BY SIGNING, BUYER ACKNOWLEDGES AND AGREES THAT THE SELLER EXPRESSLY DISCLAIMS ALL WARRANTIES WHETHER STATUTORY, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND WARRANTIES ARISING FROM COURSE OF DEALING OR USAGE OF TRADE. BUYER FURTHER AGREES THAT ALL EXPRESS WARRANTIES OR EXPRESS REPRESENTATIONS OF MATERIAL FACTS ARE CLEARLY SET FORTH UPON THIS AGREEMENT AND THAT NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED, EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.

It is understood that this company assumes no responsibility for loss or damage by theft or fire to the vehicle or its contents, or for damage to vehicle when called for and delivered or while road testing. Authorization for labor and material is granted and an express mechanic's lien is acknowledged to secure the payment therefor. Permission is granted to operate this vehicle on any street or road for the purpose of testing and inspection.

NOTICE PURSUANT TO PROPERTY CODE, §70.001
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF UNSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

X _____
Signature of the Person Responsible or Agent for Person Responsible for Payment.

Please provide us your e-mail address so that we may send you discounts on Service and Accessories.
E-mail: [redacted]

The Reynolds and Reynolds Company, ©MCMXCIII (05/12)

LEGEND

12115 IH-35 North
San Antonio, TX 782[illegible]3

www.legendkiasa.com
KIA SERVICE 210-587-2074
KIA PARTS 210-579-0406

www.legendmazdasa.com
MAZDA SERVICE 210-564-6801
MAZDA PARTS 210-564-1803

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: JOHN BOLE 60001	TAG NO.: 420	INVOICE DATE: 03/12/14	[redacted]	
[redacted]	LABOR RATE: 115.00	LICENSE NO.	MILEAGE: 27,520	COLOR: BLUE/	STOCK NO.: [redacted]
SAN ANTONIO, TX [redacted]	YEAR / MAKE / MODEL: 12/KIA/FORTE KOUP/2DR CPE EX MT			DELIVERY DATE: 09/17/13	DELIVERY MILES: 24,408
	VEHICLE I.D. NO.: KNAFU6A20C5[redacted]			BILLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.		R. O. DATE: 03/12/14	
RESIDENCE PHONE: 210-273-8208	BUSINESS PHONE: 210-424-3[illegible]04	COMMENTS			MO: 27520

TOTALS

TOTAL LABOR....	16.00
TOTAL PARTS....	20.17
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	1.28
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.66
TOTAL INVOICE $	**39.11**

****

* [ ] CASH [ ] CHECK CK NO. [ ] *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *

****

AT LEGEND WE CARE ** MGR PHONE # 210 56[illegible] - 3061
********** EXTREMELY IMPORTANT **********
YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM MAZDA OR KIA IN THE NEXT FEW WEEKS. THESE SURVEYS ARE EXTREMELY IMPORTANT TO US.THEY SERVE AS A REPORT CARD FOR US.AND ANYTHING LESS THAN "VERY SATIFIED" IS A COMPLETE FAILURE. IF YOU ARE NOT "VERY SATISFIED" PLEASE CONTACT THE SERVICE MANAGER.

CUSTOMER SIGNATURE

PAID BY:
Cash
Check #
Credit Card

DISCLAIMER OF WARRANTIES

BY SIGNING, BUYER ACKNOWLEDGES AND AGREES THAT THE SELLER EXPRESSLY DISCLAIMS ALL WARRANTIES WHETHER STATUTORY, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND WARRANTIES ARISING FROM COURSE OF DEALING OR USAGE OF TRADE. BUYER FURTHER AGREES THAT ALL EXPRESS WARRANTIES OR EXPRESS REPRESENTATIONS OF MATERIAL FACTS ARE CLEARLY SET FORTH UPON THIS AGREEMENT AND THAT NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED, EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.

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X _____
Signature of the Person Responsible or Agent for Person Responsible for Payment.

Please provide us your e-mail address so that we may send you discounts on Service and Accessories.
E-mail: [redacted]

The Reynolds and Reynolds Company (DN245902 Q (05/12)

KIA MULTI-POINT INSPECTION

CUSTOMER 360° SERVICE CENTERED AROUND YOU

Customer Name _____ Date _____

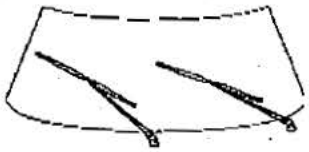
VIN _____ Year/Model _____ Mileage _____

RO/Tag# _____ License _____ Phone _____

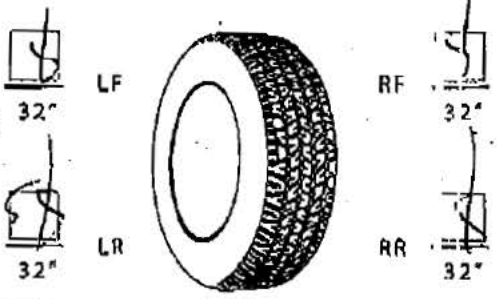
SERVICE ADVISOR SECTION

WIPER BLADES

- OK
- SOON
- NEED



CHECK TIRES/MEASURE TIRE TREAD DEPTH



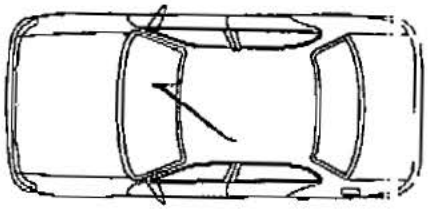
Size: _____ Brand: _____

- OK
- SOON
- NEED

35

Tire Pressure Set to Factory Recommendation

EXTERIOR VEHICLE INSPECTION



Please note any scratches, dents or dings on the diagram above

MAINTENANCE INTERVAL

- OK

_____ MILE SERVICE



TECHNICIAN SECTION

TECH ID: _____

CHECK & FILL	INSPECT EACH SERVICE	COMMENTS
	Automatic transmission fluid level/condition	
	Brake fluid level/condition	
	Coolant recovery reservoir fluid level/condition	
	Power steering fluid level/condition	
	Transmission system level/condition	
	Window washer fluid level	
	Battery performance & terminals	
	Brake lines/hoses/parking brake	
	Clutch operation (if equipped)	
	Drive axle boots (CV, if equipped)	
	Cooling system & hoses for visible leaks and damage	
	Drive belt(s)	
	Exhaust system (loose parts, visible damage, leaks)	
	Oil and/or fluid leaks (Specify)	
	Operation of horn, interior and exterior lights	
	Front brake remaining 8 mm Lt. 8 mm Rt.	
	Rear brake remaining 8 mm Lt. 8 mm Rt.	
	Windshield for cracks, chips and pitting	
	Windshield washer spray or wiper operation	
	Steering, steering linkages/wheel end play/bearings	
	Suspension (damage/leaks/struts for bounce/shocks)	
	Other:	

Notes:

RECOMMENDED ADDITIONAL SERVICES

Air Filter	Tire Repair	Coolant Change	Engine Oil Change	Cabin Air Filter
Brakes (Specify)	Wheel Alignment	Fuel Filter Change	Timing Belt	Rear Differential Fluid Change
Rotate Tires	Transmission Fluid Change		Other: _____	

Customer Signature [redacted]

- GREEN - INSPECTION RESULT - OK
- RED - REQUIRES IMMEDIATE [redacted]

White Copy - Customer · Yellow - Attach to RO File

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UM050 PB010

LEGEND
12115 IH-35 North
San Antonio, TX 78233

KIA
mazda

www.legendkiasa.com
KIA SERVICE 210-587-2074
KIA PARTS 210-579-0406

www.legendmazdasa.com
MAZDA SERVICE 210-564-6801
MAZDA PARTS 210-564-1803

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: JOHN BOLE 60001	ENG NO.: 235	INVOICE DATE: 04/18/14	INVOICE NO.: [redacted]	
[redacted]	LABOR RATE: 115.00	LICENSE NO.	MILEAGE: 28,592	COLOR: BLUE/	STOCK NO.: [redacted]
SAN ANTONIO, TX [redacted]	YEAR / MAKE / MODEL: 12/KIA/FORTE KOUP/2DR CPE EX MT		DELIVERY DATE: 09/17/13	DELIVERY MILES: 24,408	
	VEHICLE I.D. NO.: K N A F U 6 A 2 0 C 5 [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE: 04/18/14		
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		MO: 28596	

JOB# 1 CHARGES

LABOR [redacted]

KIA 350 DEGREE MULTI-POINT I SPECTION
AS PER MANUFACTURER'S REQUIR MENTS
PERFORMED KIA 360 DEGREE MUL I-POINT INSPECTION.
SEE ATTACHED COPY AND YOUR S RVICE CONSULTANT FOR FACTORY
RECOMMENDED OR REQUIRED MAIN ENANCE THAT IS DUE ON YOUR
VEHICLE EITHER BY TIME OR MI EAGE BASED ON FACTORY WARRANTY
REQUIREMENTS. THANK YOU FOR HOOSING LEGEND KIA FOR YOUR
VEHICLE SERVICE AND MAINTENA CE NEEDS.

JOB# 1 TOTALS

JOB # 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES [redacted]

LABOR [redacted]

SPEEDOMETER IS EITHER ON 0 O JUMPS AROUND
CUST NEEDS SPEED SENSOR
SOP

PARTS QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
0	43624-28050	EGR-SPEEDOMETER	18.08	0.00
PART ON SPECIAL ORDER				
** QUANTITY 1 IS SPE		INAL ORDERED **		
		TOTAL - PARTS		0.00

JOB# 2 TOTALS

JOB # 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 0.00

COMMENTS
KRYSTALYN-ODOMETER READING CONCERN

DISCLAIMER OF WARRANTIES

BY SIGNING, BUYER ACKNOWLEDGES AND AGREES THAT THE SELLER EXPRESSLY DISCLAIMS ALL WARRANTIES WHETHER STATUTORY, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND WARRANTIES ARISING FROM COURSE OF DEALING OR USAGE OF TRADE. BUYER FURTHER AGREES THAT ALL EXPRESS WARRANTIES OR EXPRESS REPRESENTATIONS OF MATERIAL FACTS ARE CLEARLY SET FORTH UPON THIS AGREEMENT AND THAT NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED, EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.

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NOTICE PURSUANT TO PROPERTY CODE §70.001

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X _____
Signature of the Person Responsible or Agent for Person Responsible for Payment.

Please provide us your e-mail address so that we may send you discounts on Service and Accessories.
E-mail: [redacted]

LEGEND

12115 IH-35 North
San Antonio, TX 78233

www.legendkiasa.com
KIA SERVICE 210-587-2074
KIA PARTS 210-579-0406

www.legendmazdasa.com
MAZDA SERVICE 210-564-6801
MAZDA PARTS 210-564-1803

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: JOHN BOLE 6000	TAG NO.: 235	INVOICE DATE: 04/18/14	RO: [redacted]	
[redacted]	LABOR RATE: 115.00	LICENSE NO.	MILEAGE: 28,592	COLOR: BLUE/	STOCK NO.: [redacted]
SAN ANTONIO, TX [redacted]	YEAR/MAKE/MODEL: 12/KIA/FORTE KOUP/2DR CPE EX MT		DELIVERY DATE: 09/17/13	DELIVERY MILES: 24,408	
	VEHICLE I.D. NO.: KNAFU6A20C5[redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	E.T.E. NO.	R.O.	R.O. DATE: 04/18/14		
HOME PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		MO: 28596	

TOTALS

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

* [ ] CASH [ ] CHECK CK NO. [ ]
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE

AT LEGEND WE CARE ** MGR PHONE # 210 564 - 3061
********** EXTREMELY IMPORTANT **********
YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM MAZDA OR KIA IN THE NEXT FEW WEEKS. THESE SURVEYS ARE EXTREMELY IMPORTANT TO US.THEY SERVE AS A REPORT CARD FOR US,AND ANYTHING LESS THAN "VERY SATIFIED" IS A COMPLETE FAILURE. IF YOU ARE NOT "VERY SATISFIED" PLEASE CONTACT THE SERVICE MANAGER.

CUSTOMER SIGNATURE

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X _____
Signature of the Person Responsible or Agent for Person Responsible for Payment.

Please provide us your e-mail address so that we may send you discounts on Service and Accessories.
E-mail: [redacted]

KIA MULTI-POINT INSPECTION

KIA CUSTOMER 360° SERVICE CENTERED AROUND YOU

Customer Name _____ Date _____

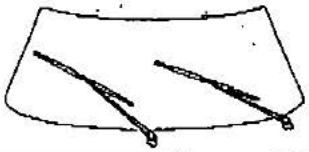
VIN _____ Year/Model _____ Mileage _____

RO/Tag# _____ License _____ Phone _____

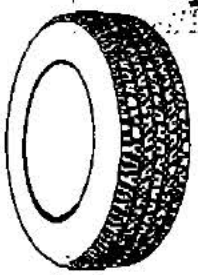
SERVICE ADVISOR SECTION

WIPER BLADES

OK
SOON
NEED



CHECK TIRE PRESSURE AND TREAD DEPTH



LF 32" RF 32"

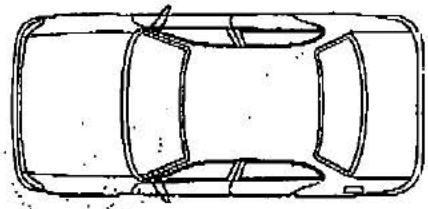
LR 32" RR 32"

Size: _____ Brand: _____

OK
SOON
NEED

Tire Pressure Set to Factory Recommendation

EXTERIOR VEHICLE INSPECTION



Please note any scratches, dents or dings on the diagram above

MAINTENANCE INTERVAL

OK

_____ MILE SERVICE



TECHNICIAN SECTION

TECH ID:

INSPECTION SERVICE			COMMENTS
CHECK & FILL		Automatic transmission fluid level/condition	
		Brake fluid level/condition	
		Coolant recovery reservoir fluid level/condition	
		Power steering fluid level/condition	
		Transmission system level/condition	
		Window washer fluid level	
		Battery performance & terminals	
		Brake lines/hoses/parking brake	
		Clutch operation (If equipped)	
		Drive axle boots (CV, If equipped)	
		Cooling system & hoses for visible leaks and damage	
		Drive belt(s)	
		Exhaust system (loose parts, visible damage, leaks)	
		Oil and/or fluid leaks (Specify)	
		Operation of horn, interior and exterior lights	
		Front brake remaining _____ mm Lt. _____ mm Rt.	
		Rear brake remaining _____ mm Lt. _____ mm Rt.	
		Windshield for cracks, chips and pitting	
		Windshield washer spray or wiper operation	
		Steering, steering linkages/wheel end play/bearings	
		Suspension (damage/leaks/struts for bounce/shocks)	
		Other:	

Notes:

RECOMMENDED ADDITIONAL SERVICES

Air Filter	Tire Repair	Coolant Change	Engine Oil Change	Cabin Air Filter
Brakes (Specify)	Wheel Alignment	Fuel Filter Change	Timing Belt	Rear Differential Fluid Change
Rotate Tires	Transmission Fluid Change		Other: _____	

Customer Signature [redacted]

GREEN - INSPECTION RESULT - OK
YELLOW - WILL REQUIRE ATTENTION SOON
RED - REQUIRES IMMEDIATE ATT[redacted]

White Copy - Customer - Yellow -

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UM050 PB010

LEGEND

12115 IH-35 North
San Antonio, TX 7823[illegible]

www.legendkiasa.com
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KIA PARTS 210-579-0406

www.legendmazdasa.com
MAZDA SERVICE 210-564-6801
MAZDA PARTS 210-564-1803

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR JOHN BOLE 60001	TAG NO. 775	INVOICE DATE 04/29/14	[redacted]	
[redacted]	LABOR RATE 115.00	LICENSE NO.	MILEAGE 28,873	COLOR BLUE/	[redacted]
SAN ANTONIO, TX [redacted]	YEAR/MAKE/MODEL 12/KIA/FORTE KOUP/2DR CPE EX MT		DELIVERY DATE 09/17/13	DELIVERY MILES 24,408	
	VEHICLE I.D. NO. KNAFU6A20C5[redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 04/29/14		
AE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		MO: 28873	

JOB# 1 CHARGES

LABOR [redacted]

KIA 360 DEGREE MULTI-POINT INSPECTION
AS PER MANUFACTURER'S REQUIREMENTS
PERFORMED KIA 360 DEGREE MULTI-POINT INSPECTION.
SEE ATTACHED COPY AND YOUR SERVICE CONSULTANT FOR FACTORY
RECOMMENDED OR REQUIRED MAINTENANCE THAT IS DUE ON YOUR
VEHICLE EITHER BY TIME OR MILEAGE BASED ON FACTORY WARRANTY
REQUIREMENTS. THANK YOU FOR CHOOSING LEGEND KIA FOR YOUR
VEHICLE SERVICE AND MAINTENANCE NEEDS.

JOB# 1 TOTALS

JOURNAL 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR [redacted]

SPEED SENSOR
CDS/SPEED SENSOR
COMPLETED

PARTS	QTY	PART NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	43624-28050	GEAR-SPEEDOMETER		
			TOTAL - PARTS		0.00

JOB# 2 TOTALS

JOURNAL 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 0.00

COMMENTS
SPEED SENSOR
DELETED OPERATION(S)
11MAZ04 FLUID LEAK-ENGINE

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X _____
Signature of the Person Responsible or Agent for Person Responsible for Payment.

Please provide us your e-mail address so that we may send you discounts on Service and Accessories.
E-mail: [redacted]

[CONTINUED ON NEXT PAGE] 06:04pm

LEGEND

12115 IH-35 North
San Antonio, TX 7823[redacted]

www.legendkiasa.com
KIA SERVICE 210-587-2074
KIA PARTS 210-579-0406

www.legendmazdasa.com
MAZDA SERVICE 210-564-6801
MAZDA PARTS 210-564-1803

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR JOHN BOLE 60001	TAG NO. 775	INVOICE DATE 04/29/14	[redacted]
[redacted]	LABOR RATE 115.00	LICENSE NO.	MILEAGE 28,873	COLOR BLUE/	STOCK NO. [redacted]
SAN ANTONIO, TX [redacted]	YEAR/MAKE/MODEL 12/KIA/FORTE KOUP/2DR CPE EX MT		DELIVERY DATE 09/17/13	DELIVERY MILAGE 24,408
	VEHICLE I.D. NO. KNAFU6A20C5[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.I.E. NO.	P.D.I.	R.O. DATE 04/29/14	
RESIDENCE PHONE 2[redacted]	BUSINESS PHONE 2[redacted]	COMMENTS		MO: 28873

TOTALS

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

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

AT LEGEND WE CARE ** MGR PHONE # 210 564 - 3061

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X _____
Signature of the Person Responsible or Agent for Person Responsible for Payment.

Please provide us your e-mail address so that we may send you discounts on Service and Accessories.
E-mail: [redacted]

[END OF INVOICE] 05:04pm

KIA MULTI-POINT INSPECTION

KIA CUSTOMER 360° SERVICE CENTERED AROUND YOU

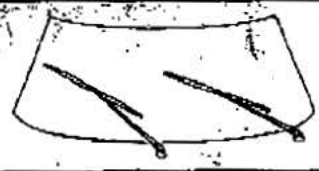
Customer Name _____ Date _____

VIN _____ Year/Model _____ Mileage _____

RO/Tag# _____ License _____ Phone _____

SERVICE ADVISOR SECTION

OK
SOON
NEED



CHECK TIRES/MEASURE TIRE TREAD DEPTH



LF 32" RF 2"

LR 32" RR 2"

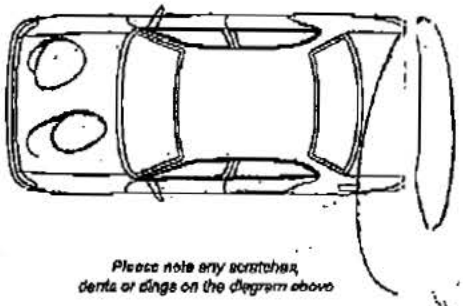
Size: _____ Brand: _____

OK
SOON
NEED

Tire Pressure Set to Factory Recommendation

35PSI

EXTERIOR VEHICLE INSPECTION



Please note any scratches, dents or dings on the diagram above

MAINTENANCE INTERVAL

OK



_____ MILE SERVICE

TECHNICIAN SECTION

TECH ID:

INSPECT FACILITIES	COMMENTS
CHECK & FILL: Automatic transmission fluid level/condition	
CHECK & FILL: Brake fluid level/condition	
CHECK & FILL: Coolant recovery reservoir fluid level/condition	
CHECK & FILL: Power steering fluid level/condition	
CHECK & FILL: Transmission system level/condition	
CHECK & FILL: Window washer fluid level	Filled
Battery performance & terminals	
Brake lines/hoses/parking brake	
Clutch operation (if equipped)	
Drive axle boots (CV, if equipped)	
Cooling system & hoses for visible leaks and damage	
Drive belt(s)	
Exhaust [illegible]ts, visible damage, leaks)	
Oil [illegible]fy)	
Operation of [illegible]d exterior lights	
Front brake rem[illegible] mm Lt. 6 mm Rt.	
Rear brake remaining 5 mm Lt. 5 mm Rt.	
[illegible]ks, chips and pitting	
[illegible]r spray or wiper operation	
Steering [illegible] linkages/wheel end play/bearings	
Suspension (damage/leaks/struts for bounce/shocks)	
Other:	

Notes:

RECOMMENDED ADDITIONAL SERVICES

Air Filter	Tire Repair	Coolant Change	Engine Oil Change	Cabin Air Filter
Brakes (Specify)	Wheel Alignment	Fuel Filter Change	Timing Belt	Rear Differential Fluid Change
Rotate Tires	Transmission Fluid Change		Other: _____	

Customer Signature [redacted]

White Copy - Customer - Yellow - Attach to RO File Copy

GREEN - INSPECTION RESULT - OK
YELLOW - WILL REQUIRE ATTENTION SOON
RED - REQUIRES IMMEDIATE AT[redacted]

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UM050 PB010

LEGEND
12115 IH-35 North
San Antonio, TX 78233

www.legendkiasa.com
KIA SERVICE 210-587-2074
KIA PARTS 210-579-0406

www.legendmazdasa.com
MAZDA SERVICE 210-564-6801
MAZDA PARTS 210-564-1803

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR JAMES WARD 59620	TAG NO. 198	INVOICE DATE 12/31/13	R.O. DATE [redacted]	
[redacted]	LABOR RATE 115.00	LICENSE NO.	MILEAGE 25,162	COLOR BLUE/	STOCK NO. [redacted]
SAN ANTONIO, TX [redacted]	YEAR/MAKE/MODEL 12/KIA/FORTE KOUP/2DR CPE EX MT			DELIVERY DATE 09/17/13	DELIVERY MILES 24,408
[redacted]	VEHICLE I.D. NO. K N A F U 6 A 2 0 C 5 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE [redacted]	BUSINESS PHONE	F.T.E. NO.	R.O. NO.	R. O. DATE 10/19/13	
	COMMENTS				MO: 25162

LABOR [redacted]

CUSTOMER STATES ENGINE WONT START
WILL NOT JUMP START - REPORT
ENGINE LOCKED UP
TECH INSPECTED VEHICLE-ENGINE LOCKED UP-WILL NOT HAND
CRANK. REMOVED OIL PAN TO INSPECT-FOUND METAL SHAVINGS IN
PAN. NEC TO RELACE ENGINE-SHORT BLOCK.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	259Y2-2GH00R	REMAN SHORT ENGI		WARRANTY
	1	20920-2GF00	GASKET KIT-ENGIN		WARRANTY
	2	22321-25001	BOLT-CYLINDER HE		WARRANTY
	8	22320-25000	BOLT-CYLINDER HE		WARRANTY
	1	23124-39802	DAMPER PULLEY		WARRANTY
	1	23120-35701	SPROCKET-C/SHAFT		WARRANTY
	1	21310-2G001	PUMP ASSY-OIL		WARRANTY
	1	WK585502	OIL CHANGE KIT		WARRANTY
	1	26300-35503	FILTER ASSY-ENGI		WARRANTY
	1	K9956-41400	GASKET/PACKING		WARRANTY
	5	5W20	FULL CLIMATE OIL		WARRANTY
	1	UM010-CH046	SPRAY RTV GASKET		WARRANTY
	1	UN040-CH012	ANTIFREEZE/COOLA		WARRANTY
	3	820PR	80W90GEAR OIL		WARRANTY
			TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR [redacted]

WILL NOT CRANK
STARTER SEIZED/LOCKED UP
NEC TO REPLACE STARTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	36100-2G200RU	REMAN STARTER		WARRANTY
			TOTAL - PARTS		0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR [redacted]

CUSTOMER STATES BATTERY DEAD REPLACE BATTERY
WILL NOT CRANK
NEC TO REPLACE BATTERY

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X _____
Signature of the Person Responsible or Agent for Person Responsible for Payment.

Please provide us your e-mail address so that we may send you discounts on Service and Accessories.
E-mail: [redacted]

 (CONTINUED ON NEXT PAGE) 05:37pm

KIA MULTI-POINT INSPECTION

KIA CUSTOMER 360° SERVICE CENTERED AROUND YOU

Customer Name [redacted] Date 10/4/14

VIN 59293 Year/Model Mileage 33883

RO/Tag# 15C License Phone [redacted]

SERVICE ADVISOR SECTION

WIPER BLADES

OK
SOON
NEED



CHECK TIRES/MEASURE TIRE TREAD DEPTH

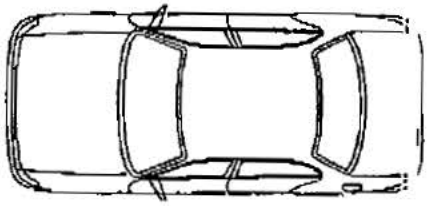
5 32"	LF	RF	5 32"
5 32"	LR	RR	5 32"

Size: _____ Brand: _____

OK
SOON
NEED

Tire Pressure Set to Factory Recommendation

EXTERIOR VEHICLE INSPECTION



Please note any scratches, dents or dings on the diagram above

MAINTENANCE INTERVAL

OK



_____ MILE SERVICE

TECHNICIAN SECTION

TECH ID:

		INSPECT EACH SERVICE	COMMENTS
	CHECK & FILL	Automatic transmission fluid level/condition	
		Brake fluid level/condition	
		Coolant recovery reservoir fluid level/condition	
		Power steering fluid level/condition	
		Transmission system level/condition	
		Window washer fluid level	
		Battery performance & terminals	
		Brake lines/hoses/parking brake	
		~~Clutch operation (if equipped)~~	
		Drive axle boots (CV, if equipped)	
		Cooling system & hoses for visible leaks and damage	
		Drive belt(s)	
		Exhaust system (loose parts, visible damage, leaks)	
		Oil and/or fluid leaks (Specify)	
		Operation of horn, interior and exterior lights	
		Front brake remaining 6 mm Lt 6 mm Rt	
		Rear brake remaining 6 mm Lt 6 mm Rt	
		Windshield for cracks, chips and pitting	
		Windshield washer spray or wiper operation	
		Steering, steering linkages/wheel end play/bearings	
		Suspension (damage/leaks/struts for bounce/shocks)	
		Other:	

Notes: LOF

RECOMMENDED ADDITIONAL SERVICES

Air Filter	Tire Repair	Coolant Change	Engine Oil Change	Cabin Air Filter
Brakes (Specify)	Wheel Alignment	Fuel Filter Change	Timing Belt	Rear Differential Fluid Change
Rotate Tires	Transmission Fluid Change		Other: _____	

Customer Signature [redacted]

GREEN - INSPECTION RESULT - OK

RED - REQUIRES IMMEDIATE A[redacted]

White Copy - Customer • Yello

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LIMOS0 PB010

LEGEND
12115 IH-35 North
San Antonio, TX 782[illegible]3

KIA
www.legendk[illegible]
KIA SERVICE
KIA PARTS

mazda
www.legendmazda[illegible]
MAZDA SERVICE 21[illegible]
MAZDA PARTS 210-[illegible]803

CUSTOMER NO. [redacted]
[redacted]
SAN ANTONIO, TX
[redacted]
[redacted]
BUSINESS PHONE [redacted]

ADVISOR: STEVEN MARTYN
TAG NO.: 60000
LABOR RATE: 115.00
LICENSE NO.:
MILEAGE: 150
YEAR / MAKE / MODEL: 12/KIA/FORTE KOUP/2DR CPE EX MT
VEHICLE I.D. NO.: KNAFU6A20C5[redacted]
R.T.E. NO.:
P.O. NO.:
COMMENTS:

INVOICE DATE: 10/04/14
CELL: [redacted]
COLOR: 33,813 BLUE/
DELIVERY DATE: 09/17/13
SELLING DEALER NO.:
R.O. DATE: 10/04/14
PRODUCTION DATE: 24 408
MO: 33813

TOTALS----------

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

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

AT LEGEND WE CARE ** MGR PHONE # 210 56[illegible] 3061
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X _____
Signature of the Person Responsible or Agent for Person Responsible for Payment

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E-mail: [redacted]

MAZDA

KIA

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LEGEND

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San Antonio, TX 782[illegible]3

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KIA PARTS 210-579-0406

www.legendmazdasa.com
MAZDA SERVICE 210-564-6801
MAZDA PARTS 210-564-1803

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: JAMES WARD 50620	TAG NO.: 198	INVOICE DATE: 01/06/14
[redacted]	LABOR RATE: 115.00	LICENSE NO.	MILEAGE: 25,162
SAN ANTONIO, TX [redacted]	YEAR / MAKE / MODEL: 12/KIA/FORTE KOUP/2DR CPE EX MT		COLOR: BLUE/ [redacted]
[redacted]	VEHICLE I.D. NO.: K N A F U 6 A 2 0 C 5 [redacted]		DELIVERY DATE: 09/17/13
	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.
			R. O. DATE: 12/26/13
			DELIVERY MILES: 24,408
			PRODUCTION DATE

COMMENTS: MO: 25252

TOTALS

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

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

AT LEGEND WE CARE ** MGR PHONE # 210 561 - 3061

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X _____
Signature of the Person Responsible or Agent for Person Responsible for Payment.

Please provide us your e-mail address so that we may send you discounts on Service and Accessories.
E-mail: [redacted]

[END OF INVOICE] 09:44am

The Reynolds and Reynolds Company (SM2453802.0) (05/12)

LEGEND
12115 IH-35 North
San Antonio, TX 78233

KIA
mazda

www.legendkiasa.com
KIA SERVICE 210-687-2074
KIA PARTS 210-579-0406

www.legendmazdasa.com
MAZDA SERVICE 210-564-6801
MAZDA PARTS 210-564-1803

CUSTOMER NO. [redacted]

[redacted]

SAN ANTONIO, TX [redacted]

[redacted]

RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted]

ADVISOR: JOHN BOLE 60001 TAB NO. 215
LABOR RATE: 115.00 LICENSE NO. MILEAGE: 32,296
YEAR / MAKE / MODEL: 12/KIA/FORTE KOUP/2DR CPE EX MT
VEHICLE I.D. NO.: K N A F U 6 A 2 0 C 5 [redacted]
F.T.E. NO. P.O. NO.
COMMENTS

INVOICE DATE: 08/12/14
COLOR: BLUE/
DELIVERY DATE: 09/17/13
SELLING DEALER NO.
R. O. DATE: 08/12/14
CELL [redacted]
DELIVERY MILES: 24,408
PRODUCTION DATE

MO: 3229

TOTALS

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

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

AT LEGEND WE CARE ** MGR PHONE # 21[illegible]564 - 3061
********** EXTREMELY IMPORTA[illegible] **********
YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM MAZDA OR KIA IN THE NEXT FEW WEEKS. THESE SURVEYS ARE EXTREMELY IMPORTANT TO US. THEY SERVE AS A REPORT [illegible]ED FOR US. AND ANYTHING LESS THAN "VERY SATIFIED" IS A COMPLETE FAILURE. IF YOU ARE NOT "VERY SATISFIED" PLEASE CONTACT THE SERVICE MANAGER.

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES

BY SIGNING, BUYER ACKNOWLEDGES ANI AGREES THAT THE SELLER EXPRESSLY DIS CLAIMS ALL WARRANTIES WHETHER STATUTORY, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND WARRANTIES ARISING FROM COURSE OF DEALING OR USAGE OF TRADE. BUYER FURTHER AGREES THAT ALL EXPRESS WARRANTIES OR EXPRESS REPRESENTATIONS OF MATERIAL FACTS ARE CLEARLY SET FORTH UPON THIS AGREEMENT AND THAT NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED, EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.

It is understood that this company assumes no responsibility for loss or damage by theft or fire to the vehicle or its contents, or for damage to vehicle when called for and delivered or while road testing. Authorization for labor and material is granted and an express mechanic's lien is acknowledged to secure the payment therefor. Permission is granted to operate this vehicle on any street or road for the purpose of testing and inspection.

NOTICE PURSUANT TO PROPERTY CODE §70.001
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF UNSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

X _____
Signature of the Person Responsible or Agent for Person Responsible for Payment.

Please provide us your e-mail address so that we may send you discounts on Service and Accessories.
E-mail: [redacted]

[*]

The Reynolds and Reynolds Company EDMONTON, CANADA 0 (05/12)

Allstate
You're in good hands.
Roanoke National Subrogation Claim Cntr
PO BOX 21169
ROANOKE VA 24018

KIA MOTORS AMERICA
PO BOX 52410
IRVINE CA 926192410

RECEIVED
JAN 23 2015
CONSUMER AFFAIRS

January 14, 2015

INSURED: [redacted]
DATE OF LOSS: October 25, 2014
CLAIM NUMBER: [redacted]

PHONE NUMBER: 800-776-2615
FAX NUMBER:
OFFICE HOURS: Mon - Fri 7:30 am - 6:00 pm

Dear KIA MOTORS AMERICA,

The above noted subrogation claim has been identified as a product liability loss. We paid our insured for their loss and are looking to you for reimbursement. Should you or your carrier need more information, please call or write me. Please remit payment to Allstate Recovery Unit, P.O. Box 650271, Dallas, TX 75265. Please include our claim number.

Complete description of the incident: This loss occurred in Universal City, TX, and the vehicle had been purchased used 9/17/13 from Legend Kia. Our insured had experienced several problems with the vehicle since purchase. Per the invoice dated 12/31/13 the engine locked up and they found metal shavings in the oil pan, and they needed to replace the engine short block, which they did under warranty. At the same time they also replaced the starter (found seized/locked up) and the battery (found dead), also under warranty. The 1/6/14 invoice shows a transmission seal leaking which was replaced under warranty, left axle replaced under warranty due to being worn and causing excessive noise, and the left front wheel hub/bearing was replaced under warranty due to being worn. 4/29/14 shows a speed sensor replaced under warranty. On the date of loss our insured's son Matthew was driving the vehicle when it caught on fire. Our expert Ray Thompson of ProNet did the C&O report, where he found a large hole on the side of the engine block which leaked out oil that ignited. The hole was due to a catastrophic engine failure. The vehicle is available for further inspection by Kia Motors America and Legend Kia which did the repair work.

Our statement of defect: Strict Liability
Location of evidence: Copart Austin, 8725 N Interstate 35, New Baunfels, TX 78130. 830-625-2030, lot # 32113044.
Manufacturer: Kia
Model: Forte
Year: 2012
VIN: KNAFU6A20C[redacted]
Loss Amount: $15,239.86

The following information is attached:
Payment supporting paperwork
Fire department report
C&O report with color copies of photos

Please acknowledge receipt of this claim and your position regarding payment of our damages within 21 days.

Sincerely,

[redacted]

0345817803 F8D

[redacted]

DAVID LAUGHLIN

DAVID LAUGHLIN
800-776-2615 Ext. 7257132
Allstate Indemnity Company

[redacted]

Financial Log >

Payment Summary

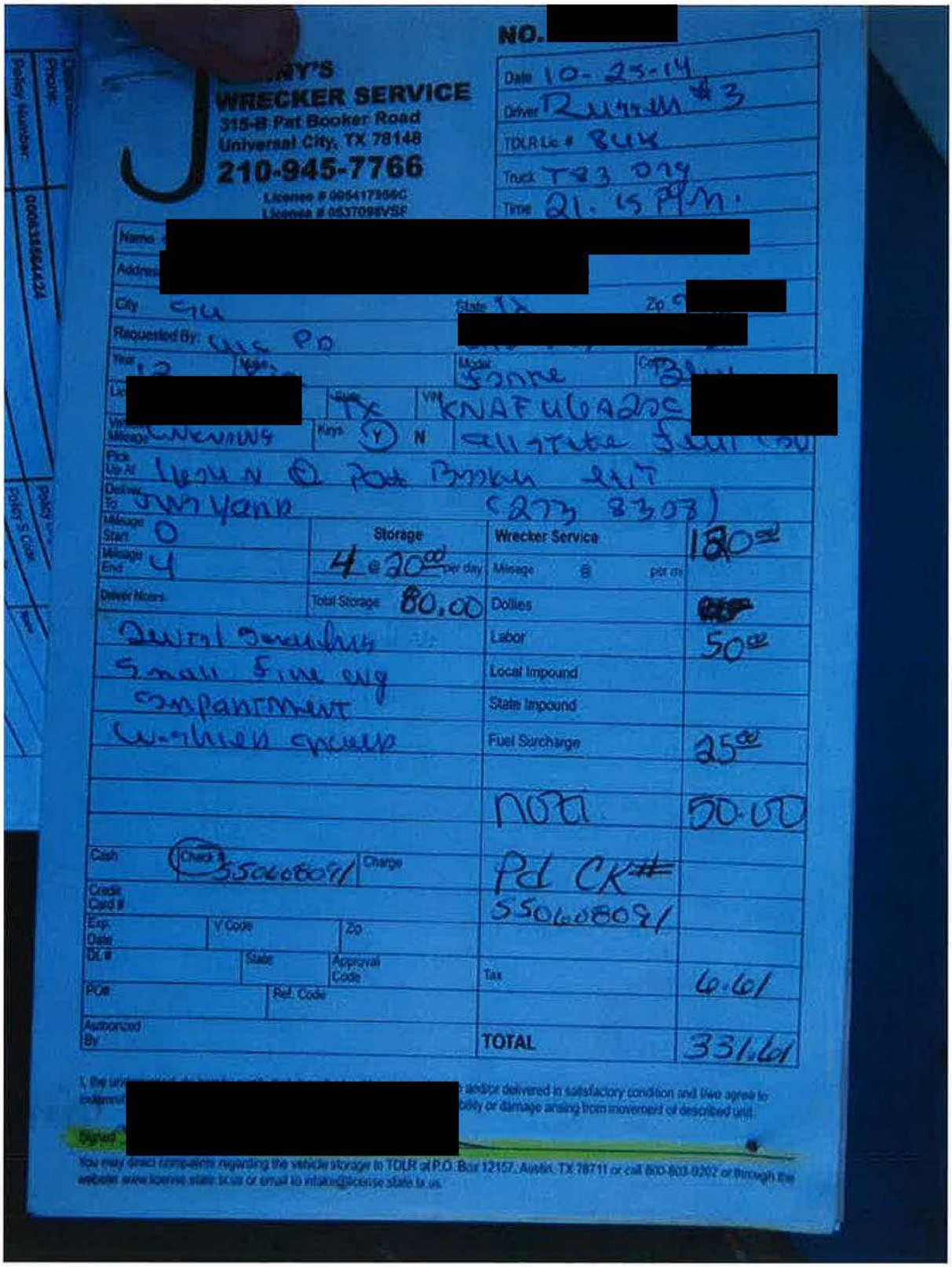
EFT/Check #:	**550608091**			Cashed Date:	**10/29/2014**
Payee:	**JOHNNY'S WRECKER SERVICE**				
Mail To:	**JOHNNY'S WRECKER SERVICE**			Payment Amount:	**331.61 USD**
	315B PAT BOOKER RD, UNIVERSAL CITY, TX 78148-4429 US				
In Payment For:	Loss on 10/25/2014.				
Invoice Date:		Invoice #:		Invoice Amount:	
Payment Method:	**Next Gen FCP**	Dates From:		To:	
Issued By:	**EDWARD ANDREW**	Issue Date:	**10/27/2014**	Company:	**Allstate Indemnity Co...**

Additional Comments:

Check Stub Wording: **In payment for Comprehensive (Full) for Date of Loss 10/25/2014.**

Payment Type	Method of Settlement	Transaction Reason	Svc. Benefit Type	Billed Amount	Amount To Pay
Claim #: [redacted]		Insured: [redacted]			
[redacted] Comprehensive (Full)					
Loss Payment	Total Loss	Fire	Services		331.61 USD

Add Pay File Note | View Pay File Notes | Payment Setup | Payment Details | Back



NO. [redacted]

WRECKER SERVICE
315-B Pat Booker Road
Universal City, TX 78148
210-945-7766
License # 0654173560
License # 0537098VSF

Date 10-25-14
Driver [redacted]
TDLR Lic # [redacted]
Truck T23 029
Time 21:15 PM

Name [redacted]
Address [redacted]
City [redacted] State TX Zip [redacted]
Requested By [redacted]
Year [redacted] Make [redacted] Model [redacted] Color [redacted]
Lic [redacted] State TX VIN [redacted]
Vin Mileage [redacted] Keys Y N
Pick Up At [redacted]
Deliver To [redacted]
Mileage Start 0
Mileage End 4
Driver Notes

Storage	4 @ 20.00 per day	Wrecker Service	180.00
	Total Storage 80.00	Mileage @ per mi	
		Dollies	
Dental Implants		Labor	50.00
Small fire ext compartment		Local Impound	
w-wheel spread		State Impound	
		Fuel Surcharge	25.00
		NOT.	50.00
Cash Check 550608091 Charge		Pd CK# 550608091	
Credit Card #			
Exp. Date V Code Zip			
DL # State Approval Code		Tax	6.61
PO# Rel. Code			
Authorized By		TOTAL	331.61

I, the [redacted] and/or delivered in satisfactory condition and I/we agree to indemnify [redacted] body or damage arising from movement of described unit.

Signed [redacted]

You may direct complaints regarding the vehicle storage to TDLR at P.O. Box 12157, Austin, TX 78711 or call 800-803-9202 or through the website www.license.state.tx.us or email to intake@license.state.tx.us

[redacted]

Financial Log >

Payment Summary

EFT/Check #:	**551522761**			Cashed Date:	**11/25/2014**
Payee:	**UNITED SAN ANTONIO FEDERAL CR UN**				
Mail To:	**UNITED SAN ANTONIO FEDERAL CR UN**			Payment Amount:	**13,658.25 USD**
	5500 UTSA BLVD, SAN ANTONIO, TX 78249-1622 US				
In Payment For:	Loss on 10/25/2014.				
Invoice Date:		Invoice #:		Invoice Amount:	
Payment Method:	**Next Gen FCP**	Dates From:		To:	
Issued By:	**KARINA CORDERO**	Issue Date:	**11/19/2014**	Company:	**Allstate Indemnity Co...**

Additional Comments:

Check Stub Wording: **In payment for Comprehensive (Full) for Date of Loss 10/25/2014.**

Payment Type	Method of Settlement	Transaction Reason	Svc. Benefit Type	Billed Amount	Amount To Pay
Claim #: [redacted]		Insured: [redacted]			
[redacted]		Comprehensive (Full)			
Loss Payment	Total Loss	Fire	Damages		13,658.25 USD

Add Pay File Note | View Pay File Notes | Payment Setup | Payment Details

Back

CCC ONE®

MARKET VALUATION REPORT

CLAIM INFORMATION

Owner:	[redacted] San Antonio , TX [redacted]	**Report Reference Number:**	[redacted]
		Claim Reference:	
		Adjuster:	Andrew, Edward
Insured:	[redacted]	**Adjuster ID:**	EANDJ
Loss Vehicle:	2012 Kia Forte Koup EX 2 Door Coupe	**Claim Submitted Date:**	10/27/2014
		Date/Time Last Updated:	Original
VIN:	KNAFU6A20C5[redacted]	**Policy Number:**	[redacted]
Odometer:	34,000	**Appraiser:**	Andrew, Edward
Location:	San Antonio, TX 78244-2150		
Loss Incident Date:	10/25/2014		

VALUATION SUMMARY

Base Vehicle Value		**$ 13,373.00**
Condition Adjustment		- 81.00
Adjusted Vehicle Value		**$ 13,292.00**
Vehicular Sales Tax	6.25%	$ 830.75
Sales Tax reflects all applicable state, county, and municipal taxes.		
License/Fees (if applicable)		$ _____
DMV Fee		+ 35.50
Value before Deductible		**$ 14,158.25**
Deductible		- 500.00
Total		**$ 13,658.25**

This CCC ONE™ Market Valuation Report was prepared for Allstate by CCC Information Services Inc. The CCC ONE™ Market Valuation Report reflects CCC's opinion as to the value of the loss vehicle. CCC has been preparing market value reports for the insurance industry since 1981.

The Base Vehicle Value is derived from comparable vehicle(s) available or recently sold in the marketplace at the time of valuation, with adjustments made to reflect the loss vehicle configuration.

14 comparable vehicle(s) were utilized in this report.

The loss vehicle has been valued in the Southwest region where it was garaged as a newer passenger car with 24% less than average mileage of 44,700.

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[redacted]

Owner: [redacted]

Claim Reference: [redacted]

VEHICLE ALLOWANCES

Allowances are factors influencing the value of the loss vehicle when compared to a typical vehicle. The typical vehicle is a vehicle of the same year, make, and model as the loss vehicle, including average mileage, and all standard and predominant equipment. These allowances are displayed for illustrative purposes only.

The Base Vehicle Value is calculated from the comparable vehicles with adjustments to reflect the loss vehicle configuration.

Vehicle Allowances

Odometer	34,000	+ 973.00
Options		
Home Link	Reported	+ 50.00
Heated Mirrors	Reported	+ 25.00
Rear Spoiler	Reported	+ 150.00

VEHICLE HISTORY SUMMARY

CCC VINguard®	1 Collision Estimates	09/25/2013
Experian® AutoCheck®	No Title Problem Found	
Insurance Services Organization/ National Insurance Crime Bureau	0 Record Found	

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[redacted]

Owner: [redacted]

Claim Reference: [redacted]

LOSS VEHICLE COMPONENTS

2012 KIA FORTE KOUP EX 2 DOOR COUPE — SAN ANTONIO, TX 78244-2150
VIN: KNAFU6A20C[redacted]

Below are the components of the loss vehicle, provided to CCC by Allstate, included in this valuation.

Odometer	34,000
Transmission	
6 Speed Transmission	Standard
Power	
Power Steering	Standard
Power Brakes	Standard
Power Windows	Standard
Power Locks	Standard
Power Mirrors	Standard
Power Trunk/Gate Release	Standard
Decor/Convenience	
Air Conditioning	Standard
Tilt Wheel	Standard
Cruise Control	Standard
Rear Defogger	Standard
Intermittent Wipers	Standard
Console/Storage	Standard
Overhead Console	Reported
Keyless Entry	Standard
Telescopic Wheel	Standard
Home Link	Reported
Seating	
Cloth Seats	Standard
Bucket Seats	Standard
Radio	
AM Radio	Standard
FM Radio	Standard
Stereo	Standard
Search/Seek	Standard
CD Player	Standard
Steering Wheel Touch Controls	Standard
Auxiliary Audio Connection	Standard
Satellite Radio	Standard
Wheels	
Aluminum/Alloy Wheels	Standard
Safety/Brakes	
Drivers Side Air Bag	Standard
Passenger Air Bag	Standard
Anti-Lock Brakes (4)	Standard
4-Wheel Disc Brakes	Standard
Front Side Impact Air Bags	Standard
Head/Curtain Air Bags	Standard
Hands Free	Standard
Traction Control	Standard
Stability Control	Standard
Exterior/Paint/Glass	
Dual Mirrors	Standard
Heated Mirrors	Reported
Tinted Glass	Standard
Rear Spoiler	Reported
Signal Integrated Mirrors	Standard
Clearcoat Paint	Reported

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[redacted]

Owner: [redacted]

Claim Reference: 0[redacted]

VEHICLE CONDITION

Allstate uses condition inspection guidelines to determine the condition of key components of the loss vehicle. These guidelines are based upon geographic region, age, and vehicle type. The guidelines describe physical characteristics for the major vehicle components. Based on these guidelines, Allstate has determined the condition of the vehicle prior to the loss. Inspection Notes reflect additional observations from the appraiser regarding the loss vehicle's condition. CCC makes dollar adjustments that reflect the impact the reported condition has on the value of loss vehicle. These dollar adjustments are based upon interviews with dealerships across the United States.

COMPONENT	CONDITION	VALUE IMPACT	
Interior			
Seats	Private owner	$0	**INSPECTION NOTES:** **CLEAN, LIGHT WEAR**
Carpets	Private owner	$0	**INSPECTION NOTES:** **CLEAN**
Dashboard	Dealer	$81	**INSPECTION NOTES:** **NO DAMAGE**
Headliner	Fair	- $162	**INSPECTION NOTES:** **LIGHTLY SOILED, SCUFFED**
Exterior			
Sheet Metal	Private owner	$0	**INSPECTION NOTES:** **1 DENT LEFT SAIL PANEL**
Trim	Private owner	$0	**INSPECTION NOTES:** **NO VISIBLE PRIOR DMG**
Paint	Private owner	$0	**INSPECTION NOTES:** **SCRATCH LEFT FENDER**
Glass	Private owner	$0	**INSPECTION NOTES:** **NO SIGNS OF PRIOR DMG**
Mechanical			

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[redacted]

Owner: [redacted]

Claim Reference: [redacted]

VEHICLE CONDITION (CONTINUED)

Engine	Private owner	$0	
Transmission	Private owner	$0	
Tires			
Front Tires	Private owner	$0	**INSPECTION NOTES:** **5/32**
Rear Tires	Private owner	$0	**INSPECTION NOTES:** **5/32**
	Total Adjustments:	- $81	

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[redacted]

Owne[redacted] Claim Reference: [redacted]

VINGUARD® VEHICLE IDENTIFICATION

2012 KIA FORTE KOUP EX 2 DOOR COUPE — SAN ANTONIO, TX 78244-2150
VIN: KNAFU6A20[redacted]

Vehicles sold in the United States are required to have a manufacturer assigned Vehicle Identification Number (VIN). This number provides certain specifications of the vehicle. Decoding the VIN, using VINguard®, identifies the vehicle for which vehicle value will be determined.

Insurer Description		VINguard® Analysis
Year	2012	2012
Make	Kia	Kia
Model/Trim	Forte Koup EX	Forte Koup EX
Model Number	FU6	FU6
Body Style	2 Door Coupe	2 Door Coupe
Engine	4-2.0L-FI	4-2.0l-Fi
Transmission	6 Speed Transmission	
Restraints	Air Bags (Driver+Pass.)	Air Bags(Dr.+Pass.+Side)
Curb Weight		2,737

This vehicle was assembled in ASAN BAY, KOREA

VINGUARD® VEHICLE HISTORY INFORMATION

Using the VIN for this vehicle, VINguard® detected discrepancies or prior history requiring additional research. Please review the information detailed below.

VINguard® Messages: VINguard has decoded this VIN without any errors.

ISO Vehicle History:

ISO response indicates no history for this VIN,

Number of times reported to ISO: 0

ISO's file number: H0220877241

Collision History Information:

COLLISION INCIDENT REPORTED BY LOYA INSURANCE COMPANY ON 09/25/2013.

Claim #: **539-810501 IN SAN ANTONIO, TX**

Repair Estimate: **$724** Miles: **24784**

Damage Location: **LEFT FRONT.**

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[redacted]

Owner: [redacted]
Claim Reference: [redacted]

EXPERIAN® AUTOCHECK® VEHICLE HISTORY REPORT

CCC provides Allstate information reported by Experian® regarding the loss vehicle. This data is provided for informational purposes. Unless otherwise noted in this Market Valuation Report, CCC does not adjust the value of the loss vehicle based upon this information.

REPORT RUN DATE: 10/27/2014 KEY: = No Event Found = Event Found = Information Needed

TITLE CHECK

THIS VEHICLE CHECKS OUT. AutoCheck's result for this **2012 Kia Forte Koup EX (KNAFU6A20C5[redacted]** show no significant title events. When found, events often indicate automotive damage or warnings associated with the vehicle.

EVENTS CHECKED	RESULTS FOUND
Abandoned	No Abandoned Record Found
Damaged	No Damaged Record Found
Fire Damage	No Fire Damage Record Found
Grey Market	No Grey Market Record Found
Hail Damage	No Hail Damage Record Found
Insurance Loss	No Insurance Loss Record Found
Junk	No Junk Record Found
Rebuilt	No Rebuilt Record Found
Salvage	No Salvage Record Found

EVENT CHECK

THIS VEHICLE CHECKS OUT. AutoCheck's result for this **2012 Kia Forte Koup EX (KNAFU6A20C[redacted]** show no historical events that indicate a significant automotive problem. These problems can indicate past previous car damage, theft, or other significant problems.

EVENTS CHECKED	RESULTS FOUND
NHTSA Crash Test Vehicle	No NHTSA Crash Test Vehicle Record Found
Frame Damage	No Frame Damage Record Found
Major Damage Incident	No Major Damage Incident Record Found
Manufacturer Buyback/ Lemon	No Manufacturer Buyback/Lemon Record Found
Odometer Problem	No Odometer Problem Record Found
Recycled	No Recycled Record Found
Salvage Auction	No Salvage Auction Record Found
Water Damage	No Water Damage Record Found

VEHICLE INFORMATION

INFORMATION FOUND. AutoCheck found additional information on this vehicle. These records will provide more history for this **2012 Kia Forte Koup EX (KNAFU6A20C[redacted]**.

EVENTS CHECKED	RESULTS FOUND
Accident	No Accident Record Found
Corrected Title	No Corrected Title Record Found
Driver Education	No Driver Education Record Found
Duplicate Title	No Duplicate Title Record Found
Emissions Safety Inspection	No Emissions Safety Inspection Record Found
Fire Damage Incident	No Fire Damage Incident Record Found
Lease	No Lease Record Found
Lien	Lien Record(s) Found
Livery Use	No Livery Use Record Found
Government Use	No Government Use Record Found
Police Use	No Police Use Record Found
Fleet	No Fleet Record Found
Rental	No Rental Record Found
Fleet and/or Lease	No Fleet and/or Lease Record Found
Fleet and/or Rental	No Fleet and/or Rental Record Found
Repossessed	No Repossessed Record Found
Taxi use	No Taxi use Record Found
Theft	No Theft Record Found

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[redacted]

Owner [redacted] Claim Reference: [redacted]

EXPERIAN® AUTOCHECK® VEHICLE HISTORY REPORT (CONTINUED)

ODOMETER CHECK

THIS VEHICLE CHECKS OUT. For this **2012 Kia Forte Koup EX (KNAFU6A20C[redacted]** no indication of odometer rollback or tampering was found. AutoCheck determines odometer rollbacks by searching for records that indicate odometer readings less than a previously reported value. Other odometer events can report events of tampering, or possible odometer breakage.

DATE REPORTED	ODOMETER READING
2012-05-29	595
2013-10-04	24408

FULL HISTORY

REPORT RUN DATE: 10/27/2014 Below are the historical events for this vehicle listed in chronological order.

Event Date	Event Location	Odometer Reading	Data Source	Event Detail
2012-05-09	SAN ANTONIO, TX		Motor Vehicle Dept.	REGISTRATION EVENT/RENEWAL
2012-05-29	SPRING BRANCH, TX	**595**	Motor Vehicle Dept.	TITLE (Lien Reported)
2013-01-04	SAN ANTONIO, TX		Motor Vehicle Dept.	TITLE
2013-09-24	SAN ANTONIO, TX		Motor Vehicle Dept.	REGISTRATION EVENT/RENEWAL
2013-10-04	SAN ANTONIO, TX	**24408**	Motor Vehicle Dept.	TITLE (Lien Reported)
2014-09-01	SAN ANTONIO, TX		Motor Vehicle Dept.	REGISTRATION EVENT/RENEWAL

AUTOCHECK TERMS AND CONDITIONS: Experian's Reports are compiled from multiple sources. It is not always possible for Experian to obtain complete discrepancy information on all vehicles; therefore, there may be other title brands, odometer readings or discrepancies that apply to a vehicle that are not reflected on that vehicle's Report. Experian searches data from additional sources where possible, but all discrepancies may not be reflected on the Report.

These Reports are based on information supplied to Experian by external sources believed to be reliable, BUT NO RESPONSIBILITY IS ASSUMED BY EXPERIAN OR ITS AGENTS FOR ERRORS, INACCURACIES OR OMISSIONS. THE REPORTS ARE PROVIDED STRICTLY ON AN "AS IS WHERE IS" BASIS, AND EXPERIAN FURTHER EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE REGARDING THIS REPORT.

YOU AGREE TO INDEMNIFY EXPERIAN FOR ANY CLAIMS OR LOSSES, INCLUDING COSTS, EXPENSES AND ATTORNEYS FEES, INCURRED BY EXPERIAN ARISING DIRECTLY OR INDIRECTLY FROM YOUR IMPROPER OR UNAUTHORIZED USE OF AUTOCHECK VEHICLE HISTORY REPORTS.

Experian shall not be liable for any delay or failure to provide an accurate report if and to the extent which such delay or failure is caused by events beyond the reasonable control of Experian, including, without limitation, "acts of God", terrorism, or public enemies, labor disputes, equipment malfunctions, material or component shortages, supplier failures, embargoes, rationing, acts of local, state or national governments, or public agencies, utility or communication failures or delays, fire, earthquakes, flood, epidemics, riots and strikes.

These terms and the relationship between you and Experian shall be governed by the laws of the State of Illinois (USA) without regard to its conflict of law provisions. You and Experian agree to submit to the personal and exclusive jurisdiction of the courts located within the county of Cook, Illinois.

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[redacted]

Owner: [redacted]

Claim Reference: [redacted]

COMPARABLE VEHICLES

LOSS VEHICLE - 2012 KIA FORTE KOUP EX 2 DOOR COUPE — SAN ANTONIO, TX 78244-2150
VIN: KNAFU6A20C5[redacted]

	LOSS VEHICLE 2012 KIA FORTE KOUP EX 2 DOOR COUPE 4-2.0L-FI	INSPECTED DEALER COMPARABLE 1 2012 KIA FORTE KOUP SX 2 DOOR COUPE 4-2.4L	DEALER VEHICLE COMPARABLE 2 2012 KIA FORTE KOUP EX 2 DOOR COUPE 4-2.0L	DEALER VEHICLE COMPARABLE 3 2012 KIA FORTE KOUP EX 2 DOOR COUPE 4-2.0L
Options				
Automatic Transmission	✘	✔	✔	✘
6 Speed Transmission	✔	✘	✘	✔
Power Steering	✔	✔	✔	✔
Power Brakes	✔	✔	✔	✔
Power Windows	✔	✔	✔	✔
Power Locks	✔	✔	✔	✔
Power Mirrors	✔	✔	✔	✔
Power Trunk/Gate Release	✔	✔	✔	✔
Air Conditioning	✔	✔	✔	✔
Tilt Wheel	✔	✔	✔	✔
Cruise Control	✔	✔	✔	✔
Rear Defogger	✔	✔	✔	✔
Intermittent Wipers	✔	✔	✔	✔
Console/Storage	✔	✔	✔	✔
Overhead Console	✔	✘	✔	✘
Navigation System	✘	✔	✘	✘
Keyless Entry	✔	✔	✔	✔
Telescopic Wheel	✔	✔	✔	✔
Home Link	✔	✘	✘	✔
Cloth Seats	✔	✘	✔	✔
Bucket Seats	✔	✔	✔	✔
Leather Seats	✘	✔	✘	✘
Heated Seats	✘	✔	✘	✘
AM Radio	✔	✔	✔	✔
FM Radio	✔	✔	✔	✔
Stereo	✔	✔	✔	✔
Search/Seek	✔	✔	✔	✔
CD Player	✔	✔	✔	✔
Steering Wheel Touch Controls	✔	✔	✔	✔
Auxiliary Audio Connection	✔	✔	✔	✔
Satellite Radio	✔	✔	✔	✔
Aluminum/Alloy Wheels	✔	✔	✔	✔
Electric Glass Roof	✘	✔	✔	✘
Drivers Side Air Bag	✔	✔	✔	✔

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[redacted]

Owner: [redacted] Claim Reference: [redacted]

COMPARABLE VEHICLES (CONTINUED)

Passenger Air Bag	✓	✓	✓	✓
Anti-Lock Brakes (4)	✓	✓	✓	✓
4-Wheel Disc Brakes	✓	✓	✓	✓
Front Side Impact Air Bags	✓	✓	✓	✓
Head/Curtain Air Bags	✓	✓	✓	✓
Hands Free	✓	✓	✓	✓
Alarm	✗	✓	✗	✗
Traction Control	✓	✓	✓	✓
Stability Control	✓	✓	✓	✓
Dual Mirrors	✓	✓	✓	✓
Heated Mirrors	✓	✗	✓	✗
Tinted Glass	✓	✓	✓	✓
Fog Lamps	✗	✓	✗	✗
Rear Spoiler	✓	✓	✗	✗
Signal Integrated Mirrors	✓	✓	✓	✓
Clearcoat Paint	✓	✗	✗	✗
Miles	34,000	43,720	33,034	32,321
List Price		$17,995	$14,991	$13,995
Take Price		$15,888		
Adjustments				
Model/Trim/Year		-1,775		
Options		-1,799	-300	+175
Mileage		+878	-81	-140
Comparable Vehicle condition adjustment		-809	-809	-809
Adjusted Value		**$12,383**	$13,801	$13,221
Dealership		Gillman Subaru/ Mitsubishi	Ancira Kia	Legend Mazda Kia
Contact		Jason Chapa		
Telephone		210-651-9345	210-509-2913	210-650-9969
Stock ID		Stock: [redacted]	Stock: [redacted]	Stock: [redacted]
VIN		KNAFW6A34C5[redacted]	KNAFU6A28C5[redacted]	KNAFU6A21C5[redacted]
Type/Date		Last Inspected 8/25/2014	Pub Date 9/29/2014	Pub Date 8/05/2014
Distance from San Antonio, TX		8 Miles - Schertz, TX	16 Miles - San Antonio, TX	5 Miles - San Antonio, TX

> Comparable vehicles used in the determination of the Base Vehicle Value are not intended to be replacement vehicles but are reflective of the market value.

> List Price is the sticker price of an inspected dealer vehicle and the advertised price for the advertised vehicle.Take Price is the amount that the dealership has stated it will accept to sell the inspected dealer vehicle. For advertised vehicles, the Advertised Price is the same as List Price.

> Take Price or List Price displayed above (as applicable) may differ from the advertised price where CCC obtains different price information from the seller.

> The Comparable Vehicle Condition Adjustment sets that vehicle to a common condition baseline. To see how the condition of the loss vehicle impacts the valuation, see the Vehicle Condition section of this report.

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[redacted]

Owner: [redacted]

Claim Reference [redacted]

COMPARABLE VEHICLES (CONTINUED)

> Comparable vehicles used in the determination of the Base Vehicle Value are not intended to be replacement vehicles but rather are included because they are reflective of the market value.

> The Adjusted Value represents the price of the comparable vehicle with the adjustments displayed above. Dollar adjustments are based upon market research.

> Distances displayed indicate approximate miles between loss and comparable vehicle locations. Distances are based upon a straight line between these locations.

> Some comparable vehicles that were recently available may no longer be available.

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[redacted]

Owner: [redacted]

Claim Reference: [redacted]

ADDITIONAL COMPARABLE VEHICLES

The following comparable vehicles support the Base Vehicle Value of the loss vehicle.

Local Advertisement

Source	Vehicle	List Price	Adjusted Value
Bluebonnet Supercenter Ad Date: 10/19/2014 (830) 606-8011 New Braunfels TX 21 Miles From San Antonio	2012 Kia Forte Koup SX Odometer: 22,503 VIN: KNAFW6A39C[redacted]	$ 15,795	$ 12,541
BMW of Austin Ad Date: 10/18/2014 (888) 479-1570 Austin TX 76 Miles From San Antonio	2012 Kia Forte Koup EX Odometer: 28,644 VIN: KNAFU6A2XC5[redacted]	$ 13,320	$ 12,301
North Park Automotive Ad Date: 09/15/2014 (210) 308-0200 San Antonio TX 11 Mile(s) From Loss Location	2012 Kia Forte Koup EX Odometer: 51,040	$ 12,955	$ 13,900
Star of Texas - Storage Ad Date: 10/09/2014 (830) 832-5914 New Braunfels TX 21 Miles From San Antonio	2012 Kia Forte Koup EX Odometer: 71,900 VIN: KNAFU6A29C[redacted]	$ 11,999	$ 12,364
Hewlett Volkswagen Ad Date: 10/14/2014 (512) 681-3500 Georgetown TX 91 Miles From San Antonio	2012 Kia Forte Koup SX Odometer: 41,666 VIN: KNAFW6A32C[redacted]	$ 15,995	$ 14,318
Mac Haik Preowned Hutto Ad Date: 10/10/2014 (512) 297-9011 Hutto TX 88 Miles From San Antonio	2012 Kia Forte Koup SX Odometer: 24,907 VIN: KNAFW6A35C54[redacted]	$ 14,988	$ 11,909
Onion Creek Volkswagen Ad Date: 10/08/2014 (512) 814-2900 Austin TX 61 Miles From San Antonio	2012 Kia Forte Koup EX Odometer: 80,037 VIN: KNAFU6A2XC[redacted]	$ 13,900	$ 16,173
Cardinale Way Volkswagen Ad Date: 09/08/2014 (512) 837-6400 Austin TX 74 Miles From San Antonio	2012 Kia Forte Koup EX Odometer: 58,216	$ 11,697	$ 13,124

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[redacted]

Owner: [redacted]

Claim Reference [redacted]

Round Rock Kia Ad Date: 09/09/2014 (512) 617-5000 Round Rock TX 85 Miles From San Antonio	2012 Kia Forte Koup SX Odometer: 27,708 VIN: KNAFW6A35C5[redacted]	$ 15,985	$ 13,118
Ancira Volkswagen Ad Date: 08/27/2014 (210) 231-4219 San Antonio TX 16 Mile(s) From Loss Location	2012 Kia Forte Koup SX Odometer: 77,241 VIN: KNAFW6A33C5[redacted]	$ 14,777	$ 15,178
Capitol Kia Ad Date: 08/08/2014 (888) 570-5864 Austin TX 74 Miles From San Antonio	2012 Kia Forte Koup SX Odometer: 44,197 VIN: KNAFW6A33C5[redacted]	$ 15,988	$ 14,553

VALUATION METHODOLOGY

Allstate has provided CCC the VIN (Vehicle Identification Number) of the loss vehicle and the vehicle owner's zip code, which determine the market(s) that CCC used in the valuation. Using this information, CCC searches its databases to find comparable vehicles in these markets. CCC's database includes vehicles for sale at dealerships that CCC has physically inspected, as well as dealer and private party advertised vehicle information from numerous resources including AutoTrader.com®. Allstate has also provided CCC with the configuration of the loss vehicle, including equipment, odometer, condition, maintenance, etc. Vehicles located are compared to the loss vehicle, and adjustments are made for differences such as model/trim, equipment, and odometer. The comparable vehicles are also adjusted for condition to a common condition baseline. Using the adjusted values of the comparable vehicles, CCC calculates the Base Vehicle Value.

The Base Vehicle Value is the weighted average of the adjusted values of the comparable vehicles based on the following factors:

- Source of the data (such as inspected versus advertised)
- Similarity (such as equipment, odometer, and year)
- Proximity to the loss vehicle's primary garage location
- Recency of information
- Comparable vehicles used in the determination of the vehicle value are not intended to be replacement vehicles, but are reflective of the market value.

The Adjusted Vehicle Value is determined by adjusting the Base Vehicle Value to account for the actual condition of the loss vehicle and its other reported attributes, if any, such as refurbishments, after factory equipment, and unrelated prior damage.

Please review the information in this Valuation Detail to confirm the reported mileage, condition and to verify there are no missed options, added equipment or refurbishments, or other aspects of the loss vehicle that may impact the value.

VALUATION NOTES

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[redacted]

Owner [redacted]

Claim Reference: [redacted]

MARKET DEFINITION

The loss vehicle has been identified to CCC as a 2012 Kia Forte Koup EX 2 Door Coupe garaged in the ZIP code 78244-2150 - San Antonio, TX. Details of the specific markets searched based upon that information follow.



THE STATE OF TEXAS is subdivided by CCC into 16 markets. The following 3 markets were used in the preparation of this vehicle Market Valuation Report.



SAN ANTONIO TX - In this market, CCC maintains a database of 11,401 inspected dealer vehicles located at 35 dealerships, and 48,374 dealer advertised, and 2,090 privately advertised vehicles taken from 27 local papers or magazines.



AUSTIN TX - In this market, CCC maintains a database of 6,209 inspected dealer vehicles located at 23 dealerships, and 46,359 dealer advertised, and 2,105 privately advertised vehicles taken from 19 local papers or magazines.



CORPUS CHRISTI TX - In this market, CCC maintains a database of 1,662 inspected dealer vehicles located at 8 dealerships, and 9,472 dealer advertised, and 521 privately advertised vehicles taken from 10 local papers or magazines.

From these 3 markets, comparable vehicles were selected based on the year, make, model/trim and body style of the loss vehicle.

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[redacted]

Financial Log >

Payment Summary

EFT/Check #:	**12336**			Cashed Date:	
Payee:	**ENTERPRISE HOLDINGS INC**				
Mail To:	**ENTERPRISE HOLDINGS INC**			Payment Amount:	**750.00 USD**
	PO BOX 840086, Kansas City, MO 64184-0086 US				
	Loss on 10/25/2014.				
Invoice Date:	**11/26/2014**	Invoice #:	[redacted]	Invoice Amount:	**750.00 USD**
Payment Method:	**Electronic Fund Transfer**	Dates From:		To:	
Issued By:	**SYSTEMATIC PAYMENTS**	Issue Date:	**11/28/2014**	Company:	**Allstate Indemnity Co...**

Additional Comments:

Check Stub Wording: **In payment for Rental Reimbursement for Date of Loss 10/25/2014.**

Payment Type	Method of Settlement	Transaction Reason	Svc. Benefit Type	Billed Amount	Amount To Pay
Claim #: [redacted]		Insured: [redacted]			
[redacted] Rental Reimbursement					
Loss Payment	Rental	Rental Reimbursement	Services	750.00 USD	750.00 USD

Add Pay File Note | Payment Setup | Payment Details | Back

ARMS ALLSTATE INSURANCE

Rental Company: Enterprise Rent-A-Car
Invoice: [redacted]
Alternate Invoice Number: 8RLHV4

Bill To: ALL06A2
ALLSTATE INSURANCE
ATTN:PAT GONZALES
PO BOX 802308
HOUSTON, TX 77032

RENTER INFORMATION:
Renter: [redacted]
Address: [redacted]
SAN ANTONIO, TX [redacted]
Home Phone:
Office Phone: [redacted]

RENTAL INFORMATION:

Rental Branch Location:
ENTERPRISE RENT-A-CAR(522G)
11238 N INTERSTATE 35
SAN ANTONIO, TX 782335709

ADDITIONAL CLAIM INFORMATION:
Claim Number: [redacted]
Claim Type: Insured
Vehicle Condition: Total Loss
Date Of Loss: 10/25/2014
Insured Name: [redacted]
Owner's Vehicle: 2012 KIA FORTE
Policy Max Date:
Total Repair Cost: 13044.42
Escalated Y/N: No
SLA Start Date: 10272014
Estimate or Last Supplement Date: 10282014
MOI: Field
Repair Status: Estimate/SupplementUploaded
ERAC Reference Only:
Date Repair Started:
SLA End Date: 10272014
Date Vehicle Delivered:
Total Loss Indicator: No
NextGen Occurrence: 1
ACV Agree Date: 10272014
Claimant ID Number: 01
Coverage Code: UU
Policy # of Days Limit:

Repair Facility:
UNKNOWN

RENTAL DETAIL:

Rental Period: 10/27/2014 to 11/25/2014 (30 days)
Billed Period: 10/27/2014 to 11/25/2014 (30 days)

Description	Rate	Amount
30 DAYS @	$21.50	$645.00
1 SURCHARGE (TX FEE REIMB INCL)	$42.27	$42.27
1 ARENA TX	$5.00	$32.61
1 MVR TAX	$10.00	$65.21
	Total Charges:	$785.09
	Less Amount Received:	$35.09
	Total Amount Due:	**$750.00**

VEHICLES RENTED:

Effective Date	Time	Year	Make	Model	VIN	Mileage
		2015	NISN	NOTE		0

[redacted]

Rental Invoice

Please Return This Portion with Remittance

Make Payment To:
ENTERPRISE RENT-A-CAR
P.O. BOX 840086
KANSAS CITY, MO 641840086
Federal ID: 43-0724835

Total Charges:	$785.09
Less Amount Received:	$35.09
Total Amount Due.....	**$750.00**

Please Include on your Check:
Invoice [redacted]

[redacted]

AW631	TX	10/25/2014	1	[redacted]	0	NFIRS - 1
FDID	State	Incident Date	Station	Incident Number	Exposure	Basic

Location: **Intersection**

☐ Address is on the Wildland Fire Module

Census Tract: **121601**

Loop 1604 — Street Address

Apt./Suite/Room

Universal City, TX 78148 — City, State and Zip Code

Palisades Dr — Cross street or directions

Incident Type

131 Passenger vehicle fire

Shifts & Alarms

A	1	1
Shift	Alarm	District

Dates & Times

Alarm:	**10/25/2014 8:53:08PM**
Arrival:	**10/25/2014 8:57:05PM**
Controlled:	
Last Unit:	**10/25/2014 9:19:52PM**

Aid Given or Received

N None

Actions Taken

11 Extinguish

Primary Action Taken (1)

Additional Action Taken (2)

Additional Action Taken (3)

Resources

☒ Apparatus or Personnel Form Used

	Apparatus	Personnel
Suppression:	1	4
EMS:	0	0
Other:	1	1

☐ Resource counts include aid received

Estimated Dollar Losses & Values

LOSSES		None	PRE-INCIDENT VALUE:		None
Property:	6,000	☐	Property:	15,000	☐
Contents:	0	☒	Contents:	0	☒

Casualties ☒ None

	Deaths	Injuries
Fire Service:	0	0
Civilian:	0	0

Hazardous Materials Released

Detector

Mixed Use Property

Property Use

961 Highway or divided highway

[redacted]

Person/Entity Involved

Name | Business name

Street Address | Post Office Box | Apt./Suite/Room

City, State and Zip Code | Phone Number

Owner

Name | Business name

Street Address | Post Office Box | Apt./Suite/Room

City, State and Zip Code | Phone Number

Insurance Company | Total Insurance

Authorization

Officer in charge: **Casarez, Manuel, M** Signature:
Assignment **Lieutenant** Date **10/25/2014**

Lieutenant / EMT Manuel M Casarez

[redacted]

Member making report: **Casarez, Manuel, M** Signature:
Assignment **Lieutenant** Date **10/25/2014**

Lieutenant / EMT Manuel M Casarez

[redacted]

AW631	TX	10/25/2014	1	[redacted]	0	NFIRS - 1
FDID	State	Incident Date	Station	Incident Number	Exposure	Notes

Notes	Title: Notes Page 1

Dispatched for a vehicle fire. Upon arrival, the Blue Kia is found near the Pat Booker Rd. Exit with smoke visible and paint discoloration on the hood. E-3 quickly extinguished the fire and contained it to the engine compartment. Unknown cause after interviewing the owner and investigating the possible point of origin.

[redacted]

AW631	TX	10/25/2014	1	[redacted]	0	NFIRS - 2
FDID	State	Incident Date	Station	Incident Number	Exposure	Fire

Property Details

0
Est. number of residential units

[X] Not Residential

0
Number of buildings involved

[X] Buildings not involved

0.000
Acres burned

[X] None
[ ] Less than one acre

On-Site Materials or Products

[X] None

On-site material (1)

Storage use (1)

On-site material (2)

Storage use (2)

On-site material (3)

Storage use (3)

Ignition

83 Engine area, running gear, wheel area
Area of origin

UU Undetermined
Heat Source

UU Undetermined
Item first ignited

[ ] Confined to object of origin

UU Undetermined
Type of material first ignited

Cause Of Ignition

U Cause undetermined after investigation

[ ] Exposure Report

Factors Contributing To Ignition

[X] None

Factor contributing to ignition (1)

Factor contributing to ignition (2)

Human Factors Contributing To Ignition

[X] None

[ ] Asleep
[ ] Possibly impaired by alcohol or drugs
[ ] Unattended person
[ ] Possibly mentally disabled
[ ] Physically disabled
[ ] Multiple persons involved

[ ] Age was a factor

Estimated age of person involved

Sex of person involved

[redacted]

AW631	TX	10/25/2014	1	[redacted]	0	NFIRS - 9
FDID	State	Incident Date	Station	Incident Number	Exposure	Apparatus

Unit ID:	Command 1	Dispatched:	10/25/2014 8:53:08PM	Use:
Serial #:		Enroute:	10/25/2014 8:53:08PM	
Type:	60	Arrival:	10/25/2014 8:57:05PM	
	Support apparatus, other	Clear:	10/25/2014 9:19:48PM	
		In Quarters:		

Actions Taken

1) 3)

2) 4)

Personnel ID	Name
Casarez, Manuel, M	Lieutenant / EMT Manuel M Casarez
Type Action Taken 1):	81 Incident command

Unit ID:	E-3	Dispatched:	10/25/2014 8:53:08PM	Use:
Serial #:	457HT2D935C[redacted]	Enroute:	10/25/2014 8:53:08PM	
Type:	11	Arrival:	10/25/2014 8:57:33PM	
	Engine	Clear:	10/25/2014 9:19:52PM	
		In Quarters:		

Actions Taken

1) 3)

2) 4)

Personnel ID	Name
Darnell, Stephen	Firefighter / LP Stephen Darnell
Type Action Taken 1):	11 Extinguish
Esquivel, Jacob	Firefighter/EMT-B Jacob Esquivel
Type Action Taken 1):	11 Extinguish
Gonzales, Victor, J	Firefighter / EMT-I Victor J Gonzales, Jr.
Type Action Taken 1):	11 Extinguish
Keller, Matthew	Firefighter/EMT-B Matthew Keller
Type Action Taken 1):	11 Extinguish

[redacted]

Universal City Police Department

Call For Service Report

Call For Service

Cad Number [redacted] Date / Time Call Received 10/25/14 20:51:56 Call Received by Curd, Maggie #7587

Call Entered by Curd, Maggie #7587 Call Source Phone Call

Call Type F Vehicle Fire Location Name Location Type

Location(St#, St, Apt,City,Zip, Loop 1604

Reportee

Reportee (First,Middle,Last)

Reportee Street Number Phone 210

Units

Unit Number 120 Officer Name Kinney, David #2456 Dispatched by Curd, Maggie #7587 D/T Dispatched 10/25/14 20:55:56

Enroute by Curd, Maggie #7587 D/T Enroute 10/25/14 20:55:57 Arrived by Curd, Maggie #7587 D/T Arrived 10/25/14 20:55:57

Cleared by Rivera, Jaime #2115 D/T Cleared 10/25/14 21:20:03 Disposition 1 Contact Made, No Disposition 2

Disposition 3

Units

Unit Number 124 Officer Name Vullo, Corey #0436 Dispatched by Curd, Maggie #7587 D/T Dispatched 10/25/14 20:55:57

Enroute by Curd, Maggie #7587 D/T Enroute 10/25/14 20:55:57 Arrived by Curd, Maggie #7587 D/T Arrived 10/25/14 20:55:57

Cleared by Rivera, Jaime #2115 D/T Cleared 10/25/14 21:19:36 Disposition 1 Contact Made, No Disposition 2

Disposition 3

Units

Unit Number 125 Officer Name Esquivel, Joseph Dispatched by Curd, Maggie #7587 D/T Dispatched 10/25/14 20:58:41

Enroute by Curd, Maggie #7587 D/T Enroute 10/25/14 20:58:41 Arrived by Curd, Maggie #7587 D/T Arrived 10/25/14 20:58:41

Cleared by D/T Cleared Disposition 1 Disposition 2

Disposition 3

Units

Unit Number Comm1 Officer Name Commd1 Dispatched by Curd, Maggie #7587 D/T Dispatched 10/25/14 20:53:08

Enroute by Curd, Maggie #7587 D/T Enroute 10/25/14 20:53:08 Arrived by Curd, Maggie #7587 D/T Arrived 10/25/14 20:57:05

Cleared by Rivera, Jaime #2115 D/T Cleared 10/25/14 21:19:48 Disposition 1 Contact Made, No Disposition 2

Disposition 3

Units

Unit Number Eng3 Officer Name ENG 3 Dispatched by Curd, Maggie #7587 D/T Dispatched 10/25/14 20:53:08

Enroute by Curd, Maggie #7587 D/T Enroute 10/25/14 20:53:08 Arrived by Curd, Maggie #7587 D/T Arrived 10/25/14 20:57:33

Cleared by Rivera, Jaime #2115 D/T Cleared 10/25/14 21:19:52 Disposition 1 Contact Made, No Disposition 2

Disposition 3

Police

Unit Number 120 Police Number 1400019794 D/T Arrested Prisoner Transport

End Transport Mileage In Mileage Out

Police

Unit Number 124 Police Number 1400019794 D/T Arrested Prisoner Transport

End Transport Mileage In Mileage Out

[redacted]

Universal City Police Department

Call For Service Report

Police

Unit Number 125	Police Number [redacted]	D/T Arrested	Prisoner Transport
End Transport	Mileage In	Mileage Out	

Fire

Unit Number Comm1	Owner Notified	Available	Avail at Hospital
Fire Numbe[redacted]	Owner Arrived	Contact Patient	Aero-Med Launch
On Scene	Par 1	D/T First Shock	Aero-Med Arrived
First App.	Par 2	CMD Est	Aero-Med Depart
Fire Und. Control	Par 3	Amb On Scene	Begin Mileage
Fire Out	Par 4	Enroute To Hosp.	End Mileage
Fire Loss	Primary Search	Arrive at Hosp.	M.A.R.
Loss Stop	Secondary Sea	Hospital	
Tapped Out	All Clear	Clear Hospital	

Fire

Unit Number Eng3	Owner Notified	Available	Avail at Hospital
Fire Number [redacted]	Owner Arrived	Contact Patient	Aero-Med Launch
On Scene	Par 1	D/T First Shock	Aero-Med Arrived
First App.	Par 2	CMD Est	Aero-Med Depart
Fire Und. Control	Par 3	Amb On Scene	Begin Mileage
Fire Out	Par 4	Enroute To Hosp.	End Mileage
Fire Loss	Primary Search	Arrive at Hosp.	M.A.R.
Loss Stop	Secondary Sea	Hospital	
Tapped Out	All Clear	Clear Hospital	

Occupant/Suspect

ID [redacted]	Type Driver License	Occupant Name			D.O.B.
Race	Sex	Age	Weight	Height ' "	Hair Color
Skin Tone		Clothing			

Occupant/Suspect

ID	Type Driver License	Occupant Name [redacted]			D.O.B. [redacted]
Race	Sex	Age 36	Weight	Height ' "	Hair Color
Skin Tone		Clothing			

Occupant/Suspect

ID [redacted]	Type Driver License	Occupant Name			D.O.B.
Race	Sex	Age	Weight	Height ' "	Hair Color
Skin Tone		Clothing			

[redacted]

Universal City Police Department

Call For Service Report

Vehicle

LICENSE [redacted]	MODEL	STATUS	Wrecker Company
STATE TX	YEAR	VEHICLE TYPE	DT Wrecker Arrived
Lic. Exp. Date	MAKE	BODY STYLE	DT Wrecker Called
VIN	COLOR	VALUE	UNIT #

Vehicle

LICENSE	MODEL	STATUS	Wrecker Company
STATE TX	YEAR	VEHICLE TYPE	DT Wrecker Arrived
Lic. Exp. Date	MAKE	BODY STYLE	DT Wrecker Called
VIN KNAFU6A20C[redacted]	COLOR	VALUE	UNIT #

Call Remarks

mcurd: [redacted] TX
[20:59:20]
mcurd: out tap [21:00:57]

mcurd: 51 [21:02:15]

mcurd: , ( ) DL: [redacted]
[21:02:48]

mcurd: [redacted]
[21:03:00]

mcurd: [redacted]
[21:07:47]

jrivera: , ( ) DL: [redacted]
[21:11:59]

jrivera: TX
[21:30:58]
jrivera: VIN : KNAFU6A20C[redacted] [21:31:16]

[redacted]

LEGEND

12115 IH-35 North
San Antonio, TX 78233

www.legendkiasa.com
KIA SERVICE 210-587-2074
KIA PARTS 210-579-0406

www.legendmazdasa.com
MAZDA SERVICE 210-564-6801
MAZDA PARTS 210-564-1803

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: JOHN BOLE 60001	TAG NO.: 215	INVOICE DATE: 08/12/14	INV: [redacted]	
[redacted]	LABOR RATE: 115.00	LICENSE NO.	MILEAGE: 32,296	COLOR: BLUE/	[redacted]
SAN ANTONIO, TX [redacted]	YEAR / MAKE / MODEL: 12/KIA/FORTE KOUP/2DR CPE EX MT		DELIVERY DATE: 09/17/13	DELIVERY MILES: 24,408	
[redacted]	VEHICLE I.D. NO.: KNAFU6A20C5[redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE: 08/12/14		
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS			

MO: 32296

JOB# 1 CHARGES

LABOR

J# 1 45MAZ STEERING/SUSPENSION TECH(S):60034 WARRANTY

CUST SAYS STEERING FEELS REAL STIFF
TECH FOUND NUT LOOSE ON P/S LINE CUSING FLUID TO LEAK OUT
TECH TIGNTENDED NUT AND TOPPED OFF FLUID. LEAK NOW GONE

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		UM011-CH050	KIA PSF-4 12 OZ		WARRANTY
	1		UM011-CH050	KIA PSF-4 12 OZ		WARRANTY
				TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 00MAZZ360 KIA 360 INSPECTION TECH(S):60034 INTERNAL

KIA 360 DEGREE MULTI-POINT INSPECTION
AS PER MANUFACTURER'S REQUIREMENTS
PERFORMED KIA 360 DEGREE MULTI-POINT INSPECTION.
SEE ATTACHED COPY AND YOUR SERVICE CONSULTANT FOR FACTORY
RECOMMENDED OR REQUIRED MAINTENANCE THAT IS DUE ON YOUR
VEHICLE EITHER BY TIME OR MILEAGE BASED ON FACTORY WARRANTY
REQUIREMENTS. THANK YOU FOR CHOOSING LEGEND KIA FOR YOUR
VEHICLE SERVICE AND MAINTENANCE NEEDS.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 0.00

COMMENTS
STEERING IS STIFF

DISCLAIMER OF WARRANTIES

BY SIGNING, BUYER ACKNOWLEDGES AND AGREES THAT THE SELLER EXPRESSLY DISCLAIMS ALL WARRANTIES WHETHER STATUTORY, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND WARRANTIES ARISING FROM COURSE OF DEALING OR USAGE OF TRADE. BUYER FURTHER AGREES THAT ALL EXPRESS WARRANTIES OR EXPRESS REPRESENTATIONS OF MATERIAL FACTS ARE CLEARLY SET FORTH UPON THIS AGREEMENT AND THAT NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED, EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.

It is understood that this company assumes no responsibility for loss or damage by theft or fire to this vehicle or its contents, or for damage to vehicle when called for and delivered or while road testing. Authorization for labor and material is granted and an express mechanic's lien is acknowledged to secure the payment therefor. Permission is granted to operate this vehicle on any street or road for the purpose of testing and inspection.

NOTICE PURSUANT TO PROPERTY CODE, §70.001
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF UNSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

X _____
Signature of the Person Responsible or Agent for Person Responsible for Payment.

Please provide us your e-mail address so that we may send you discounts on Service and Accessories.
E-mail: [redacted]

The Reynolds and Reynolds Company ERA-NTWS GM2415802 O (05/12)

LEGEND

12115 IH-35 North
San Antonio, TX 78233

KIA

mazda

www.legendkiasa.com
KIA SERVICE 210-587-2074
KIA PARTS 210-579-0406

www.legendmazdasa.com
MAZDA SERVICE 210-564-6801
MAZDA PARTS 210-564-1803

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: JOHN BOLE 60001	TAG NO.: 215	INVOICE DATE: 08/12/14	INVOICE NO.: [redacted]	
[redacted]	LABOR RATE: 115.00	LICENSE NO.:	MILEAGE: 32,296	COLOR: BLUE/	STOCK NO.: [redacted]
SAN ANTONIO, TX [redacted]	YEAR / MAKE / MODEL: 12/KIA/FORTE KOUP/2DR CPE EX MT			DELIVERY DATE: 09/17/13	DEALER NO.: 24 408
[redacted]	VEHICLE I.D. NO.: KNAFU6A20C5[redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R. O. DATE: 08/12/14	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS			MO: 32296

TOTALS----------

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

****
* *
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
* *

AT LEGEND WE CARE ** MGR PHONE # 210 564 - 3061
********** EXTREMELY IMPORTANT **********
YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM MAZDA OR KIA IN THE NEXT FEW WEEKS. THESE SURVEYS ARE EXTREMELY IMPORTANT TO US.THEY SERVE AS A REPORT CARD FOR US,AND ANYTHING LESS THAN "VERY SATIFIED" IS A COMPLETE FAILURE. IF YOU ARE NOT "VERY SATISFIED" PLEASE CONTACT THE SERVICE MANAGER.

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X _____
Signature of the Person Responsible or Agent for Person Responsible for Payment.

Please provide us your e-mail address so that we may send you discounts on Service and Accessories.
E-mail: [redacted]

The Reynolds and Reynolds Company ERAINTNVE GM245802 Q (05/12)

KIA MULTI-POINT INSPECTION

KIA CUSTOMER 360 SERVICE CENTERED AROUND YOU

Customer Name _____ Date _____

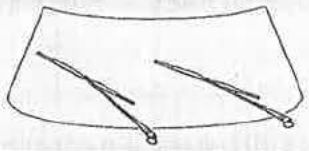
VIN [redacted] Year/Model Ford Mileage 32294

RO/Tag# 215 License [redacted] Phone _____

SERVICE ADVISOR SECTION

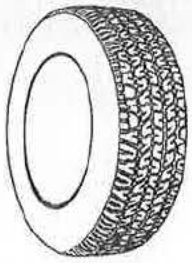
WIPER BLADES

OK
X SOON
NEED



CHECK TIRES/MEASURE TIRE TREAD DEPTH

LF 4 / 32"		RF 4 / 32"	
LR 3 / 32"		RR 3 / 32"	

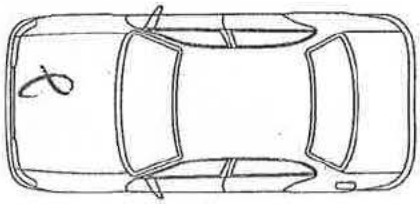


Size: _____ Brand: _____

OK
SOON
NEED

Tire Pressure Set to Factory Recommendation

EXTERIOR VEHICLE INSPECTION



Please note any scratches, dents or dings on the diagram above

MAINTENANCE INTERVAL

OK

_____ MILE SERVICE



TECHNICIAN SECTION

TECH ID: _____

CHECK & FILL	INSPECT EACH SERVICE	COMMENTS
	Automatic transmission fluid level/condition	Serv.
	Brake fluid level/condition	Serv.
	Coolant recovery reservoir fluid level/condition	
	Power steering fluid level/condition	Empty Top
	Transmission system level/condition	
	Window washer fluid level	Top
	Battery performance & terminals	
	Brake lines/hoses/parking brake	
	Clutch operation (if equipped)	
	Drive axle boots (CV, if equipped)	
	Cooling system & hoses for visible leaks and damage	
	Drive belt(s)	
	Exhaust system (loose parts, visible damage, leaks)	
	Oil and/or fluid leaks (Specify)	
	Operation of horn, interior and exterior lights	
	Front brake remaining 5 mm Lt. 3 mm Rt.	
	Rear brake remaining 5 mm Lt. 5 mm Rt.	
	Windshield for cracks, chips and pitting	
	Windshield washer spray or wiper operation	
	Steering, steering linkages/wheel end play/bearings	
	Suspension (damage/leaks/struts for bounce/shocks)	
	Other:	

Notes:

RECOMMENDED ADDITIONAL SERVICES

Air Filter	Tire Repair	Coolant Change	Engine Oil Change	Cabin Air Filter
Brakes (Specify)	Wheel Alignment	Fuel Filter Change	Timing Belt	Rear Differential Fluid Change
Rotate Tires	Transmission Fluid Change		Other: _____	

Customer Signature [redacted]

GREEN - INSPECTION RESULT - OK

RED - REQUIRES IMMEDIATE [redacted]

White Copy - Customer · Yellow - Attach to RO File Copy

USMSO 0P010

LEGEND

12115 IH-35 North
San Antonio, TX 78233

www.legendkiasa.com
KIA SERVICE 210-587-2074
KIA PARTS 210-579-0406

www.legendmazdasa.com
MAZDA SERVICE 210-564-6801
MAZDA PARTS 210-564-1803

CELL [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JAMES WARD 50620	198	12/31/13	[redacted]
[redacted] SAN ANTONIO, TX [redacted]	LABOR RATE 115.00 / LICENSE NO. / MILEAGE 25,162		COLOR BLUE/	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 12/KIA/FORTE KOUP/2DR CPE EX MT		DELIVERY DATE 09/17/13	DELIVERY MILES 24,408
	VEHICLE I.D. NO. KNAFU6A20C5[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE 10/19/13	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		MO: 25162

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	37110-35001U	BATTERY		
			TOTAL - PARTS		0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL 0.00

COMMENTS
TOW IN
DELETED OPERATION(S)
00MAZZ360 KIA 360 INSPECTION

TOTALS

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

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

AT LEGEND WE CARE ** MGR PHONE # 210 564 - 3061

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CUSTOMER SIGNATURE

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X _____
Signature of the Person Responsible or Agent for Person Responsible for Payment.

Please provide us your e-mail address so that we may send you discounts on Service and Accessories.
E-mail:

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[redacted]

LEGEND

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KIA PARTS 210-579-0406

www.legendmazdasa.com
MAZDA SERVICE 210-564-6801
MAZDA PARTS 210-564-1803

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: JAMES WARD 50620	TAG NO.: 198	INVOICE DATE: 12/31/13	INVOICE NO.: [redacted]	
[redacted]	LABOR RATE: 115.00	LICENSE NO.:	MILEAGE: 25,162	COLOR: BLUE/	STOCK NO.: [redacted]
SAN ANTONIO, TX [redacted]	YEAR / MAKE / MODEL: 12/KIA/FORTE KOUP/2DR CPE EX MT		DELIVERY DATE: 09/17/13	DELIVERY MILES: 24,408	
[redacted]	VEHICLE I.D. NO.: K N A F U 6 A 2 0 C 5 [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE: 10/19/13		
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS: MO: 25162			

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	37110-35001U	BATTERY		
			TOTAL - PARTS		0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL 0.00

COMMENTS
TOW IN
DELETED OPERATION(S)
00MAZZ360 KIA 360 INSPECTION

TOTALS

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

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

AT LEGEND WE CARE ** MGR PHONE # 210 564 - 3061

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X _____
Signature of the Person Responsible or Agent for Person Responsible for Payment.

Please provide us your e-mail address so that we may send you discounts on Service and Accessories.
E-mail: [redacted]

The Reynolds and Reynolds Company EQUILITHIVE GM2445802 Q (05/12)

LEGEND

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KIA PARTS 210-579-0406

www.legendmazdasa.com
MAZDA SERVICE 210-564-6801
MAZDA PARTS 210-564-1803

CELL: [redacted]

CUSTOMER NO.	ADVISOR		TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JAMES WARD	50620	198	12/31/13	[redacted]
	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	
	115.00		25,162	BLUE/	L5[redacted]
	YEAR / MAKE / MODEL			DELIVERY DATE	DELIVERY MILES
	12/KIA/FORTE KOUP/2DR CPE EX MT			09/17/13	24,408
SAN ANTONIO, TX [redacted]	VEHICLE I.D. NO.			SELLING DEALER NO.	PRODUCTION DATE
	K N A F U 6 A 2 0 C 5 [redacted]				
[redacted]	F. T. E. NO.	P.O. NO.		R.O. DATE	
				10/19/13	
[redacted]	COMMENTS				
					MO: 25162

JOB# 1 CHARGES

LABOR

TECH(S): 51102 WARRANTY

CUSTOMER STATES ENGINE WONT START
WILL NOT JUMP START - REPORT
ENGINE LOCKED UP
TECH INSPECTED VEHICLE-ENGINE LOCKED UP-WILL NOT HAND CRANK. REMOVED OIL PAN TO INSPECT-FOUND METAL SHAVINGS IN PAN. NEC TO RELACE ENGINE-SHORT BLOCK.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		259Y2-2GH00R	REMAN SHORT ENGI		WARRANTY
	1		20920-2GF00	GASKET KIT-ENGIN		WARRANTY
	2		22321-25001	BOLT-CYLINDER HE		WARRANTY
	8		22320-25000	BOLT-CYLINDER HE		WARRANTY
	1		23124-39802	DAMPER PULLEY		WARRANTY
	1		23120-35701	SPROCKET-C/SHAFT		WARRANTY
	1		21310-2G001	PUMP ASSY-OIL		WARRANTY
	1		PK535502	OIL CHANGE KIT		WARRANTY
	1		26300-35503	FILTER ASSY-ENGI		WARRANTY
	1		K9956-41400	GASKET/PACKING		WARRANTY
	5		5W20	ALL CLIMATE OIL		WARRANTY
	1		UM010-CH046	GRAY RTV GASKET		WARRANTY
	1		UM040-CH012	ANTIFREEZE/COOLA		WARRANTY
	3		820PR	80W90GEAR OIL		WARRANTY
				TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

TECH(S): 51102 WARRANTY

WILL NOT CRANK
STARTER SEIZED/LOCKED UP
NEC TO REPLACE STARTER

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		36100-2G200RU	REMAN STARTER		WARRANTY
				TOTAL - PARTS		0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

TECH(S): 51102 WARRANTY

CUSTOMER STATES BATTERY DEAD. REPLACE BATTERY
WILL NOT CRANK
NEC TO REPLACE BATTERY

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X _____
Signature of the Person Responsible or Agent for Person Responsible for Payment.

Please provide us your e-mail address so that we may send you discounts on Service and Accessories.
E-mail:

[redacted]

The Reynolds and Reynolds Company (ERA-IGNITE) GM245602 C (05/12)

LEGEND

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San Antonio, TX 78233

KIA

www.legendkiasa.com
KIA SERVICE 210-587-2074
KIA PARTS 210-579-0406

mazda

www.legendmazdasa.com
MAZDA SERVICE 210-564-6801
MAZDA PARTS 210-564-1803

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JAMES WARD 50620	198	01/06/14	[redacted]
[redacted]	LABOR RATE: 115.00 / LICENSE NO. / MILEAGE: 25,162		COLOR: BLUE/	STOCK NO.: L[redacted]
SAN ANTONIO, TX [redacted]	YEAR / MAKE / MODEL: 12/KIA/FORTE KOUP/2DR CPE EX MT		DELIVERY DATE: 09/17/13	DELIVERY MILES: 24,408
[redacted]	VEHICLE I.D. NO.: K N A F U 6 A 2 0 C [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		R. O. DATE: 12/26/13	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		MO: 25252

TOTALS----------

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

****

[ ] CASH [ ] CHECK CK NO. [ ]

[ ] VISA [ ] MASTERCARD [ ] DISCOVER

[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

AT LEGEND WE CARE.** MGR PHONE # 210 564 - 3061

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X _____
Signature of the Person Responsible or Agent for Person Responsible for Payment.

Please provide us your e-mail address so that we may send you discounts on Service and Accessories.
E-mail: [redacted]

CUSTOMER COPY

[END OF INVOICE] 09:44am

LEGEND

12115 IH-35 North
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KIA PARTS 210-579-0406

www.legendmazdasa.com
MAZDA SERVICE 210-564-6801
MAZDA PARTS 210-564-1803

CELL: [redacted]

CUSTOMER NO.	ADVISOR		TAG NO.	INVOICE DATE
[redacted]	JAMES WARD	50620	198	01/06/14
[redacted]	LABOR RATE: 115.00	LICENSE NO.	MILEAGE: 25,162	COLOR: BLUE/
SAN ANTONIO, TX [redacted]	YEAR / MAKE / MODEL: 12/KIA/FORTE KOUP/2DR CPE EX MT		DELIVERY DATE: 09/17/13	DELIVERY MILES: 24,408
[redacted]	VEHICLE I.D. NO.: K N A F U 6 A 2 0 C 5 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE: 12/26/13	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		MO: 25252

JOB# 1 CHARGES

LABOR

J# 1-31MAZ06 TRANS FLUID LEAK TECH(S):51102 WARRANTY

CUSTOMER STATES TRANSMISSION FLUID LEAKING
SEAL LEAKING
RESEALED TRANSMISSION

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		43119-39020	SEAL-OIL		WARRANTY
	1		UM010-CH046	GRAY RTV GASKET		WARRANTY
	2		820PR	80W90GEAR OIL		WARRANTY
	1		UM010-CH046	GRAY RTV GASKET		WARRANTY
				TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2-47MAZZ0 AXLE CONCERN TECH(S):51102 WARRANTY

NEC TO REPLACE LEFT AXLE
SPLINES WORN CAUSING EXCESSIVE NOISE
REPLACED LEFT AXLE
(LABOR - SEE JOB #1)

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		49501-1M310	JOINT ASSY-CV LH		WARRANTY
				TOTAL - PARTS		0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3-47MAZZ1 AXLE CONCERN TECH(S):51102 WARRANTY

NEC TO REPLACE LEFT FRONT WHEEL HUB/BEARING
WORN
REPLACED WHEEL BEARING

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		51720-2K000	BEARING-FR WHEEL		WARRANTY
				TOTAL - PARTS		0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL 0.00

COMMENTS
TOW IN-ALSO RO# 146745

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NOTICE PURSUANT TO PROPERTY CODE, §70.001

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X _____
Signature of the Person Responsible or Agent for Person Responsible for Payment.

Please provide us your e-mail address so that we may send you discounts on Service and Accessories.
E-mail: [redacted]

The Reynolds and Reynolds Company (SM2-45802 Q (05/12)

LEGEND

12115 IH-35 North
San Antonio, TX 78233

www.legendkiasa.com
KIA SERVICE 210-587-2074
KIA PARTS 210-579-0406

www.legendmazdasa.com
MAZDA SERVICE 210-564-6801
MAZDA PARTS 210-564-1803

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JOHN BOLE 60001	235	04/18/14	[redacted]

CELL: [redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
115.00		28,592	BLUE/	[redacted]

[redacted]
SAN ANTONIO, TX [redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
12/KIA/FORTE KOUP/2DR CPE EX MT	09/17/13	24,408

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
KNAFU6A20C [redacted]		

F.T.E. NO.	R. O. DATE
	04/18/14

RESIDENCE PHONE	BUSINESS PHONE
[redacted]	

COMMENTS

MO: 28596

TOTALS----------

****
* *
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
* *
****

AT LEGEND WE CARE ** MGR PHONE # 210 564 - 3061

********** EXTREMELY IMPORTANT **********

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM MAZDA OR KIA IN THE NEXT FEW WEEKS. THESE SURVEYS ARE EXTREMELY IMPORTANT TO US.THEY SERVE AS A REPORT CARD FOR US,AND ANYTHING LESS THAN "VERY SATIFIED" IS A COMPLETE FAILURE. IF YOU ARE NOT "VERY SATISFIED" PLEASE CONTACT THE SERVICE MANAGER.

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

CUSTOMER SIGNATURE

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X _____
Signature of the Person Responsible or Agent for Person Responsible for Payment.

Please provide us your e-mail address so that we may send you discounts on Service and Accessories.

E-mail: [redacted]

CUSTOMER COPY

[END OF INVOICE] 05:01pm

The Reynolds and Reynolds Company ERAINTHRIVE GM2458G2 O (05/12)

LEGEND

12115 IH-35 North
San Antonio, TX 78233

www.legendkiasa.com
KIA SERVICE 210-567-2074
KIA PARTS 210-579-0406

www.legendmazdasa.com
MAZDA SERVICE 210-564-6801
MAZDA PARTS 210-564-1803

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JOHN BOLE 60001	235	04/18/14	[redacted]
[redacted]	LABOR RATE: 115.00 / LICENSE NO. / MILEAGE: 28,592		COLOR: BLUE/	STOCK NO.: [redacted]
SAN ANTONIO, TX [redacted]	YEAR / MAKE / MODEL: 12/KIA/FORTE KOUP/2DR CPE EX MT		DELIVERY DATE: 09/17/13	DELIVERY MILES: 24,408
	VEHICLE I.D. NO.: KNAFU6A20C5 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE: 04/18/14	
RESIDENCE PHONE: [redacted]	BUSINESS PHONE: [redacted]	COMMENTS		MO: 28596

JOB# 1 CHARGES

LABOR

J# 1 00MAZ360 KIA 360 INSPECTION TECH(S):4000 INTERNAL

KIA 360 DEGREE MULTI-POINT INSPECTION
AS PER MANUFACTURER'S REQUIREMENTS
PERFORMED KIA 360 DEGREE MULTI-POINT INSPECTION.
SEE ATTACHED COPY AND YOUR SERVICE CONSULTANT FOR FACTORY
RECOMMENDED OR REQUIRED MAINTENANCE THAT IS DUE ON YOUR
VEHICLE EITHER BY TIME OR MILEAGE BASED ON FACTORY WARRANTY
REQUIREMENTS. THANK YOU FOR CHOOSING LEGEND KIA FOR YOUR
VEHICLE SERVICE AND MAINTENANCE NEEDS.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 51MAZ BODY ELECTRICAL TECH(S):51102 0.00

SPEEDOMETER IS EITHER ON 0 OR JUMPS AROUND
CUST NEEDS SPEED SENSOR
SOP

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	0	43624-28050	GEAR-SPEEDOMETER	18.08	0.00
PART ON SPECIAL ORDER					
		** QUANTITY 1 IS SPECIAL ORDERED **			
			TOTAL - PARTS		0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 0.00

COMMENTS
KRYSTALYN-ODOMETER READING CONCERN

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X _____

Signature of the Person Responsible or Agent for Person Responsible for Payment.

Please provide us your e-mail address so that we may send you discounts on Service and Accessories.

E-mail:

This Reynolds and Reynolds Company (Ranstrand) GM2458802 O (05/12)

 [CONTINUED ON NEXT PAGE] 05:01pm

[redacted]

KIA MULTI-POINT INSPECTION

KIA CUSTOMER 360° SERVICE CENTEREDAROUND YOU

Customer Name _____ Date _____

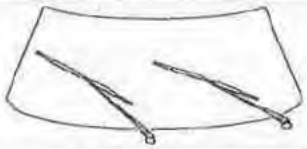
VIN _____ Year/Model _____ Mileage _____

RO/Tag# _____ License _____ Phone _____

SERVICE ADVISOR SECTION

WIPER BLADES

OK
SOON
NEED



CHECK TIRES/MEASURE TIRE TREAD DEPTH



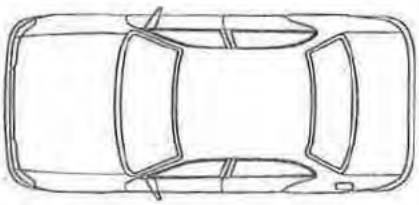
LF 32" RF 32"
LR 32" RR 32"

Size:_____ Brand:_____

OK
SOON
NEED

Tire Pressure Set to Factory Recommendation

EXTERIOR VEHICLE INSPECTION



Please note any scratches, dents or dings on the diagram above

MAINTENANCE INTERVAL

OK

_____ MILE SERVICE



TECHNICIAN SECTION

TECH ID:

CHECK & FILL	INSPECT EACH SERVICE	COMMENTS
☒	Automatic transmission fluid level/condition	
☒	Brake fluid level/condition	
☒	Coolant recovery reservoir fluid level/condition	
☒	Power steering fluid level/condition	
☒	Transmission system level/condition	
☒	Window washer fluid level	
☒	Battery performance & terminals	
☒	Brake lines/hoses/parking brake	
☒	Clutch operation (if equipped)	
☒	Drive axle boots (CV, if equipped)	
☒	Cooling system & hoses for visible leaks and damage	
☒	Drive belt(s)	
☒	Exhaust system (loose parts, visible damage, leaks)	
☒	Oil and/or fluid leaks (Specify)	
☒	Operation of horn, interior and exterior lights	
☒	Front brake remaining _____ mm Lt. _____ mm Rt.	
☒	Rear brake remaining _____ mm Lt. _____ mm Rt.	
☒	Windshield for cracks, chips and pitting	
☒	Windshield washer spray or wiper operation	
☒	Steering, steering linkages/wheel end play/bearings	
☒	Suspension (damage/leaks/struts for bounce/shocks)	
☒	Other:	

Notes:

RECOMMENDED ADDITIONAL SERVICES

☒ Air Filter	☒ Tire Repair	☒ Coolant Change	☒ Engine Oil Change	☒ Cabin Air Filter
☒ Brakes (Specify)	☒ Wheel Alignment	☒ Fuel Filter Change	☒ Timing Belt	☒ Rear Differential Fluid Change
☒ Rotate Tires	☒ Transmission Fluid Change		☒ Other: _____	

[redacted]

Customer Signature

☒ GREEN - INSPECTION RESULT - OK

☒ RED - REQUIRES IMMEDIATE ATTENTION

White Copy - Customer · Yellow - Attach to RO File Copy

© 2010 Kia Motors America, Inc.

[redacted] UI1050 PB010

LEGEND

12115 IH-35 North
San Antonio, TX 78233

KIA

mazda

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KIA PARTS 210-579-0406

www.legendmazdasa.com
MAZDA SERVICE 210-564-6801
MAZDA PARTS 210-564-1803

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JOHN BOLE 60001	775	04/29/14	[redacted]
[redacted]	LABOR RATE: 115.00 / LICENSE NO. / MILEAGE: 28,873		COLOR: BLUE/	STOCK NO.: [redacted]
SAN ANTONIO, TX [redacted]	YEAR / MAKE / MODEL: 12/KIA/FORTE KOUP/2DR CPE EX MT		DELIVERY DATE: 09/17/13	DELIVERY MILES: 24,408
	VEHICLE I.D. NO.: K N A F U 6 A 2 0 C 5 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 04/29/14	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		MO:. 28873

TOTALS----------

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

****
* *
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
* *

AT LEGEND WE CARE ** MGR PHONE # 210 564 - 3061
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_____
CUSTOMER SIGNATURE

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X_____
Signature of the Person Responsible or Agent for Person Responsible for Payment

Please provide us your e-mail address so that we may send you discounts on Service and Accessories.
E-mail: [redacted]

The Reynolds and Reynolds Company (FRANTHRIVE) GM2458802.O (05/12)

LEGEND

12115 IH-35 North
San Antonio, TX 78233

KIA

mazda

www.legendkiasa.com
KIA SERVICE 210-587-2074
KIA PARTS 210-579-0406

www.legendmazdasa.com
MAZDA SERVICE 210-564-6801
MAZDA PARTS 210-564-1803

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JOHN BOLE 60001	775	04/29/14	[redacted]
[redacted] SAN ANTONIO, TX [redacted]	LABOR RATE 115.00 / LICENSE NO. / MILEAGE 28,873		COLOR BLUE/	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 12/KIA/FORTE KOUP/2DR CPE EX MT		DELIVERY DATE 09/17/13	DELIVERY MILES 24,408
	VEHICLE I.D. NO. KNAFU6A20C5[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R. O. DATE 04/29/14	
R [redacted]	BUSINESS PHONE [redacted]	COMMENTS		MO: 28873

JOB# 1 CHARGES----------

LABOR----------

J# 1 00MAZZ360 KIA 360 INSPECTION TECH(S):60034 INTERNAL

KIA 360 DEGREE MULTI-POINT INSPECTION
AS PER MANUFACTURER'S REQUIREMENTS
PERFORMED KIA 360 DEGREE MULTI-POINT INSPECTION.
SEE ATTACHED COPY AND YOUR SERVICE CONSULTANT FOR FACTORY
RECOMMENDED OR REQUIRED MAINTENANCE THAT IS DUE ON YOUR
VEHICLE EITHER BY TIME OR MILEAGE BASED ON FACTORY WARRANTY
REQUIREMENTS. THANK YOU FOR CHOOSING LEGEND KIA FOR YOUR
VEHICLE SERVICE AND MAINTENANCE NEEDS.

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 11MAZ ENGINE MINOR TECH(S):51102 WARRANTY

SPEED SENSOR
CDS/SPEEED SENSOR
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	43624-28050	GEAR-SPEEDOMETER		WARRANTY
			TOTAL - PARTS		0.00

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 0.00

COMMENTS----------
SPEED SENSOR
DELETED OPERATION(S)----------
11MAZ04 FLUID LEAK-ENGINE

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X _____
Signature of the Person Responsible or Agent for Person Responsible for Payment.

Please provide us your e-mail address so that we may send you discounts on Service and Accessories.
E-mail [redacted]

The Reynolds and Reynolds Company ERAUTOVE GM245302 O (05/12)

ProNet Group, Inc.

CORPORATE (Houston)
1 Sugar Creek Center Blvd.
Suite 200
Sugar Land, Texas 77478
281.496.2865 (phone)
800.216.7268 (toll free)
281.496.9604 (fax)

Certificate of Registration No. F-3089
Agency No. A06273

info@pronetgroup.com
www.pronetgroup.com

November 19, 2014

Ms. Pat Gonzales
Allstate Insurance Company
4920 Westway Park Blvd, Suite 220
Houston, Texas 77041

Re:

Claim No:	[redacted]
Insured:	[redacted]
DOL:	10/25/14
Project:	Vehicle Fire Evaluation
Subject:	Summary Report of Inspection
ProNet No:	24317

Dear Ms. Gonzales:

On October 25, 2014, a Kia vehicle was involved in a fire. On October 29, 2014, ProNet Group, Inc. was retained by Allstate Insurance Company to inspect the vehicle and determine the origin and cause of the fire.

On November 10, 2014, Raymond J. Thompson, ASE, CVFI, CFEI, of ProNet Group, Inc. inspected the vehicle at Copart located at 8725 North IH 35 in New Braunfels, Texas. During this visit, the vehicle was inspected and photographs were taken to document our observations. The observations described and pictured in this report are representative of the conditions observed during our visit. This report will not reflect all conditions of the vehicle, but will demonstrate typical conditions observed. All photographs are available for review.

An engine oil sample and a broken engine component were recovered from the vehicle and are currently stored with ProNet Group, Inc. Unless otherwise instructed, all fluids obtained will be stored for 60 days from the date of this report for analysis purposes after which the evidence will be disposed.

[redacted]

2012 Kia Forte Inspection

The vehicle was identified as a 2012 Kia Forte bearing Vehicle Identification No. KNAFU6A20C5[redacted] The mileage was unavailable.

The vehicle has had prior repairs, which included the replacement of the engine block. This work was completed under warranty (see Attachment A, Repair Receipt) prior to the fire.

Inspection of the vehicle revealed the engine hood was partially void of paint. The engine compartment sustained fire damage that consumed some plastic components. The remainder of the vehicle was intact.

A large hole was observed on the side of the engine block. Additionally, oil was observed on the engine block and other surfaces.

Conclusions

To summarize our inspection of the Kia, the vehicle experienced an accidental fire that originated in the engine compartment. The cause of the fire was engine oil that expelled from sides of the engine block and made contact with surrounding hot engine components. This leak was a result of a catastrophic engine failure that produced a hole in the engine block. Legend Kia and Kia should be held accountable for this loss. If the engine did not experience a premature failure, the fire would not have occurred. Legend Kia and Kia should be notified of this failure and allowed opportunity to examine the vehicle.

This was a mechanical failure of the engine that occurred prior to the vehicle fire. The mechanical damage to the engine is not repairable.

This report was prepared for the exclusive use of Allstate Insurance Company and is not intended for any other purpose. This report is based on the information available to us at this time. Should additional information be presented or discovered, we reserve the right to review and, if necessary, revise this report and our conclusions, as required. ProNet Group, Inc., its affiliates, officers, agents, employees and representatives shall

not be liable to client or any third party for any loss, cost, damage or expense (including attorneys' fees), whether indirect, incidental, consequential, special or exemplary, incurred in the connection with the client's use of this report. The scope of this report extends only to the express noted items. Further, this report is not a warranty or guarantee, express or implied, of any kind.

Thank you for allowing us to provide you with this service. Should you have any questions, or require additional assistance, please do not hesitate to call.

Sincerely,

ProNet Group, Inc.

[redacted]

Raymond J. Thompson, ASE, CVFI, CFEI

[redacted]

ATTACHMENTS

A. REPAIR RECEIPT

[redacted]

LEGEND

12115 IH-35 North
San Antonio, TX 78233

www.legendkiasa.com
KIA SERVICE 210-587-2074
KIA PARTS 210-579-0408

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MAZDA SERVICE 210-564-6801
MAZDA PARTS 210-564-1803

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR JAMES WARD 50620	TAG NO. 198	INVOICE DATE 12/31/13	INVOICE NO. [redacted]	
[redacted]	LABOR RATE 115.00	LICENSE NO.	MILEAGE 25,162	COLOR BLUE/	STOCK NO. [redacted]
SAN ANTONIO, TX [redacted]	YEAR / MAKE / MODEL 12/KIA/FORTE KOUP/2DR CPE EX MT		DELIVERY DATE 09/17/13	DELIVERY MILES 24,408	
[redacted]	VEHICLE I.D. NO K N A F U 6 A 2 0 C [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	P.O. DATE 10/19/13		
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		MO: 25162	

JOB# 1 CHARGES

LABOR

JOB# 1 TECH(S):51102 WARRANTY

CUSTOMER STATES ENGINE WONT START
WILL NOT JUMP START - REPORT
ENGINE LOCKED UP
TECH INSPECTED VEHICLE-ENGINE LOCKED UP-WILL NOT HAND
CRANK. REMOVED OIL PAN TO INSPECT-FOUND METAL SHAVINGS IN
PAN. NEC TO RELACE ENGINE-SHORT BLOCK.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		259Y2-2GH00R	REMAN SHORT ENGI		WARRANTY
	1		20920-2GF00	GASKET KIT-ENGIN		WARRANTY
	2		22321-25001	BOLT-CYLINDER HE		WARRANTY
	8		22320-25000	BOLT-CYLINDER HE		WARRANTY
	1		23124-39802	DAMPER PULLEY		WARRANTY
	1		23120-35701	SPROCKET-C/SHAFT		WARRANTY
	1		21310-2G001	PUMP ASSY-OIL		WARRANTY
	1		PK535502	OIL CHANGE KIT		WARRANTY
	1		26300-35503	FILTER ASSY-ENGI		WARRANTY
	1		K9956-41400	GASKET/PACKING		WARRANTY
	5		5W20	ALL CLIMATE OIL		WARRANTY
	1		UM010-CH046	GRAY RTV GASKET		WARRANTY
	1		UM040-CH012	ANTIFREEZE/COOLA		WARRANTY
	3		820PR	80W90GEAR OIL		WARRANTY
				TOTAL - PARTS	0.00	

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

JOB# 2 TECH(S):51102 WARRANTY

WILL NOT CRANK
STARTER SEIZED/LOCKED UP
NEC TO REPLACE STARTER

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		36100-2G200RU	REMAN STARTER		WARRANTY
				TOTAL - PARTS	0.00	

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

JOB# 3 TECH(S):51102 WARRANTY

CUSTOMER STATES BATTERY DEAD. REPLACE BATTERY
WILL NOT CRANK
NEC TO REPLACE BATTERY

DISCLAIMER OF WARRANTIES

BY SIGNING, BUYER ACKNOWLEDGES AND AGREES THAT THE SELLER EXPRESSLY DISCLAIMS ALL WARRANTIES WHETHER STATUTORY, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND WARRANTIES ARISING FROM COURSE OF DEALING OR USAGE OF TRADE. BUYER FURTHER AGREES THAT ALL EXPRESS WARRANTIES OR EXPRESS REPRESENTATIONS OF MATERIAL FACTS ARE CLEARLY SET FORTH UPON THIS AGREEMENT AND THAT NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED, EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.

It is understood that this contract assumes no responsibility for loss or damage by fire or fire to the vehicle or its contents, or for damage to vehicle while called for and delivered or while road testing. Authorization for labor and materials is granted and an express mechanic's lien is acknowledged to secure the payment of same. Permission to operate the vehicle on city streets or road for the purpose of testing and inspection.

NOTICE PURSUANT TO PROPERTY CODE §70.001

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THIS REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION BY ME IN ACCORDANCE WITH BUSINESS & COMMERCE CODE §9.609 IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS NO FUNDS OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO AUTHORITY ON THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

X _____
Signature of the Person Responsible or Agent for Person Responsible for Payment

Please provide us your email address so that we may send you discounts on Service and Promotions.
E-mail

The Legend Kia and Reynolds Companies, Dallas, TX CM2455902 Q (05/12)

 [CONTINUED ON NEXT PAGE] 05:37pm

[redacted]

LEGEND

12115 IH-35 North
San Antonio, TX 78233

www.legendkiasa.com
KIA SERVICE 210-587-2074
KIA PARTS 210-679-0406

www.legendmazdasa.com
MAZDA SERVICE 210-564-6801
MAZDA PARTS 210-564-1803

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JAMES WARD 50620	198	12/31/13	[redacted]
[redacted]	LABOR RATE: 115.00 / LICENSE NO. / MILEAGE: 25,162		COLOR: BLUE/	STOCK NO.: [redacted]
SAN ANTONIO, TX [redacted]	YEAR / MAKE / MODEL: 12/KIA/FORTE KOUP/2DR CPE EX MT		DELIVERY DATE: 09/17/13	DELIVERY MILES: 24,408
[redacted]	VEHICLE I.D. NO.: KNAFU6A20C55[redacted]		SELLING DEALER NO. / PRODUCTION DATE	
	R.T.E. NO. / P.O. NO.		R.O. DATE: 10/19/13	
RESIDENCE PHONE: [redacted]	BUSINESS PHONE: [redacted]	COMMENTS		MO: 25162

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1		37110-35001U	BATTERY		
				TOTAL - PARTS		0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL 0.00

COMMENTS
TOW IN
DELETED OPERATION(S)
00MAZZ360 KIA 360 INSPECTION

TOTALS

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

****
* *
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
* *
AT LEGEND WE CARE ** MGR PHONE # 210 564 - 3061
********** EXTREMELY IMPORTANT **********
YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM MAZDA OR KIA IN THE NEXT FEW WEEKS. THESE SURVEYS ARE EXTREMELY IMPORTANT TO US.THEY SERVE AS A REPORT CARD FOR US,AND ANYTHING LESS THAN "VERY SATIFIED" IS A COMPLETE FAILURE. IF YOU ARE NOT "VERY SATISFIED" PLEASE CONTACT THE SERVICE MANAGER.

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES

BY SIGNING, BUYER ACKNOWLEDGES AND AGREES THAT THE SELLER EXPRESSLY DISCLAIMS ALL WARRANTIES WHETHER STATUTORY, CUSTOMS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND WARRANTIES ARISING FROM COURSE OF DEALING OR USAGE OF TRADE. BUYER FURTHER AGREES THAT ALL EXPRESS WARRANTIES OR EXPRESS REPRESENTATIONS OF MATERIAL FACTS ARE CLEARLY SET FORTH UPON THIS AGREEMENT AND THAT NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED, EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.

IT IS AGREED that this company assumes no responsibility for loss or damage by theft or fire to this vehicle or its contents, or for damage to a vehicle when called for and delivered, or while road testing. Authorization for labor and material is granted and an express mechanic's lien is acknowledged to secure the amount due hereby. Permission is granted to operate this vehicle on any street or road for the purpose of testing and inspection.

NOTICE PURSUANT TO PROPERTY CODE, §9.610

I, AS THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THIS REPAIR AGREEMENT, I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, §9.610, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE CHECK OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

X _____
Signature of Buyer, Person Responsible or Agent for Payor Responsible for Payment

Please provide us your e-mail address so that we may send you discounts on Service and Accessories. Email: [redacted]

CUSTOMER COPY

[END OF INVOICE] 05:37pm

The Reynolds and Reynolds Company (Form) GM24580Z O (05/12)

[redacted]

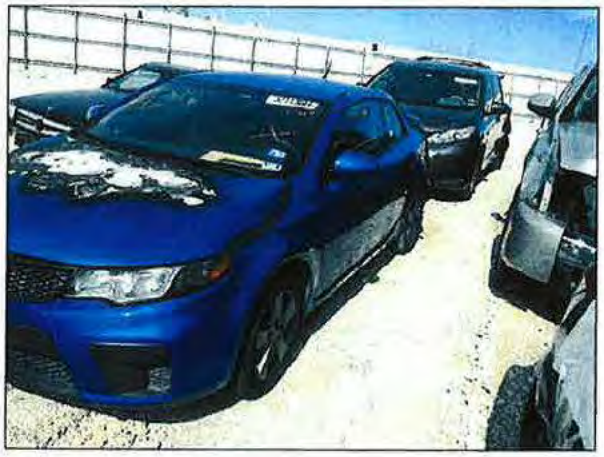
ATTACHMENTS

B. PHOTOGRAPHS

ProNet File No. [redacted]
Claim No. [redacted]

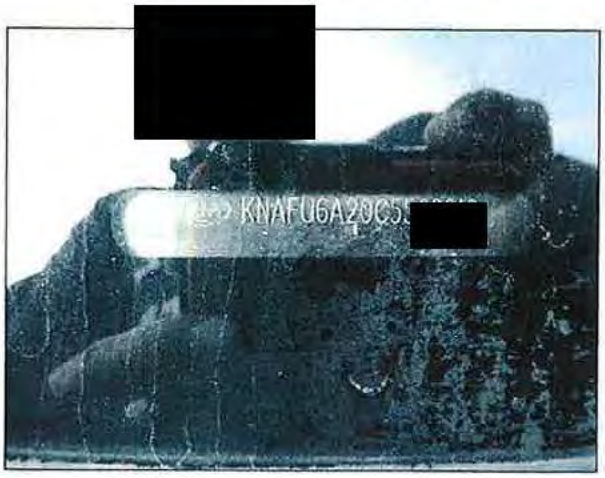
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[redacted]

ProNet File No. [redacted]
Claim No. [redacted]







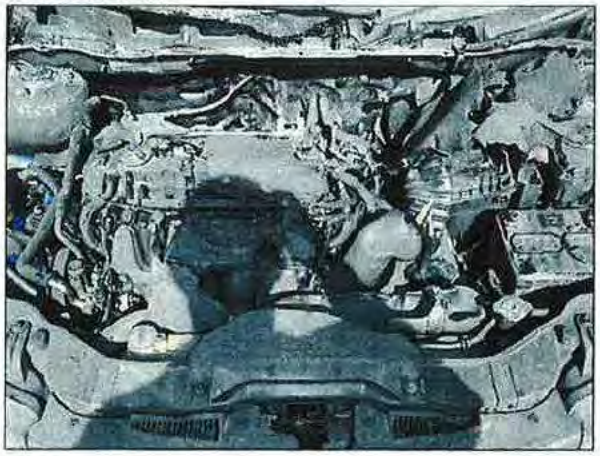
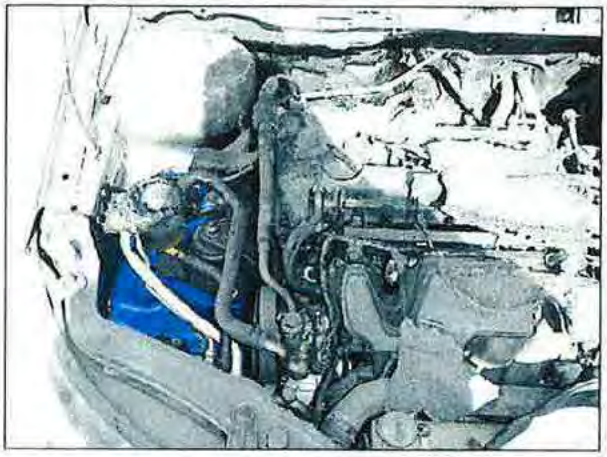






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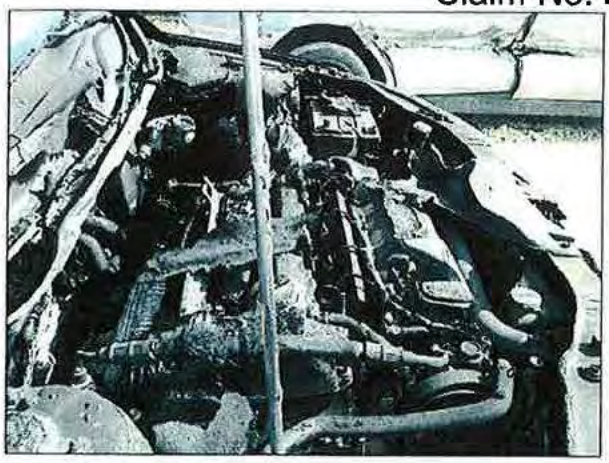
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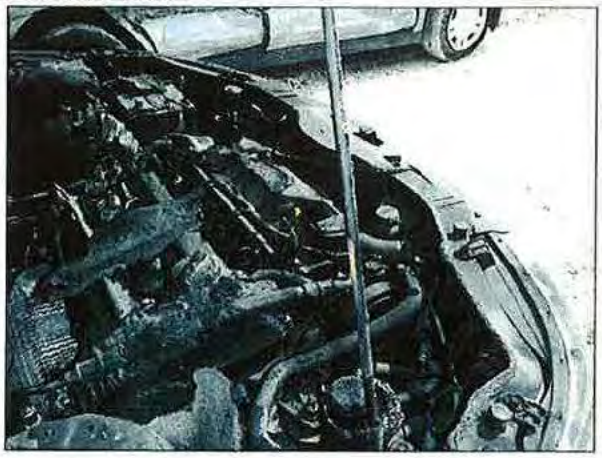







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ProNet File No. [redacted]
Claim No. [redacted]













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ProNet File No. [redacted]
Claim No. [redacted]













[redacted]

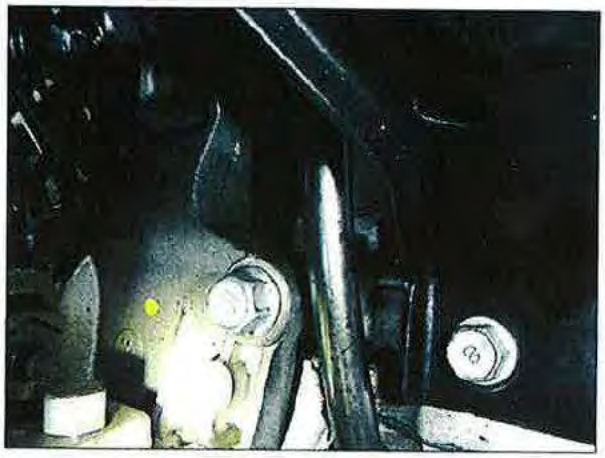
ProNet File No. [redacted]
Claim No. [redacted]













[redacted]

ProNet File No. [redacted]
Claim No. [redacted]







[redacted]

1/28/15
10:35:24
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

HILLEGASM
KIAPROD

VIN No : KNAFU6A20C5[redacted]

In Service Date: 4/30/12

Model . . D5261
Series . FORTE KOUP

	Repair Date	W T	Dlr No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
_	4/29/14	W	TX055	[redacted]	B 02	Speedometer Driven G	GEAR-SPEEDOMETER DRI	28873
_	12/26/13	W	TX055		A 02	M/T Case Oil Seal, R	SEAL-OIL	25162
_	12/26/13	W	TX055		C 01	Hub Bearing (Front),	BEARING-FR WHEEL HUB	25162
_	11/19/13	O	TX055		O 01	Emergency Order Reim		24408
_	11/19/13	W	TX055		Z 01	Short Block/Short En	PISTON & PIN ASSY	24408
_	10/19/13	W	TX055		S 02	Starter Motor Assy,	STARTER ASSY	24408
_	5/23/13	W	TX055		B 01	Flywheel Assy, R&R (	GEAR-RING	24093
_	4/25/13	W	TX055		A 02	Clutch Release Beari	BEARING-CLUTCH RELEA	24091
_	3/22/12	I	TX055		1 01			14

More...

I=Inquiry
F3=Exit

F11=Summary/Detail

[redacted]

WKR090 HILLEGASMA
WKR116 HILLEGASM

KIA MOTORS AMERICA
Campaign List by VIN

1/28/2015
10:35:33

Vehicle I.D : **KNAFU6A20C5[redacted]**

'C' Issue 'D' Number	Description	Dealer Code	Repair Date	Dealer Type

C=Close D=Remove F3=Exit
No records for this VIN

[redacted]

Allstate.
You're in good hands.
Roanoke National Subrogation Claim Cntr
PO BOX 21169
ROANOKE VA 24018

RECEIVED
MAY 26 2015
CONSUMER AFFAIRS

KIA MOTORS AMERICA
PO BOX 52410
IRVINE CA 926192410
Attn: Michele Hillegas

May 22, 2015

INSURED: [redacted]
DATE OF LOSS: October 25, 2014
CLAIM NUMBER: [redacted]
Kia case [redacted]

PHONE NUMBER: 800-776-2615
FAX NUMBER:
OFFICE HOURS: Mon - Fri 7:30 am - 6:00 pm

Dear Michele Hillegas,

Here is the original signed copy of the release. Thanks.

Sincerely,

DAVID LAUGHLIN

DAVID LAUGHLIN
800-776-2615 Ext. 7257132
Allstate Indemnity Company

COPART AUTO AUCTIONS
8725 N INTERSTATE 35
NEW BRAUNFELS, TX 78130
PHONE (830) 625-2030
TAX ID# 760476096

Date 5/15/15

Visit us at www.copart.com
All Amounts are in USD

FINAL INVOICE

Copart Lot# 32113044 62 TX - AUSTIN
Loss Date 10/25/14
Called In 10/28/14
P/U Cleared 10/28/14
Pickup Date 10/29/14
Original Title 12/09/14
Trans Title 12/09/14
Sale Document 12/23/14
Loss Type COLLISION
Description 12 KIA FORTE EX BLUE
Vehicle ID# KNAFU6A20C5[redacted]
License#/ST [redacted] TX
Mileage UNREADABLE
Pickup From JOHNY'S REC
315 PATBOOKER ROAD
UNIVERSAL CITY, TX 78148
(210) 945-7766

BI22 PIP190A
CASH PROCESSING
ALLSTATE INSURANCE COMPANY
PO BOX 650271
DALLAS, TX 75265 0271

Claim# [redacted]
Policy# [redacted]
Loss Code CLS
Reference#
Insured [redacted]
Owner G[redacted]

ADVANCE CHARGES PAID BY COPART

STORAGE	20.00
TAX	1.65
TOTAL ADVANCE CHARGES	21.65

COPART SERVICE CHARGES

TITLE PROCESSING.	8.00	SALVAGE CERT OF TITLE
PIP PROGRAM CHARGE.	90.00	
TOTAL COPART SERVICE CHARGES.	98.00	

TOTAL DUE COPART	119.65	
PROCEEDS FROM SALE	750.00CR	*Bid Raised By Internet*
PREVIOUS PAYMENTS FROM COPART.	630.35	
NET DUE COPART	.00	

COPART PAYMENTS DETAIL

COPART CHECK# 45802568	05/15/15	630.35

SALE INFORMATION

Lot# 32113044
Sale Date 5/14/15
Sale Amount 750.00
ACV 13292.00
Repair Est 13036.84
Return 5.6%
Cert# [redacted]
Payment From Buyer

Sold To 456620 AUTO MOTO DEALS LLC
5755 FUNSTON STREET
HOLLYWOOD, FL 33023 1929
(267) 210-0143

Item# 2524
Invoice Date 5/15/15
Invoice Amount .00 USD

REMIT TO: COPART
4610 WEST AMERICA DRIVE
FAIRFIELD, CA 94534

[redacted]