

PE19-004
KIA
6/28/2019
DEFECT A
CA FILES
FORTE

2010 FORTE_ ACCIDENT
SCRIPTS_ ALLEGED DEFECT
A_ EXPANDED SCOPE

Accident Report

Report Details

A-1) Who owns the vehicle?

[REDACTED]

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

[REDACTED]

A-3) What is the age of the driver?

26

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

No

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

no passenger

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?

12/26/2018 21:30:00

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

NA

B-2) What time was 911 called?

Not contacted

B-3) Describe the road & weather conditions at the time of the incident.

Cold

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

I was on the freeway and I was going about 50 mph and the acceleration was slowing down and the veh made a noise and then the veh started driving funny, I tried to get over and the people behind pulled over as well they told me that there was fire coming from the vehicle

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?

No

B-8) Have there ever been any aftermarket accessories installed on the vehicle?

no

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

43rd and 27th and Layton

D-1) Where is the vehicle now?

Russ Darrow

D-2) Have any repairs been completed?

No

D-3) Was the insurance company contacted?

No

D-4) Have you settled with the insurance company?

No

D-5) What action are you requesting of Kia?

To fix the engine

PE19-004
KIA
6/28/2019
DEFECT A
CA FILES
FORTE

2010 FORTE_CA
REPORTS_ALLEGED DEFECT
A_EXPANDED SCOPE

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2010 FORTE</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFU4A21A5	[REDACTED]	[REDACTED]	130.000
Waukesha ,	WI, [REDACTED]	Prod. Date: 08/25/2009	Dealer: WI019 Russ Darrow KIA Waukes		

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

Case History

*** 02/04/2019 11:34:58 (GMT-05:00) Eastern Time (US & Canada) ***

Contact = [REDACTED] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 02/04/2019 11:37:30 (GMT-05:00) Eastern Time (US & Canada) and created by Meggan Gorley ***

1. My engine has seized and I know that there are recalls on the engine
2. Who do I need to speak with about adding my veh to the list?

Writer States

1. Apologized
2. NHTSA produces the SC
3. I am not showing that your veh is impacted by the SC
4. What dealer ship is the veh at?

Cust States

1. Russ Darrow

Writer States

1. Who are you working with at the dealer ship?

Cust States

1. Ryan

Writer States

1. What has the dealer advised?

Cust States

1. They advised that the engine was seized
2. I was on the freeway and got to 50 mph and then the veh started to shut off and started
3. I was waiting on the tow
4. My oil had leaked out
5. Someone driving behind me stated that they had seen fire
6. I do not think this is fair

Writer States

1. Ok, I will need to dispatch this to National and they will follow up with you
2. Ran script
3. I will get this to the National Dept and then they will follow up with you

Cust States

1. Thank you

*** Note - Others created on 02/05/2019 16:42:35 (GMT-05:00) Eastern Time (US & Canada) and created by Meggan Gorley ***

Forwarding to NCA.

1. Customer alleges the veh caught fire
2. Vehicle is currently down at Russ Darrow
3. Customer is requesting to get the vehicle repaired
4. Please review and follow up accordingly.

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Last name	First name	VIN of	2010 FORTE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFU4A21A5	[REDACTED]	[REDACTED]	130.000
Waukesha ,	WI, [REDACTED]	Prod. Date: 08/25/2009	Dealer: WI019 Russ Darrow KIA Waukes		

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

*** Case 13035323 is sent on 2/5/2019 13:43:53 by Meggan Gorley

To: cerickson@kiausa.com

Cc: mgorley@kiaconsumeraffairs.com

Title: NO ACTION REQUIRED - Case Escalation:WI019, [REDACTED] [REDACTED]

*** Phone - Call - Inbound created on 02/05/2019 16:44:45 (GMT-05:00) Eastern Time (US & Canada) and created by Meggan Gorley ***

Forwarding to NCA.

1. Customer alleges the veh caught fire
2. Vehicle is currently down at Russ Darrow
3. Customer is requesting to get the vehicle repaired
4. Please review and follow up accordingly.

*** Phone - Call - Inbound created on 02/05/2019 16:45:09 (GMT-05:00) Eastern Time (US & Canada) and created by Jada Jones ***

<For Internal Use Only
esc approved>

*** 02/05/2019 16:45:49 (GMT-05:00) Eastern Time (US & Canada) ***

Dispatched from WIPBin = Escalations to Queue Central Region ECR by Meggan Gorley

Reason:

*** Phone - Call - Inbound created on 02/05/2019 15:30:28 (GMT-07:00) Arizona and created by Debra Rustin ***

Customer states

- 1.can you tell me exactly whats going on with my case
- 2.want to see if i got my car added to the recall list
- 3.i want to see what is on file

Writer states

- 1.Apologized
2. vehicles cant just be added to a recall list
3. there are many reasons why some vehicles are recalled and others are now
- 4.your case was sent to our national office today
- 5.someone will contact you in 2-3 business days

Customer states

- 1.thank you

*** 02/06/2019 07:43:54 (GMT-07:00) Arizona ***

Accepted from Queue Central Region ECR to WIPBin Default by Randy Chacon

*** 02/06/2019 07:50:58 (GMT-07:00) Arizona ***

Dispatched from WIPBin Default to Queue ZZ Steve Larez ECR by Randy Chacon

*** 02/06/2019 09:03:36 (GMT-07:00) Arizona ***

Assigned to WIPBin Default of Steve Larez by Randy Chacon

Reason:

*** Phone - Call - Inbound created on 02/11/2019 12:40:06 and created by BETHANY MERRITT ***

cust states

1. I am calling to see what is going on

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2010 FORTE</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFU4A21A	[REDACTED]	[REDACTED]	130.000
Waukesha ,	WI, [REDACTED]	Prod. Date: 08/25/2009	Dealer: WI019 Russ Darrow KIA Waukes		

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

2. No one has contact me
3. I have not heard from anyone

wtr states

1. Apologized
 2. Advised case has been escalated
 3. Advised will let CM know requesting a call back
- ***skype to SLarez, requested call back for customer asap***

cust states

1. I was told 2-3 business days
2. What is the NCA

wtr states

1. Advised TCS is not certain how these cases are handled by NCA

cust states

1. Understand
2. Thank you

*** Phone - Call - Inbound created on 02/12/2019 14:09:35 (GMT-07:00) Arizona and created by Chistopher Davis ***

Customer states:

1. Need update
2. Nobody has reached out to me yet
3. I need answers today

Writer states:

1. Apologized
2. I see case was escalated
3. May i place you on hold and review case?

Customer states:

1. Yes thanks

Skyped Steve / Transferred call, customer disconnected

*** Phone - Call - Inbound created on 02/12/2019 14:16:25 (GMT-07:00) Mountain Time (US & Canada) and created by Steve Larez ***

Customer called back

Customer states.

1. I am calling you back

Writer states.

1. Reviewed case.
2. I understand the vehicle had a fire.
3. I am going to send it to another dept to review the case.
4. Right now I would recommend you report this to your insurance
5. Where is the vehicle now.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2010 FORTE</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFU4A21A58	[REDACTED]	[REDACTED]	130.000
Waukesha ,	WI, [REDACTED]	Prod. Date: 08/25/2009	Dealer: WI019 Russ Darrow KIA Waukes		

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

Customer states.

1. It is at the dlr.
2. I do not have insurance on the vehicle.

Writer states.

1. Usually we would defer this to your insurance immediately.
2. The insurance would contact us if they felt it was a defect in the car that caused the fire.
3. There are no SC on the vehicles.
4. I will send it to the dept who reviews the case. They may or may not have the dlr inspect it.
5. More then likely they will refer you to your insurance and if you do not have insurance then you would be on your own. I am sorry

Customer states.

1. Thank you

*** 02/12/2019 14:27:20 (GMT-07:00) Mountain Time (US & Canada) ***

Dispatched from WIPBin = Default to Queue National CA by Steve Larez

Reason: Fire report taken by TCS. Send to ECR. NO Sc on vehicle, customer has no insurance. Sending to Nat. to review fire report

*** 02/13/2019 07:45:47 (GMT-08:00) Pacific Time (US & Canada) ***

Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 02/13/2019 07:48:53 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin Intro Calls of Ashley Vazquez by Jeff Stroup

Reason:

*** Phone - Call - Inbound created on 02/14/2019 11:36:36 and created by Haley Mitchell ***

[REDACTED] calling in

customer states:

- 1 I have not heard anything about my case
- 2 Is there any updates?

writer states:

- 1 sorry to hear
- 2 adv SLarez sent to National team but a case manager has not been assigned yet
- 3 adv they will be in contact with you as soon as they have received the information and can review it.
- 4 sorry for delay

customer states:

- 1 okay thank you

*** Phone - Call - Outbound created on 02/18/2019 09:50:31 and created by Ashley Vazquez ***

Wtr contacted [REDACTED] and left VM for call back

1. calling in regards to case
2. gave contact information

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Last name	First name	VIN of	2010 FORTE	Case Number	Mileage
		KNAFU4A21A5			130.000
Waukesha ,	WI,		Prod. Date: 08/25/2009	Dealer: WI019	Russ Darrow KIA Waukes

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

*** 02/18/2019 09:52:46 ***

Case moved into WIPBin Intro Calls and Sub Status of Assigned

*** Phone - Call - Outbound created on 02/18/2019 14:03:48 and created by Ashley Vazquez ***

Wtr spoke with

1. Calling in regards to case
2. Please advise

Customer states:

1. I was driving on the freeway and I was going no more than 55-60 miles when I could not go any more than that
2. I heard a loud noise and it started shutting down
3. I started to move over to get out and a couple followed me and let me know that they saw fire coming out from the front
4. I waited for the tow truck and I got really paranoid

Wtr states:

1. Apologized
2. verified vehicle is at Russ Darrow KIA
3. Do you have any photos?

Customer states:

1. No I do not have any photos

Wtr states:

1. No problem
2. I will go ahead and follow up with the dlr regarding your vehicle and once i have further information and photos I will review with my team and we will go from there
3. verified email address

Customer states:

1. Okay thank you

*** Email - External Email Sent created on 02/18/2019 14:40:16 and created by Ashley Vazquez ***

Wtr emailed customer stating:

Hello

Thank you for taking the time to speak with me.

As per our conversation, I have requested photos from Russ Darrow KIA. Once I receive those I will review them and the information I received from you with my team and we will go from there regarding the next steps. I will follow up with you when I get further information.

Thank you,

*** Phone - Call - Outbound created on 02/18/2019 14:43:47 and created by Ashley Vazquez ***

Wtr contacted Russ Darrow KIA 414-778-5700

spoke with service manager:

1. Calling in regards to case
2. Customer states engine seized due to thermal event

Svc manager states:

1. Vehicle has not thermal damage
2. Engine seized due to rod going through the bottom but there is not thermal damage

Wtr states:

1. thank you for information
2. requested photos of the engine

Svc manager will send over tomorrow

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2010 FORTE	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFU4A21A5 [REDACTED]	[REDACTED]	130.000
Waukesha , WI, [REDACTED]		Prod. Date: 08/25/2009	Dealer: WI019 Russ Darrow KIA Waukes	

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

*** Phone - Call - Outbound created on 02/25/2019 11:26:56 and created by Ashley Vazquez ***

Wtr contacted Ryan at Russ Darrow KIA 414-778-5700

1. I have not rec'd photos of vehicle
2. would you be able to send those?

Svc manager states:

1. I will send those now

Wtr thanked

*** Phone - Call - Outbound created on 02/26/2019 08:44:02 and created by Ashley Vazquez ***

Wtr spoke with [REDACTED]

1. calling in regards to case
2. I just wanted to check on the status of my car

Wtr states:

1. Apologized
2. I have not rec'd photos from the dealer
3. I spoke with them yesterday in regards to sending those over
4. I will go ahead and get in contact with them

Customer states:

1. okay thank you
2. Can they also take a picture of the piece that flew out of the front end of my car
3. I put it on the passenger side seat of my car

Wtr states:

1. I will go ahead and let them know to look into that

Customer thanked

*** Phone - Call - Outbound created on 02/26/2019 08:47:36 and created by Ashley Vazquez ***

Wtr contacted Ryan at Russ Darrow KIA 414-778-5700

1. Calling in regards to case
2. I have not yet rec'd the photos I requested
3. Customer has been waiting a while

Ryan states:

1. I should be able to get those to you sometime today

Wtr states:

1. Thank you
2. Customer also stating a piece of the engine came out of the front of the vehicle

Ryan states:

1. Yes that was the rod that blew through the engine

Wtr thanked for info

*** Phone - Call - Outbound created on 03/01/2019 11:09:58 and created by Ashley Vazquez ***

Wtr spoke with [REDACTED]

1. Calling in regards to case
2. I have reviewed your case
3. I rec'd photos from the dealer and we are not seeing any fire damage
4. Advised warranty has expired at this time
5. Determined that there will be no assistance provided

Customer states

1. Wow I don't understand

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2010 FORTE</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFU4A21A5	[REDACTED]	[REDACTED]	130.000
Waukesha ,	WI, [REDACTED]	Prod. Date: 08/25/2009		Dealer: WI019 Russ Darrow KIA Waukes	

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

2. All these cars that are catching on fire and nothing is happening with mine

3. My car should have a recall on the engine

Wtr states:

1. Apologized

2. Advised your vehicle has no engine SC

3. If there is any further information that you would like me to review please send that to me

4. At this time, we will no providing further assistance based on all information available to us

Customer states:

1. Okay thank you

*** 03/01/2019 11:18:20 ***

Closed by Ashley Vazquez with Resolution Code : Information Given

[Resolution Summary]

Customer was advised of findings/determination.

Accident Report

Case [REDACTED]

Report Details

A-1) Who owns the vehicle?

[REDACTED]

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

[REDACTED]

A-3) What is the age of the driver?

[REDACTED]

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

1

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

[REDACTED] passenger seat

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?

05/20/2017 20:31:00

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

None

B-2) What time was 911 called?

Wasn't called. AAA called.

B-3) Describe the road & weather conditions at the time of the incident.

Hot. Roads were fine.

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

Husbands nose was bleeding

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?

No

B-8) Have there ever been any aftermarket accessories installed on the vehicle?

No

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

101 South in Ventura after Bates road

C-1) Which fire agency responded?

None called. Driver put out fire himself

C-2) What is the fire report number?

None

D-1) Where is the vehicle now?

North Hollywood Mechanics shop

D-2) Have any repairs been completed?

No

D-3) Was the insurance company contacted?

Yes

D-4) Have you settled with the insurance company?

Yes, car is totaled

D-5) What action are you requesting of Kia?

Customer wants another car from Kia as insurance will pay off this one but leaves her with no car

Accident Report

Case [REDACTED]

Report Details

A-1) Who owns the vehicle?

Me

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

My husband

A-3) What is the age of the driver?

[REDACTED]

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

me and my husband

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

no

Accident Report

Case [REDACTED]

Report Details

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2011 FORTE	<u>Case Number</u>	<u>Mileage</u>
		KNAFU4A22B		84.000
		Prod. Date: 05/19/2011	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** 06/15/2017 16:19:27 (GMT-07:00) Arizona ***

Contact = Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 06/15/2017 16:10:28 (GMT-07:00) Arizona and created by Erika Lento ***

Cust states:

- 1.We had an issue with our kia that we bought in 2011
- 2.a piston shot through the engine block
- 3.We went to the kia yesterday to see if it would be covered
- 4.they said after 60k the warranty was no good
- 5.Why didn't the car warn me something was about to happen

Wrt states:

- 1.apologized
- 2.I don't see any open SC
- 3.Please take to dealership for diagnosis

Cust states:

- 1.It's at the insurance garage
- 2.I just want to know why this happened

Wrt states:

- 1.apologized
- 2.You would need to take vehicle to the dealership

Cust states:

- 1.ok thank you

*** 06/15/2017 16:19:54 (GMT-07:00) Arizona ***

Closed with Resolution Code : Information Given
[Resolution Summary]

*** 06/19/2017 08:48:39 (GMT-07:00) Arizona ***

Reopened with Sub Status of Working

*** Phone - Call - Inbound created on 06/19/2017 09:00:58 (GMT-07:00) Arizona and created by Michael Talbot-Haynes ***

The caller, is warm transferred to the writer

The caller states:

1. I want to see what you can do
2. My husband was told we would need to tow it a Kia dealer to look at this further
3. I want to know what dealer

The writer states:

1. Apologizes issues
2. I show the inquiry with us
3. What happened?

The caller states:

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2011 FORTE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFU4A22B5			84.000
		Prod. Date: 05/19/2011	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

1. We were on the highway on 101 South in Ventura after Bates road about 1:30 PM on 5/20
2. Made a weird noise
3. Pulled over
4. We saw that fire was coming out of the bottom of the car
5. We had water in the car, so we put it out ourselves
6. We didn't call 911 or the police or fire dept
7. We called AAA to tow it to our house
8. We were out there for hours on a section of road saying do not pull over
9. Insurance says this is totaled
10. They had it inspected already
11. I have no rental and no transportation now
12. I financed off and still owe 5k
13. Insurance will just pay that off and I will have no car
14. I want Kia to give me a car because I have to ride the bus now

The writer states:

1. Apologizes issues
2. Fills out fire report
3. I will get this to another dept to review your request
4. They will contact you in 2 to 3 business days to discuss further
5. Gives case #

The caller states:

1. Thank you

*** 06/19/2017 09:08:27 (GMT-07:00) Arizona ***

Dispatched from WIPBin = D Premium to Queue National CA by Michael Talbot-Haynes
Reason:

*** 06/20/2017 07:46:41 (GMT-08:00) Pacific Time (US & Canada) ***

Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 06/20/2017 07:58:18 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin default of Alex Villalpando by Jeff Stroup
Reason:

*** Phone - Call - Outbound created on 06/20/2017 09:59:01 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt attempted contact. Left message for CB

*** Phone - Call - Inbound commitment created on 06/20/2017 09:59:16 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/27/2017 and created by Alex Villalpando ***

*** 06/20/2017 10:04:30 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin default and Sub Status of Assigned

*** Phone - Call - Inbound created on 06/23/2017 16:19:46 (GMT-07:00) Arizona and created by Hui Page ***
Customer Called Back and States:

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Last name	First name	VIN of 2011 FORTE	Case Number	Mileage
		KNAFU4A22B5		84,000
		Prod. Date: 05/19/2011	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

1. Calling back on case update
2. Gave case#
3. No one f/u with me my car need be towed
4. Smoke comes out my vehicle

Writer States:

1. Apologized; any one hurt? Customer states: no
2. No Open SC'S
2. Second owners qualify for the remaining balance of 5yr or 60k miles, whichever comes first, from original warranty start date for manufacturer defects for LBW, PTW, and RSA.

Run script for fire

*** Phone - Call - Inbound created on 06/27/2017 08:13:05 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Contacting in regards to case
2. Please advise what happened

Cust states

1. This happened on May 20th
2. Was driving on 101 south
3. Car started making high ticking noises, heard a loud pop
4. Lights came on
5. Pulled over and saw smoke from under hood
6. Opened the hood and there were flames from under the motor
7. Insurance was contacted and they found a whole in the block
8. Insurance has paid off vehicle
9. It has been a month without a car
10. Asking why car did not give warning
11. CEL engine came on
12. Want a new vehicle

Wrt states

1. Thank you for information
2. Please provide contact info
3. Please provide photos and any reports available
4. Once received, case will be reviewed and will follow up

Cust states

1. Gives info
2. Thank you

*** Email - External Email Sent created on 06/27/2017 08:18:26 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

From: Villalpando, Alex [KMA]

Sent: Tuesday, June 27, 2017 8:13 AM

To: '

Subject: Kia Motos America

Kia Motors America

Consumer Affairs Department

Page 4 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2011 FORTE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFU4A22B			84.000
		Prod. Date: 05/19/2011	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Hello,

Thank you for speaking with me earlier. Per our conversation, please email me pictures of your vehicle and a copy of the police report if you have one. Please send the photos 1 at a time as our system does not accept large file attachments.

Thank you,

*** Phone - Call - Inbound commitment created on 06/20/2017 09:59:16 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/28/2017 and created by Alex Villalpando ***

*** Note - Others created on 06/28/2017 15:17:01 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Reviewed with Kia engineers

*** Phone - Call - Outbound created on 06/28/2017 15:17:39 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hello Mrs. [REDACTED]
2. Contacting in regards to case
3. After review, unable to offer assistance
4. Vehicle is out of warranty and you have settle with insurance
5. If insurance finds a manufacturer concern, they will subrogate
6. Explained subrogation process

Cust states

1. Okay then
2. We signed the letter yesterday.

Wrt states

1. Please contact me if you have any questions or concerns.
2. Thank you

*** Phone - Call - Inbound commitment fulfilled on 06/28/2017 15:20:55 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/28/2017 closed by Alex Villalpando ***

*** 06/28/2017 15:23:31 (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : Information Given

[Resolution Summary]

Pending further contact.

*** 06/30/2017 16:51:26 (GMT-08:00) Pacific Time (US & Canada) ***

Reopened with Sub Status of Working

*** Note - Others created on 06/30/2017 16:51:29 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Tread Review Completed

*** 06/30/2017 16:52:14 (GMT-08:00) Pacific Time (US & Canada) ***

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2011 FORTE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFU4A22B5			84.000
		Prod. Date: 05/19/2011	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Closed with Resolution Code : Information Given

[Resolution Summary]

Pending further contact.

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2011 FORTE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFU4A27B			50.000
Allentown, PA,		Prod. Date: 11/20/2010		Dealer: PA023	Keystone KIA

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Stall(In Idling/Unconfi

Case History

*** PHONE LOG 10/08/2013 09:59 AM US Mountain Standard Time LThayer

Writer states

1. What concern? can be further assisted

customer states

1. I need to talk to someone about my car
2. Its in the garage, they said I need all my service record
3. I went to the dealership in Jan
4. They need proof for them to fix my engine

writer states

1. Do you go to a dealership?

customer states

1. My husband does the oil changes and being an 11 didnt think I would need the receipts

writer states

1. Is the dealership advising anything further other than the receipts?

customer states

1. No

writer states

1. What is wrong with the vehicle?

customer states

1. Heard a pop then saw smoke from the vents and then dash lights came on then turned off

writer states

1. Were there any flames or was the smoke continuous?

customer states

1. There was a loud pop then some smoke but it cleared up

writer states

1. Is your vehicle currently at the dealership?

customer states

1. Yes, it had to be towed there

writer states

1. Who you speak with at the dealership?

customer states

1. Jaime

writer states

1. Is he a service advisor or manager?

customer states

1. I dont know if he is either

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2011 FORTE</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFU4A27B5	[REDACTED]	[REDACTED]	50.000
Allentown, PA, [REDACTED]		Prod. Date: 11/20/2010		Dealer: PA023	Keystone KIA

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Stall(In Idling/Unconfi

writer states

1. Which dealership?

customer states

1. Keystone Kia

writer stats

1. What are you asking from kia?

customer states

1. I dont get it
2. Its a new vehicle
3. I like kia products
4. This is my second kia
5. I want it fixed.

writer states

1. Advised will have to research into it
2. Advised will call back once there is more information,
3. Is there any way you can get receipts for the oil purchased?

Customer states

1. No, they were purchased by cash.

*** PHONE LOG 10/08/2013 10:06 AM US Mountain Standard Time LThayer Action Type:Outgoing call

Writer contacted PA023 spoke to Service Advisor Jaime

1. Calling to follow up with [REDACTED]

Service Advisor Jaime

1. Internal engine damage
2. It will be up to the rep or KMA
3. There is oil in it, but going to start it up it locks up
4. Dont know if its the right oil, it is black as coal

writer states

1. that is all there is so far

Service Advisor Jaime

1. She has not given authorize, or receipts.
2. It was towed in
3. This is the first time to this dealership.

writer states

1. Thank you

*** PHONE LOG 10/08/2013 10:10 AM US Mountain Standard Time LThayer Action Type:Outgoing call

Writer contacted [REDACTED]

1. Calling in regards to the dealership
2. Advised they are still needing the receipts

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2011 FORTE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFU4A27B5 [REDACTED]	[REDACTED]	50,000
Allentown, PA, [REDACTED]		Prod. Date: 11/20/2010	Dealer: PA023	Keystone KIA

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Stall(In Idling/Unconfi

3. Advised will be sending a request to the DPSM for review

4. May take 2 working days, and when there is more information will call you back

Customer states

1. Thank you

*** EMAIL OUT LThayer Action Type:External email

Send to:[dbobe@kiausa.com]

a) Customer name [REDACTED]

b) VIN:KNAFU4A27B5 [REDACTED]

c) MY and Mileage: 11 Forte 50000

d) Dealer Code: PA023

e) Selling Dealer: (Y or N)no

f) Original Owner: (Y or N)yes

g) Current Issue and Diagnosis: engine inop / seized

h) Repeat Concern? (Y or N) no

i) Able to Duplicate? (Y or N)yes

j) Repair History of current concern with Dates and Mileage:n/a

k) Customer Request:Repair under warranty

l) Justification for goodwill assistance? (i.e., extenuating circumstances, pertinent factors, etc)Customer stated its a 2011 Vehicle, shouldnt have this issue

m) Maintenance History (For goodwill requests only)None, customer husband been doing oil changes

Devon, 1. Customer is requesting assistance with repairs to vehicle. 2. Dealership says oil is black as coal, and customer advised her husband has been doing their oil changes 3. Dealership has asked for receipts and customer cant provide any

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]_LThayer_10-08-2013110954.doc>>

*** PHONE LOG 10/10/2013 11:11 AM US Mountain Standard Time LThayer Action Type:Incoming call

1. Calling to check on the status

Writer states

1. Advised that the District manager has been contacted and awaiting response

2. Advised once there is a response will call back

Customer states

1. Thank you

Kia Motors America
Consumer Affairs Department

Page 4 of 7

Last name	First name	VIN of 2011 FORTE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFU4A27B5 [REDACTED]	[REDACTED]	50,000
Allentown, PA, [REDACTED]	Prod. Date: 11/20/2010		Dealer: PA023 Keystone KIA	

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Stall(In Idling/Unconfi

*** PHONE LOG 10/11/2013 01:04 PM US Mountain Standard Time LThayer Action Type:Incoming call

Heather White states

1. Calling to follow up

Writer states

1. Advised still waiting a response from the DPSM

Customer states

1. Can I have that information to contact him?

Writer stats

1. Advised that the DPSM is not a public contact

Customer

1. Ok

2. Is a rental covered under warranty?

Writer states

1. Advised it is not

2. Advised the customer can make a request and if they say no you can contact KMA who can also request one for the customer and then that would be the answer

3. Advise that under warranty concerns one can be provided on a case by case basis

Customer states

1. Will follow up on Monday thank you

*** EMAIL OUT LThayer Action Type:External email

Send to:[dbobe@kiausa.com]

Email #2

a) Customer name [REDACTED]

b) VIN:KNAFU4A27B5 [REDACTED]

c) MY and Mileage: 11 Forte 50000

d) Dealer Code: PA023

e) Selling Dealer: (Y or N)no

f) Original Owner: (Y or N)yes

g) Current Issue and Diagnosis: engine inop / seized

h) Repeat Concern? (Y or N) no

i) Able to Duplicate? (Y or N)yes

j) Repair History of current concern with Dates and Mileage:n/a

k) Customer Request:Repair under warranty

l) Justification for goodwill assistance? (i.e., extenuating circumstances, pertinent factors, etc)Customer stated its a 2011 Vehicle, shouldnt have this issue

m) Maintenance History (For goodwill requests only)None, customer husband been doing oil changes

Devon, 1. Customer is requesting assistance with repairs to vehicle. 2. Dealership says oil is black as coal, and customer advised her husband has been doing their oil changes 3. Dealership has asked for receipts and customer cant provide any

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Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2011 FORTE</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFU4A27B	[REDACTED]	[REDACTED]	50.000
Allentown, PA, [REDACTED]		Prod. Date: 11/20/2010		Dealer: PA023	Keystone KIA

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Stall(In Idling/Unconfi

email.

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<<File Attachment:

\\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_[REDACTED]_LThayer_10-11-2013140439.doc>>

*** NOTES 10/18/2013 07:04 AM US Mountain Standard Time TShamburger Action Type:Manager review

*****dup serv alert case [REDACTED]

*** PHONE LOG 10/16/2013 12:18 PM US Mountain Standard Time NKulow

VM left by Mark at PA023

VIN/CST given

1. RO Opened: 10/8/13
2. Vchl needs motor
3. Repair authorized 10/14/13
4. Customers name [REDACTED]

*** PHONE LOG 10/18/2013 08:05 AM US Mountain Standard Time LThayer Action Type:Outgoing call

Writer contacted PA023 spoke to Service Advisor Jaime

1. Calling to follow up with [REDACTED] 11 Forte

Service Advisor Jaime

1. Authorized for an engine
2. Should be done Thursday or Friday of next week

writer states

1. How long has it been at the dealership as of now?

Service Advisor Jaime

1. As of a week, but was waiting for her documents, but the engine is being covered

Writer states

1. Thank you

*** PHONE LOG 10/23/2013 11:19 AM US Mountain Standard Time LThayer Action Type:Outgoing call

Writer contacted PA023 spoke to Service Advisor Jaime

1. Calling to follow up with Heather White's 11 Forte

Service Advisor Jaime

1. Motor is in, started and there is no oil pressure, put in new pump, now waiting per TL

Writer states

1. Thank you

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2011 FORTE</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFU4A27B5	[REDACTED]	[REDACTED]	50.000
Allentown, PA ,	[REDACTED]	Prod. Date: 11/20/2010	Dealer: PA023 Keystone KIA		

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Stall(In Idling/Unconfi

*** PHONE LOG 10/24/2013 08:34 AM US Mountain Standard Time LThayer Action Type:Outgoing call

Writer contacted PA023 Service Advisor Jaime

1. Calling to follow up with

Service Advisor Jaime

1. It is all done

writer states

1. So the oil pressure is taken care of?

Service Advisor Jaime

1. All done, just needs to be picked up

Writer states

1. Thank you

*** NOTES 10/28/2013 11:42 AM US Mountain Standard Time ACitrin Action Type:Manager review

*****Duplicate case notes, see [REDACTED]

Dealer :Keystone Kia

Technician :Bill Myers

Service Manager :Mark Fulmer

Dealer Phone :6107911900

DPSM :Devon Bobe

Vehicle Model :FORTE SEDAN

Model Year :2011

Mileage :57548

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

*** Performed by contact: Bill Myers, 6107911900

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

Problem Description :

new short block and oil pump installed. oil light on at idle goes off at 4000 rpm

Diagnostics Performed :

check oil pressure 0 at idle 7 psi at 4000 rpm

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

*** PHONE LOG 11/01/2013 11:05 AM US Mountain Standard Time LThayer Action Type:Outgoing call

Writer contacted [REDACTED]

1. Calling in regards to the 11 Forte

2. Dealer advised it was completed

3. Any questions please call, left 800#, case#, ext

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2011 FORTE</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFU4A27B	[REDACTED]	[REDACTED]	50.000
Allentown, PA ,	[REDACTED]	Prod. Date: 11/20/2010	Dealer: PA023 Keystone KIA		

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Stall(In Idling/Unconfi

*** PHONE LOG 11/11/2013 11:45 AM US Mountain Standard Time LThayer Action Type:Outgoing call

Writer contacted [REDACTED]

1. Calling to follow up with the 11 Forte
2. Dealership advised it was completed
3. Any questions or concerns please call back, left 800#, case#, ext

*** CASE CLOSE 11/14/2013 06:10 PM US Mountain Standard Time LThayer

PE19-004
KIA
6/28/2019
DEFECT A
CA FILES
FORTE

2012 FORTE_ACCIDENT
SCRIPTS_ALLEGED DEFECT
A_EXPANDED SCOPE

Accident Report

Case [REDACTED]

Report Details

1. Who Owns the Vehicle?

[REDACTED] <Provide Owner Name, Address, and Phone>

2. Who Was Driving the Vehicle and how many passengers were there, if any?

[REDACTED] driving
[REDACTED] boyfriend, passenger <Provide Driver's Name, Address, and Phone>

3. Do You Own the Vehicle?

Yes

4. What is the Age of the Driver?

[REDACTED] yrs old <Driver's Age>

5. What Was the Date and Time of the Accident?

07/31/15 1:40pm <DATE> and <TIME>

6. Describe the Road & Weather Conditions at the Time of the Accident.

It was hot and sunny, good road, no traffic <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

60 - 65mph <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

No

9. Were There Any Injuries?

I burned the inside of my rt leg by my ankle Yes, <Describe Injuries>

10. Was Anyone Taken by Ambulance to The Hospital?

No

11. Is Anyone Currently Under Medical Attention for this Incident?

No

12. Describe the Incident in Detail, including the approximate vehicle speeds

We were driving on 15 freeway going towards Las Vegas when heard a pop. I looked at dash, the oil light, CEL on, veh shaking. I pulled over, boyfriend lifted hood and there were flames coming from bottom of veh and smoke coming from oil stick. Veh would not crank up. <INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

13. Were the Police Contacted?

Yes

14. What is the Name of the Officer, Department, and Badge Number?

Nevada Highway Patrol
Dont have that info <Officer Name, Department, Badge>

15. What is the Police Report Number?

dont have it at this time <POLICE REPORT NUMBER>

16. Was the Insurance Company Contacted?

Western Ins.
Got it through the dlr where I purchased the veh, Got it from Car Pros Kia in Carson Yes, <Name, Address, and Phone of Insurance Company, Policy #, and Claim #>

17. Have You Settled With the Insurance Company?

No

18. Was the Vehicle Driven or Towed From the Scene?

Towed

19. Where is the Vehicle Now?

Findlay Kia in Las Vegas <VEHICLE LOCATION>

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

Yes

22. Did the Airbag(s) Deploy?

No

23. Was Airbag Light on prior to accident?

No

24. What action are you requesting of Kia?

I want a new veh, dont need it brand new. The dlr stated they would put me into a new veh. Pepe is the GM and he told me that but it hasnt happened. They keep brushing me off. Now they said they need more down payment and that is not what Pepe said. Now they are being rude to me. They said we will give you your down payment back and you can be without a car. They said we dont owe you anything. I told them that I was going to call corporate and Pepe and Pedro said go ahead, they cant make us do anything.
This is terrible, I want a vehicle. <RESOLUTION SOUGHT>

25. Have you reviewed the airbag section of the owners manual?

Yes - In order to consider your request, we will need you to provide us with copies of:

- i. Copy of Police Report (if available)
- ii. Pictures of vehicle (front, rear and side views)

Not Applicable

Accident Report

Case [REDACTED]

Report Details

A-1) Who Owns the Vehicle? Please provide Owner Name, Address, and Phone.

[REDACTED] [REDACTED] SACRAMENTO CA 9582 [REDACTED]

A-2) Who Was Driving the Vehicle and how many passengers were there? Please provide Driver's Name

I was driving alone

A-3) Do You Own the Vehicle?

Yes

A-4) What is the Age of the Driver?

[REDACTED]

A-5) What Was the Date and Time of the Accident?

05/13/2018 01:00:00

A-6) Describe the Road & Weather Conditions at the Time of the Accident.

It was getting dark on Forest Hill Rd

A-7) What Speed was the Vehicle Traveling?

55

B-1) Were any Other Vehicles Involved in the Accident?

No

B-2) Were There Any Injuries?

No

B-3) Was Anyone Taken by Ambulance to The Hospital?

No

B-4) Is Anyone Currently Under Medical Attention for this Incident?

No

B-5) Describe the Incident in Detail, including the approximate vehicle speeds, street names

It was getting dark on Forest Hill Rd in Forest Hill, CA travelling west and heard a ticking noise like diesel. The car dies and smoke from engine. When I opened the hood, there were flames. I called 911 and Fire & Hwy Patrol came. The fire went out and vehicle towed to Brake Masters, Roseville CA

C-1) Was the Police Contacted?

Yes

C-1-1) What is the Name of the Officer, Department, and Badge Number?

California Highway Patrol

C-1-2) What is the Police Report Number?

n/a

C-2) Was the Insurance Company Contacted?

Yes

C-2-1) Provide Name, Address, and Phone of Insurance Company, Policy #, and Claim #

State Farm: Policy# 2 [REDACTED]; agen: Scott Brown: 916-482-3300

C-2-2) Have You Settled With the Insurance Company?

No

C-3) Was the Vehicle Driven or Towed From the Scene?

Towed

C-4) Where is the Vehicle Now? Provide the location.

Brake Masters: 916-786-7800

C-5) Have Any Repairs Been Completed?

No

C-6) Were Parties Wearing Seatbelts?

Yes

C-7) Did the Airbag(s) Deploy?

No

C-8) Was Airbag Light on prior to accident?

No

D-1) What action are you requesting of Kia?

I was wondering if Kia can help with repairs or buyback the car.

D-2) Have you reviewed the airbag section of the owners manual? Yes - In order to consider your

Not Applicable

PE19-004
KIA
6/28/2019
DEFECT A
CA FILES
FORTE

2012 FORTE_CA
REPORTS_ALLEGED DEFECT
A_EXPANDED SCOPE

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 FORTE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFU4A28C5			130 000
		Prod. Date: 07/11/2011	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** 06/01/2018 17:24:14 (GMT-07:00) Arizona ***

Contact = Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 06/01/2018 17:44:21 (GMT-07:00) Arizona and created by Ali Ibrahim ***
Customer States:

1. Calling on an engine that caught on fire.
2. It happened on 5/12/2018 06:00:00 PM PST.
3. It was getting dark on Forest Hill Rd in Forest Hill, CA traveling west and heard a ticking noise like diesel.
4. The car dies and smoke from the engine.
5. When I opened the hood, there were flames.
6. I called 911 and Fire & Hwy Patrol came.
7. The fire was put out and vehicle towed to Brake Masters, Roseville CA.
8. I purchased the car used back in March 2015 @56,000 miles from CarMax.
9. I had a 127K mile Extended Warranty with Maxcore, 800-345-0191 but my vehicle has 130K miles so they will not help
10. I called my State Farm and they told since there was no collision, theft, or vandalism then I am covered.
11. They told me to call Kia
12. The Brake Master mechanic said the motor is blown and has metal shavings inside the oil.
13. I ordered a used Kia engine for \$1750 plus labor, total \$5000.
14. But I cannot afford it so I was wondering if Kia can help with repairs or buy back the car.

Writer Stated:

1. Apologized; Took accident report
2. Advised this unit has no open SC's not eligible for SC147 because it has a 2.0 L DOHC Engine whereas SC147 was for OPTIMA, SORENTO, SPORTAGE 2.4 or 2.0 L GDI Theta Engines.
3. Advised if Cust have any information like a copy of police report, photos, etc. please attach them to the Case.
4. Gave Case# and how to login into Kia Owner Portal to attach documents to the case.
5. Advised will forward this information to National office for further research & review
6. Kia National office will contact Cust within 2-3 business days
7. At that time they will advise who the Case Manager is and their contact info plus any status update

*** Note - Others created on 06/01/2018 18:05:45 (GMT-07:00) Arizona and created by Ali Ibrahim ***

Dispatching Case to NCA For:

1. Per Engine Fire Case Review
2. (06/01/2018) Customer alleges vehicle had an engine fire while traveling at 55 mph
3. There are no Injuries incident occurred on 5/2/2018 around 6:00 pm PST
4. Review of Case for Additional Assistance Determination.
5. The customer seeking repair assistance or buyback
6. Contact =
7. The vehicle is now at Brake Masters which is located at 106 Harding Blvd Roseville, CA 95678; 916-786-7800

*** 06/01/2018 18:12:46 (GMT-07:00) Arizona ***

Dispatched from WIPBin = 0- Default to Queue National CA by Ali Ibrahim

Reason: Per Alleged Engine Fire

*** 06/04/2018 07:59:45 (GMT-08:00) Pacific Time (US & Canada) ***

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

Kia Motors America

Consumer Affairs Department

Page 2 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2012 FORTE	<u>Case Number</u>	<u>Mileage</u>
		KNAFU4A28C5		130.000
		Prod. Date: 07/11/2011	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** 06/04/2018 08:06:26 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin default of Alex Villalpando by Jeff Stroup

Reason:

*** Phone - Call - Outbound created on 06/05/2018 08:32:24 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt attempted contact. Left message for CB

*** Phone - Call - Inbound commitment created on 06/05/2018 08:32:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/07/2018 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 06/07/2018 14:16:05 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt attempted contact. Left message for CB

*** Phone - Call - Inbound commitment updated on 06/07/2018 14:16:20 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/14/2018 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 06/14/2018 11:42:55 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hello contacting in regard to case
2. Please advise

Cust states

1. Driving car and started shaking
2. Heard pop and it caught fire
3. 911 came out
4. Took to friend and found hole in motor
5. Insurance not assisting because no collision
6. Had to buy a used motor and it is being repaired
7. Just wanted to see if there is any assistance
8. Did see online about recalls on the Optima

Wrt states

1. Thank you for information
2. Due to mileage, vehicle is out of warranty
3. Vehicle is also not under recall and is equipped with a different motor
4. Can review case
5. Please provide photos and other docs for review
6. Will review and follow up

Cust states

1. Okay thank you

*** Email - External Email Sent created on 06/14/2018 11:47:31 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Sent: Thursday, June 14, 2018 11:47 AM

To:

Kia Motors America
Consumer Affairs Department

Page 3 of 4

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
		KNAFU4A28C5		130,000
		Prod. Date: 07/11/2011	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Subject: Kia Motors America

Hello Mariah,

Thank you for speaking with me. Per our conversation, please email me pictures of your vehicle and a copy of the police and/or fire report if you have one. Please send the photos 1 at a time as our system does not accept large file attachments.

Thank you,

*** Phone - Call - Inbound commitment updated on 06/14/2018 11:47:45 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/15/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound created on 06/14/2018 16:05:10 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
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*** Phone - Call - Inbound commitment updated on 06/18/2018 14:53:13 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/19/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 06/18/2018 14:54:25 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/19/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 06/19/2018 12:07:43 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/21/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 06/21/2018 08:50:43 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/22/2018 and updated by Alex Villalpando ***

*** Note - Others created on 06/26/2018 14:05:03 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Reviewed with KMA engineers

*** Phone - Call - Outbound created on 06/26/2018 14:05:39 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt attempted contact. Left message for CB

*** Phone - Call - Inbound commitment updated on 06/26/2018 14:06:08 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/28/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 06/28/2018 10:20:22 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/03/2018 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 06/28/2018 10:20:25 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt attempted contact. Left message for CB

*** Phone - Call - Outbound created on 07/03/2018 10:27:11 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt attempted contact. Left message for CB

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 FORTE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFU4A28C5			130 000
		Prod. Date: 07/11/2011	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Phone - Call - Inbound commitment updated on 07/03/2018 10:27:23 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/06/2018 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 07/06/2018 09:41:45 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt attempted contact. Left message for CB

*** Phone - Call - Inbound commitment fulfilled on 07/06/2018 09:41:59 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/06/2018 closed by Alex Villalpando ***

*** 07/06/2018 09:42:10 (GMT-08:00) Pacific Time (US & Canada) ***

Closed by Alex Villalpando with Resolution Code : No Cust Contact

[Resolution Summary]

Pending further contact

Kia Motors America

Consumer Affairs Department

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Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
		knafu4a2xc5		65.885
Las Vegas ,	NV, 89146	Prod. Date: 01/16/2012	Dealer: NV009	Findlay KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** PHONE LOG 09/01/2015 12:16 PM US Mountain Standard Time ASoto

Cust states:

1. I only had the veh for 2 weeks
2. The veh is in Las Vegas
 - dont have the mileage or vin
3. On the way the engine blew up and caught on fire
4. Car Pros Kia said they would put in into a new veh when I got back from Las Vegas
5. They agreed to put me into another veh and now they said they are going to give me a down payment
6. I called the BBB and talked to an attorney
7. The attorney talked to the dlr and told the dlr that they were putting me into another dlr
8. They said they called the loan company and stated what happened so my payments wouldnt be needed but they never called the loan company
9. they said go ahead and call corporate, they cant make us do anything, that was Pepe and Pedro
10. All I want is another veh
11. they put me in a room and tell me they would take care of me on a date
 - I go back and they tell me the same thing
12. My blood pressure is up and I am so upset

Writer states:

1. Apologized
2. Verified cust info
3. Did BT Scripting
4. Writer will send case to the appropriate office for further assistance
 - please give them approx 2 - 3 business days for contact
5. Gave case number

*** PHONE LOG 09/01/2015 12:41 PM US Mountain Standard Time ASoto Action Type:Outgoing call

Writer called NV009 and states:

1. Calling for info on cust info
2. Need to know diagnosis, also was there an indication of a fire?

Jose SVCA:

1. Gave vin

Customer Name: Rickeisha Tippie

Original Owner (Y or N): N

Customer Phone #:

Customer Address: Compton CA

VIN: knafu4a2xc5

MY and Mileage: 2012 Forte, 65885

RO# and Open Date: , 08/01/15

Dealer Code / Selling Dealer (Y or N):NV009/ N

Current Repair Issue and Diagnosis: veh towed in

1. Blown motor in cylinder #3, rod shot through bottom of oil pan
 2. Inspectors came out and no one saw an indication of a fire
- Able to Duplicate: Y

Parts on Order (Y or N); part number, order number: veh is done

Vehicle repaired, customer has possession: Y N

Repeat Repair (Y or N): N

Days down at initial Service Alert report:

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 FORTE</u>	<u>Case Number</u>	<u>Mileage</u>
		knafu4a2xc5			65.885
Las Vegas ,	NV, 89146	Prod. Date: 01/16/2012	Dealer: NV009 Findlay KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Techline Case: N

Rental/Loaner provided: since when: N

Repair History of current concern: n/a

Customer request (if needed):

Justification of GW (include maintenance history):

Dealer contacted DPSM: N

If HEV veh is dlr HEV certified: n/a

1. Veh not under warranty, veh is repaired
2. The dlr in CA is getting the veh picked up today, CarPros Kia in Compton

*** NOTES 09/01/2015 12:46 PM US Mountain Standard Time ASoto Action Type:Dealer contact
DISPATCHING:

1. CUST ALLEGES VEH CAUGHT ON FIRE
2. CUST WANTS VEH REPLACED
3. VEH IS AT NV009, VEH REPAIRED NOT UNDER WARRANTY
4. ASSIST DETERMINATION

*** PHONE LOG 09/03/2015 10:47 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr:

1. Calling in reference to vehicle.
2. I wanted to f/u on the status, as I was made aware that you experienced a concern with the veh.

Customer:

1. Yes, I was in Vegas and the engine blew up and the bottom of the car was on fire.
2. I had only owned it for 2 weeks when this happened.
3. I called the dlr I bought it from and they said they would help me.
4. I told the, I didn't want the car anymore.
5. They said they would get me into a 2012 Kia Optima.
6. Come to find out they just called the bank on Tuesday when this was supposed to be done long ago and they are trying to put me in a Rio.
7. I have contacted the BBB, but the dlr told the BBB that they were putting me in a different car and that was a lie.
8. I am about to go protest outside the dlr and I am going to call the news.
9. Do I need to get an atty involved?
10. I am not driving that car anymore, I technically don't own it.

Wtr:

1. Apologized.
2. I am not sure what is going on between you and selling dlr.
3. However, KMA cannot get involved in sales trans.
4. I am calling specifically about the repairs as I don't have a say/control on the sales trans or what the dlr is trying to do for you.

Customer:

1. Ok, then its pointless to talk.

Wtr:

1. I don't think so.
2. I can look into the repairs.

Kia Motors America
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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 FORTE</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	knafu4a2xc5	[REDACTED]	[REDACTED]	65,885
Las Vegas ,	NV, 89146	Prod. Date: 01/16/2012		Dealer: NV009	Findlay KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Customer:

1. No, its pointless.

Customer disconnected.

*** CASE CLOSE 09/03/2015 10:47 AM Pacific Daylight Time JMOjica

No further action required.

*** CASE CLOSE 09/30/2015 04:45 PM Pacific Daylight Time JMOjica

TREAd review complete.

PE19-004
KIA
6/28/2019
DEFECT A
CA FILES
FORTE

2015 FORTE_ACCIDENT
SCRIPTS_ALLEGED DEFECT
A_EXPANDED SCOPE

Accident Report

Case [REDACTED]

Report Details

PE19-004
KIA
6/28/2019
DEFECT A
CA FILES
FORTE

2015 FORTE_CA
REPORTS_ALLEGED DEFECT
A_EXPANDED SCOPE

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
		KNAFK4A62F5		0
		Prod. Date: 07/23/2014	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** PHONE LOG 09/02/2016 08:41 AM Pacific Daylight Time CLoftus
NCA was forwarded customer email:

From: Jerry J Ross
Sent: Monday, August 29, 2016 3:13 PM
To: 'lgallegos@kiausa.com'
Cc: John C. Jameson
Subject: Kia Forte thermal event - KNAFK4A62F531

Linda, we had a thermal event, engine caught on fire, on a Kia Forte. We would like to have this car bought back since there does not appear to be any evidence of improper repair or abuse on this vehicle. Thanks

Location of vehicle:
2170 Mannheim Rd
Des Plaines IL 60018

Contact name:

Jerry Ross
Director Warranty and Recall Administration
The Hertz Corporation | 14501 Hertz Quail Spring Pkwy, OKC, OK. 73134
Phone: 405-775-3301 | Mobile: 405-365-1526
jross@hertz.com | www.hertz.com

*** PHONE LOG 09/06/2016 07:49 AM Pacific Daylight Time AnReyes Action Type:Outgoing call
NCA left VM for
Writer:

1. Calling in reference to email from Warranty and Recall admin.
2. Requesting photos of the vehicle as well as a fire report if available.
3. Please send over to my email address areyes@kiausa.com

*** PHONE LOG 09/06/2016 08:02 AM Pacific Daylight Time AnReyes Action Type:Outgoing call
NCA emailed Jross@hertz accident script, requesting photos, fire report

*** PHONE LOG 09/13/2016 12:07 PM Pacific Daylight Time AnReyes Action Type:Outgoing call
NCA left VM for customer
Director Warranty and Recall Administration
1. Requesting information about vehicle.
2. Specifically, photos, fire report, current status.
3. Give me a call back to discuss at
4. You can send information to areyes@kiausa.com

*** PHONE LOG 09/20/2016 08:26 AM Pacific Daylight Time AnReyes Action Type:Outgoing call
NCA left VM for Hertz maintenance rep.
1. Requesting a call back to discuss

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Page 2 of 7

Last name	First name	VIN of 2015 FORTE	Case Number	Mileage
		KNAFK4A62F5		0
		Prod. Date: 07/23/2014	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** PHONE LOG 09/28/2016 10:06 AM Pacific Daylight Time AnReyes Action Type:Outgoing call

NCA rec'd VM from

1. Requesting a call back

*** PHONE LOG 09/28/2016 10:10 AM Pacific Daylight Time AnReyes Action Type:Outgoing call

NCA spoke with

Writer:

1. Requesting more info on this

Rep:

1. Will send you photos

2. Had no luck last time

3.

Writer:

1. Will email and you can respond

Rep thanked

*** PHONE LOG 09/30/2016 02:03 PM Pacific Daylight Time AnReyes Action Type:Outgoing call

Rec'd photos, pending review

*** PHONE LOG 09/30/2016 02:03 PM Pacific Daylight Time AnReyes Action Type:Outgoing call

Tread review completed

*** EMAIL OUT ø AnReyes Action Type:External email

Send to:[Reyes, Andrew [KMA]]

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_ _AnReyes_10-05-2016151143.doc>>

*** PHONE LOG 10/05/2016 02:26 PM Pacific Daylight Time AnReyes Action Type:Outgoing call

NCA requested assistance from engineers

*** PHONE LOG 10/05/2016 03:36 PM Pacific Daylight Time AnReyes Action Type:Outgoing call

NCA left VM and emailed John Salerno at Hertz

1. Would like to confirm location of the vehicle

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2015 FORTE	<u>Case Number</u>	<u>Mileage</u>
		KNAFK4A62F5		0
		Prod. Date: 07/23/2014	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

2. Would like permission to inspect the vehicle.
3. Would like point of contact.
4. Please contact me as soon as you can

*** PHONE LOG 10/05/2016 03:50 PM Pacific Daylight Time AnReyes Action Type:Outgoing call
NCA left VM for Jerry Ross, warranty and recall admin for Hertz.

NCA left VM for John Salerno requesting a call back

*** PHONE LOG 10/06/2016 08:39 AM Pacific Daylight Time AnReyes Action Type:Outgoing call
NCA rec'd email from Jerry Ross, warranty and recall administration director
Andrew you can inspect the vehicle. Please contact Chuck at 847-759-7410 or John at 847-759-7414 to make arrangements.

*** PHONE LOG 10/06/2016 08:47 AM Pacific Daylight Time AnReyes Action Type:Outgoing call
Pending inspection

*** PHONE LOG 10/11/2016 01:09 PM Pacific Daylight Time AnReyes Action Type:Outgoing call
NCA sent doc request (title, maintenance records)

*** PHONE LOG 10/28/2016 01:08 PM Pacific Daylight Time AnReyes Action Type:Outgoing call
NCA rec'd maintenance records. Pending review.

*** PHONE LOG 11/03/2016 10:59 AM Pacific Daylight Time AnReyes Action Type:Outgoing call
NCA emailed
Hello Jerry,

I see two oil changes in the records provided. Is this correct?

*** PHONE LOG 11/17/2016 01:50 PM Pacific Daylight Time AnReyes Action Type:Outgoing call
NCA rec'd email from Charles Cialoni & responded to Charles.
Hello,

We'd like to confirm whether or not there have been more oil changes than the one we see at 15,981 miles. Thank you.

From: Charles T. Cialoni [<mailto:CCialoni@hertz.com>]
Sent: Monday, November 14, 2016 6:42 AM
To: Reyes, Andrew [KMA]
Cc: Robert A Head; John C. Salerno; Jerry J Ross
Subject: RE: 2015 Kia Forte - K3267907

Hello Andrew,

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 FORTE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFK4A62F			0
		Prod. Date: 07/23/2014	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Any updates for this vehicle?

*** PHONE LOG 11/28/2016 03:34 PM Pacific Daylight Time AnReyes Action Type:Outgoing call
NCA rec'd email from Charles Cialoni
It looks like we purchased the vehicle used at 15823. There are oil changes in the attachment at 15981 and 30527 (2nd doc from last).

*** PHONE LOG 12/12/2016 03:11 PM Pacific Daylight Time AnReyes Action Type:Outgoing call
NCA requested Hertz payment info from Fleet dept

*** PHONE LOG 01/10/2017 03:21 PM Pacific Daylight Time JeffStroup Action Type:Ltr/email/fax sent
Jerry,

Andrew has transferred out of the department. I just tried to call but might be after hours. Can you give me a call at the below number?

Thank you,

*** PHONE LOG 01/11/2017 08:53 AM Pacific Daylight Time JeffStroup Action Type:Incoming call
Jerry from Hertz called and stated:
1. i know this was inspected a few months ago

wtr stated:

1. yes looking at notes it has been inspected
2. it appears CSR was trying to obtain sales information
3. since this is a vehicle not purchased directly from KMA, can you provide sales information?

Jerry stated:

1. yes, i will get that over to you shortly.
2. thank you

*** PHONE LOG 01/12/2017 08:28 AM Pacific Daylight Time JeffStroup Action Type:Ltr/email/fax rec'd
Jeff, attached is the purchase invoice for the Kia Forte.

*** PHONE LOG 01/23/2017 04:45 PM Pacific Daylight Time AChavez Action Type:Outgoing call
Called John Salerno @ Hertz maintenance facility to give a status of review.

1. Left a voicemail message to return call.

Kia Motors America

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2015 FORTE	<u>Case Number</u>	<u>Mileage</u>
		KNAFK4A62F		0
		Prod. Date: 07/23/2014	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** PHONE LOG 02/20/2017 03:37 PM Pacific Daylight Time AChavez Action Type:Outgoing call
Called John Salerno (maintenance director) @ Hertz to inform of status.

1. Called no answer, left voicemail message to return call.

*** NOTES 02/22/2017 09:36 AM Pacific Daylight Time AChavez Action Type:NCA Corresp. sent
Email sent to John Salerno @ HERTZ offer of repurchase

John,

I received your voicemail message to reply to you via email regarding this case.

At this time is has been reviewed an offer of \$7,172 for the repurchase due to the thermal event. If you can forward this to the proper person for approval or put me in contact with, that would be great as well.

If any question that may arise please contact me.

Thank you,

*** NOTES 02/27/2017 10:32 AM Pacific Daylight Time AChavez Action Type:Internal
Attached email documents to case

*** PHONE LOG 04/10/2017 03:27 PM Pacific Daylight Time RRistow Action Type:Ltr/email/fax sent
Wrt emailed Jerry with Hertz;
Hello Jerry,

Jeff asked me to reach out to you on his behalf. I am able to offer you \$8,000 to repurchase the vehicle. Please sign and return the release. Also, please provide a copy of the title as I will need that to move forward as well.

Best,

*** PHONE LOG 04/17/2017 10:06 AM Pacific Daylight Time RRistow Action Type:Ltr/email/fax sent
Hey Jerry,

I have been working on the processing of the check. I just want to confirm that we will be able to have the clear title once it has been completed.

Thanks,

*** PHONE LOG 04/17/2017 10:14 AM Pacific Daylight Time RRistow Action Type:Ltr/email/fax rec'd

Kia Motors America

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2015 FORTE	<u>Case Number</u>	<u>Mileage</u>
		KNAFK4A62F5		0
		Prod. Date: 07/23/2014	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Yes I can release the lien on the title.

Jerry Ross

Director Warranty and Recall Administration

*** NOTES 04/18/2017 01:55 PM Pacific Daylight Time RRistow Action Type:Dealer contact
VRS 111712 submitted. Pending check.

*** PHONE LOG 04/26/2017 07:20 AM Pacific Daylight Time RRistow Action Type:Ltr/email/fax sent

Ryan, I have not received the check?

Jerry Ross

*** PHONE LOG 04/26/2017 07:21 AM Pacific Daylight Time RRistow Action Type:Ltr/email/fax sent
Jerry,

The repurchase request documentation was submitted 4/18/17 and is being reviewed. It takes a few weeks from the day the packet is submitted for us to receive the check. I will contact you as soon as I receive it.

Thanks,

*** PHONE LOG 05/05/2017 01:14 PM Pacific Daylight Time RRistow Action Type:Ltr/email/fax rec'd
Ryan, still waiting for a check..

Jerry Ross

Director Warranty and Recall Administration

The Hertz Corporation | 14501 Hertz Quail Spring Pkwy, OKC, OK. 73134

Phone: 405-775-3301| Mobile: 405-476-6492

jross@hertz.com <mailto:jross@hertz.com> | www.hertz.com

<https://protect-us.mimecast.com/s/ANnLBAI6AqJCd?domain=hertz.com>

*** PHONE LOG 05/05/2017 12:24 PM Pacific Daylight Time RRistow Action Type:Ltr/email/fax sent
Jerry,

The repurchase packet is still being reviewed. As soon as I receive the check, I will make you aware. The check will be sent to the company that handles repurchases. They will then contact you to exchange the check for the free and clear title and the vehicle. Feel free to give me a call if you have any questions.

Best,

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 FORTE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFK4A62F5			0
		Prod. Date: 07/23/2014	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** 05/15/2017 08:35:00 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 6. VRS and Sub Status of Working

*** 05/31/2017 12:39:17 (GMT-08:00) Pacific Time (US & Canada) ***

Letter of Guarantee for title release.pdf added by Ryan Ristow on 05/31/2017 12:39:17

*** Phone - Call - Inbound created on 05/31/2017 12:39:21 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt attached Letter of Guarantee of release title to the case. Check # for \$8000.00 was sent to Morley.

*** 05/31/2017 14:11:39 (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : Repurchase/SOC

PE19-004
KIA
6/28/2019
DEFECT A
CA FILES
FORTE

2015 FORTE_CA
REPORTS_ALLEGED DEFECT
A_EXPANDED SCOPE

Accident Report

Case [REDACTED]

Report Details

PE19-004
KIA
6/28/2019
DEFECT A
CA FILES
FORTE

2016 FORTE_CA
REPORTS_ALLEGED DEFECT
A_EXPANDED SCOPE

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of	2016 FORTE	Case Number	Mileage
		KNAFK4A6XG			43,900
Hollywood	FL , 33023	Prod. Date:	01/27/2016	Dealer: FL105	Hollywood KIA

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

Case History

Dealer : Hollywood Kia

Technician : Lebert Cole

Service Manager : SCOTT RUSSO

Dealer Phone :

DPSM : Danny Valdes

Vehicle Model : FORTE LX AUTO

Model Year : 2016

Mileage : 43900

Initial comments by Technician found in TL Case # :

[Problem Description]

CUSTOMER STATES WHILE DRIVING HEARD A LOUD BAN AND NOTICE FIRE UNDER VEHICLE, VEHICLE WAS TOWED TO DEALER

[Diagnostics Performed]

VERIFIED CUSTOMER CONCERN PERFORM INSPECTION AND FOUND VEHICLE AS COOLANT ,FAN OPERATES AS NO OIL CONECTING ROD CAME THROUGH THE CYLINDER BLOCK, REMOVE ROCKER COVER AND TAKE PICTURES

*** 12/12/2017 18:35:08 (GMT-07:00) Arizona ***

Assigned to WIPBin My default of Lonnie Thayer by Justina Sinclair

Reason:

*** Phone - Call - Outbound created on 12/13/2017 08:59:28 (GMT-07:00) Arizona and created by Lonnie Thayer

Writer contacted Mr. [REDACTED]

1. Voice mail box not set up yet

*** Phone - Call - Outbound created on 12/13/2017 09:00:47 (GMT-07:00) Arizona and created by Lonnie Thayer

Writer contacted FL105 spoke to Service

1. Calling to gather ro details on a customer veh

Service Adviser Candy

1. Replacing an engine but currently need to speak with tech and call back

2. Collects call back info

Writer states

1. Thank you

*** Phone - Call - Inbound commitment created on 12/13/2017 09:05:25 (GMT-07:00) Arizona with Commitment Date 12/14/2017 and created by Lonnie Thayer ***

*** Phone - Call - Outbound created on 12/14/2017 09:08:50 (GMT-07:00) Arizona and created by Lonnie Thayer

Writer contacted Mr. [REDACTED]

1. Voice mail box not set up yet

*** Phone - Call - Outbound created on 12/14/2017 09:09:47 (GMT-07:00) Arizona and created by Lonnie Thayer

Kia Motors America
Consumer Affairs Department

Page 2 of 6

Last name	First name	VIN of 2016 FORTE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNAFK4A6XG5 [REDACTED]	[REDACTED]	43,900
[REDACTED]	33023	Prod. Date: 01/27/2016	Dealer: FL105	Hollywood KIA

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

Writer contacted FL105 spoke to

1. Calling to gather ro details on [REDACTED] 16 Forte

Service Manager Scott

Customer Name [REDACTED]

Customer phone #: [REDACTED]

Customer address: [REDACTED]

VIN: KNAFK4A6X-G5 [REDACTED]

MY and Mileage: - 43900 (possibly incorrect due to unable to start veh)

Most recent RO#, Open and Close Date: 582114 - 11/21/2017

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

Most recent Repair Issue and Diagnosis: Customer says, driving on the highway, heard loud bang, battery light came on and noticed a fire starting under the veh / Needs an engine , there was an front end damage, cust insurance taking care of the bumper (no mention to engine failure causing front end damage)

Able to Duplicate (Y or N): yes

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

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

ETA for completion of repairs (if applicable): engine ordered a couple days ago and arrived today / pending installation

Parts on order (Y/N), if so obtain part#, order#: yes / 285v22eh00/ [REDACTED]

Techline Case (if applicable): [REDACTED]

Rental / Loaner Provided? If so, since when?: yes / rental provided by by insurance primarily, once their done then DLR will pick up remainder (pending)

Dealer contacted DPSM (if needed): no

Vehicle repaired?:no

Customer has possession?:no

Dealer Code/Selling Dealer (Y or N):FL105 / N

Original Owner (Y or N): Yes

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

Writer states

1. Thank you

*** Phone - Call - Outbound created on 12/14/2017 09:36:21 (GMT-07:00) Arizona and created by Lonnie Thayer

Writer contacted Mr. [REDACTED] @ updated phone number [REDACTED] left VM

VM states

- This is Jim and to leave a message

Writer states

1. Calling in regards to the 16 Forte

2. Left call back info

*** Phone - Call - Outbound created on 12/14/2017 09:39:08 (GMT-07:00) Arizona and created by Lonnie Thayer

Writer contacted FL105 spoke to Service Manager Scott

1. Just verifying customer name on the 16 Forte ending with G5 [REDACTED]

2. Once the new number was called it said Jim and wanted to make sure the right info was documented

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 FORTE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFK4A6XG5			43,900
Hollywood	FL ,	Prod. Date: 01/27/2016		Dealer: FL105	Hollywood KIA

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

Frank in Service states

1. Says Sam on the file

writer states

1. Thank you

*** Note - Others created on 12/14/2017 09:53:45 (GMT-07:00) Arizona and created by Lonnie Thayer ***

Forward to NCA

1. Customer alleges driving down highway, heard a loud bang then the battery light came on and a fire was starting below the veh
 - a. Unable to reach customer to gather further information
2. Vehicle is currently down at FL105
3. Customer has rental through insurance due top front end damage and once the insurance rental runs out the DLR will pick up remainder
 - a. Veh down at DLR since 11/21/2017
4. Please review and follow up accordingly

*** 12/14/2017 10:00:05 (GMT-07:00) Arizona ***

Dispatched from WIPBin = Commitment to Queue National CA by Lonnie Thayer

Reason:

*** Phone - Call - Inbound commitment fulfilled on 12/14/2017 10:00:24 (GMT-07:00) Arizona with Commitment Date 12/14/2017 closed by Lonnie Thayer ***

*** 12/18/2017 08:00:48 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 12/18/2017 08:01:50 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin 1. Intro Calls of Ryan Ristow by Jeff Stroup

Reason:

*** Others - Others commitment created on 12/18/2017 09:07:10 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/21/2017 and created by Ryan Ristow ***

*** 12/18/2017 09:07:42 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 1. Intro Calls and Sub Status of Assigned

*** Phone - Call - Inbound created on 12/21/2017 11:27:20 (GMT-05:00) Eastern Time (US & Canada) and created by Thomas Beam ***

DPSM, Danny Valdes

- 1.) I needed an update on this vehicle
- 2.) Nobody had contacted the dealer for this yet.
- 3.) The dealership is wanting to know what to do with the vehicle.
- 4.) The customer is wanting his car back
- 5.) The holiday is coming up and the dealership is afraid they will not get paid for the rental they gave him for this if it goes much longer.
- 6.) Someone needs to reach out to the dealership to speak with them about this.

Writer

- 1.) Apologized
- 2.) Informed would email TL and APM

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 FORTE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFK4A6XG55			43,900
Hollywood	FL ,	Prod. Date: 01/27/2016		Dealer: FL105	Hollywood KIA

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

3.) Informed would try to get someone on this today.

4.) Informed would notate case.

Danny

1.) Ok. Thank you

*** Phone - Call - Outbound created on 12/21/2017 08:39:45 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt contacted the DPSM and the Svc Mgr:

1. Calling to follow up on the vehicle.
2. please send in the estimate for repair.
3. I will review and get back to you ASAP with how to proceed.

Svc mgr replied:

1. okay, I will get that together for you.

*** Others - Others commitment fulfilled on 12/21/2017 08:41:17 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/21/2017 closed by Ryan Ristow ***

*** Email - External Email Received commitment created on 12/21/2017 08:41:10 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/22/2017 and created by Ryan Ristow ***

*** Email - External Email Received commitment created on 12/21/2017 08:41:10 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/03/2018 and created by Ryan Ristow ***

*** Email - External Email Received commitment created on 12/21/2017 08:41:10 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/04/2018 and created by Ryan Ristow ***

*** Email - External Email Received commitment fulfilled on 01/04/2018 10:54:56 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/04/2018 closed by Ryan Ristow ***
Wrt requested estimate

*** Email - External Email Received commitment created on 01/04/2018 10:54:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/08/2018 and created by Ryan Ristow ***

*** Email - External Email Received commitment fulfilled on 01/08/2018 10:48:22 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/08/2018 closed by Ryan Ristow ***
Wrt requested the estimate.

*** Phone - Call - Outbound commitment created on 01/08/2018 10:48:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/10/2018 and created by Ryan Ristow ***

*** Phone - Call - Outbound commitment fulfilled on 01/10/2018 11:03:13 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/10/2018 closed by Ryan Ristow ***
Wrt received estimate from the svc mgr:

CUSTOMER STATES HE WAS DRIVING ON EXPRESS LANE, CUSTOMER HEARD A LOUD BAN. CEL AND BATTERY LIGHT CAME ON. CUSTOMER NOTICED A FIRE STARTING UNDER VEHICLE. CHECK AND ADVISE. TOW IN
CAUSE: Catastrophic Engine Failure:

Kia Motors America
Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 FORTE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFK4A6XG5			43.900
Hollywood	FL ,	Prod. Date: 01/27/2016	Dealer: FL105 Hollywood KIA		

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

Labor total hours 9.20 @ 117.70 \$1082.84

1 20910-2EH03 GASKET KIT-ENGINE OV \$259.77
6 22320-2E000 BOLT-CYLINDER HEAD \$52.26
4 22321-2E000 BOLT-CYLINDER HEAD \$39.20
1 28310-2E200 MANIFOLD ASSY-INTAKE \$466.67
1 285V2-2EH00R REMAN SHORT BLOCK \$1328.00
1 UM040-CH012 ANTIFREEZE/COOLANT \$22.60
1 26300-35504 FILTER ASSY-ENGINE O \$6.60
1 NPNEN-G4OIL W-OIL \$16.50
1 UM016-CH123 THREEBOND 1217H \$19.45
1 21513-23001 GASKET-OIL PLUG \$1.02
1 505V5-2EH00 HEAD SUB ASSY CYLIND \$1039.85
1 21156-2E000 NIPPLE-BYPASS \$12.98
1 24100-2E110 CAMSHAFT ASSY-INTAKE \$366.35
1 24200-2E110 CAMSHAFT ASSY-EXHAUS \$365.13
1 24350-2E011 CVVT ASSY \$393.00
1 24410-2E000 TENSIONER ASSY-TIMIN \$88.35
1 25500-2E000 THERMOSTAT ASSY \$25.00
1 21350-2E350 COVER ASSY-TIMING CH \$390.45
4 22135-2E000 PIPE-SPARK PLUG HOLE \$30.96
1 22211-2E400 VALVE-INTAKE \$19.85
3 16011-10000 BALL-STEEL \$1.17
1 29110-A7300 PANEL ASSY-UNDER COV \$31.03
TOTAL PARTS \$4976.19

TOTAL LABOR \$1082.84

SUBLET CHARGES

SUBL CYLINER HEAD DEPOT \$395.00

RENTAL VEHICLE 10DAYS@35.00 \$350.00

TOTAL REPAIR \$ 6804.03

*** Email - External Email Sent created on 01/10/2018 11:06:58 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Scott,

Thanks for sending the estimate. I was able to review the value of the vehicle with the cost of the repair and you are clear to proceed with the repair under the terms of the warranty.

Best,

*** Others - Others created on 01/10/2018 11:08:18 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt attached KBB value.

*** Phone - Call - Outbound commitment created on 01/10/2018 11:09:44 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/17/2018 and created by Ryan Ristow ***

*** Phone - Call - Outbound commitment created on 01/10/2018 11:09:44 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/17/2018 and created by Ryan Ristow ***

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 FORTE</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFK4A6XG	[REDACTED]	[REDACTED]	43,900
Hollywood FL ,	[REDACTED]	Prod. Date: 01/27/2016	Dealer: FL105 Hollywood KIA		

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

Wrt requested a repair update

*** Phone - Call - Outbound commitment created on 01/10/2018 11:09:44 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/24/2018 and created by Ryan Ristow ***

*** Phone - Call - Outbound commitment fulfilled on 01/24/2018 10:55:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/24/2018 closed by Ryan Ristow ***
Engine repair completed 1/17/18.

*** 01/24/2018 10:57:03 (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : Repaired at Dlr

[Resolution Summary]

Vehicle repaired. Case closed pending customer or dealer contact.

PE19-004

KIA

6/28/2019

DEFECT A

CA FILES

FORTE

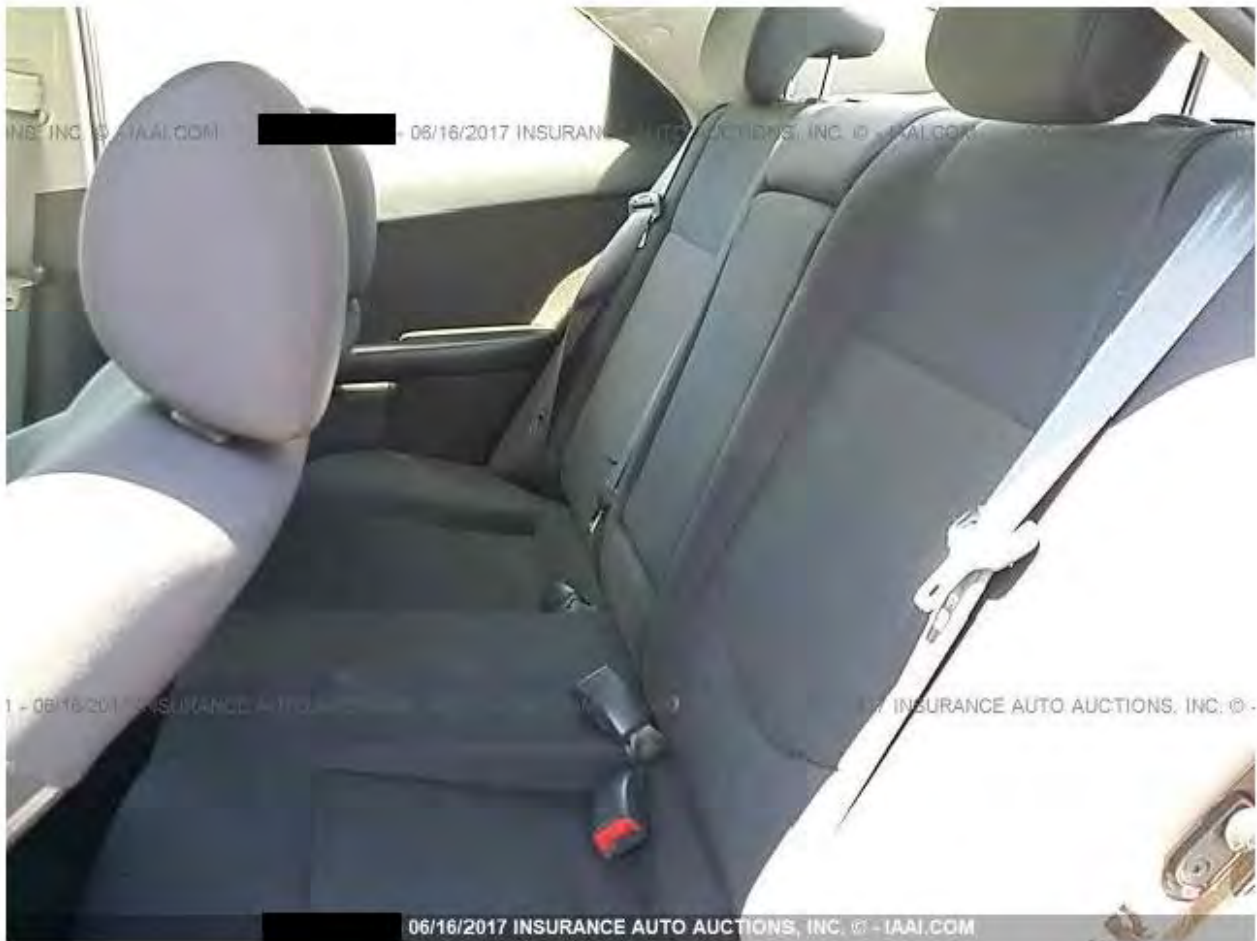








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MANUFACTURED IN KOREA BY
KIA MOTORS CORPORATION

05/11

GVWR

3814LB

PAINT IR

GAWR
FRONT

2160LB

GAWR
REAR

1808LB

TRIM WK

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL
MOTOR VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS
IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE

V.I.N KNAFU4A22B5

TYPE PASSENGER CAR

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PE19-004

KIA

6/28/2019

DEFECT A

CA FILES

FORTE



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Trade-in Value
\$7,863

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Value based on:

Fair

Good

Very Good

Excellent

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Give Buyers Confidence

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Compare loan offers from multiple lenders to see if you can lower your monthly payment.

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3 Easy Steps!

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Step 2: Find a dealer

Step 3: Get free quotes

Kia

Forte

ZIP Code: 49301

Start



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PE19-004

KIA

6/28/2019

DEFECT A

CA FILES

FORTE





Consumer Assistance Center Case Report

Printed By: LThayer

Case Number - [REDACTED]

10/08/2013 10:11:50 AM

Case Details

Title: Cust states vehicle stopped working and dealership is asking for receipts

VIN: KNAFU4A27B5 [REDACTED]

Mileage: 50000

Status: Working

Year: 2011

Model: FORTE SEDAN

Priority: Non-Priority

Severity: Low

Call Source: Phone - English

Owner: Lonnie Thayer

Owner Email: lonniethayer@kiaconsumeraffairs.com

Case Type Level1: Complaint

Case Type Level2: Quality

Case Type Level3: Engine/Exhaust/Battery/Fuel System

Case Type Level4: Engine Stall(In Idling/Unconfirmed Driving Condition)

Contact Details

Name: [REDACTED]

Phone: [REDACTED]

Alt Phone:

Fax:

Address1: [REDACTED]

Address2:

City: Coaldale

State: PA

Zip: [REDACTED]

Email: None

Dealer Details

Code: PA023

Name: Keystone Kia

Case History

*** PHONE LOG 10/08/2013 09:59:58 AM (Local Time) LThayer Action Type:

Writer states

1. What concern? can be further assisted

customer states

1. I need to talk to someone about my car
2. Its in the garage, they said I need all my service record
3. I went to the dealership in Jan
4. They need proof for them to fix my engine

writer states

1. Do you go to a dealership?

customer states

1. My husband does the oil changes and being an 11 didnt think I would need the receipts

writer states

1. Is the dealership advising anything further other than the receipts?

customer states

1. No

writer states

1. What is wrong with the vehicle?

customer states

1. Heard a pop then saw smoke from the vents and then dash lights came on then turned off

writer states

1. Were there any flames or was the smoke continuous?

customer states

Case History

1. There was a loud pop then some smoke but it cleared up

writer states

1. Is your vehicle currently at the dealership?

customer states

1. Yes, it had to be towed there

writer states

1. Who you speak with at the dealership?

customer states

1. Jaime

writer states

1. Is he a service advisor or manager?

customer states

1. I dont know if he is either

writer states

1. Which dealership?

customer states

1. Keystone Kia

writer stats

1. What are you asking from kia?

customer states

1. I dont get it
2. Its a new vehicle
3. I like kia products
4. This is my second kia
5. I want it fixed.

writer states

1. Advised will have to research into it
2. Advised will call back once there is more information,
3. Is there any way you can get receipts for the oil purchased?

Customer states

1. No, they were purchased by cash.

[!<For Internal Use Only:
>!]

*** PHONE LOG 10/08/2013 10:06:47 AM (Local Time) LThayer Action Type: Outgoing call

Writer contacted PA023 spoke to Service Advisor Jaime

1. Calling to follow up with Heather White

Service Advisor Jaime

1. Internal engine damage
2. It will be up to the rep or KMA
3. There is oil in it, but going to start it up it locks up
4. Dont know if its the right oil, it is black as coal

writer states

1. that is all there is so far

Service Advisor Jaime

1. She has not given authorize, or receipts.
2. It was towed in
3. This is the first time to this dealership.

writer states

1. Thank you

[!<For Internal Use Only:
>!]

*** PHONE LOG 10/08/2013 10:10:49 AM (Local Time) LThayer Action Type: Outgoing call

Writer contacted [REDACTED]

1. Calling in regards to the dealership
2. Advised they are still needing the receipts
3. Advised will be sending a request to the DPSM for review
4. May take 2 working days, and when there is more information will call you back

Case History

Customer states

1. Thank you

[!<For Internal Use Only:
>!]

******End Case Report* [REDACTED] *****



Consumer Assistance Center Case Report

Printed By: LThayer

Case Number - [REDACTED]

10/11/2013 01:06:37 PM

Case Details

Title: Cust states vehicle stopped working and dealership is asking for receipts

VIN: KNAFU4A27B5 [REDACTED]

Mileage: 50000

Status: Working

Year: 2011

Model: FORTE SEDAN

Priority: Non-Priority

Severity: Low

Call Source: Phone - English

Owner: Lonnie Thayer

Owner Email: lonniethayer@kiaconsumeraffairs.com

Case Type Level1: Complaint

Case Type Level2: Quality

Case Type Level3: Engine/Exhaust/Battery/Fuel System

Case Type Level4: Engine Stall(In Idling/Unconfirmed Driving Condition)

Contact Details

Name: [REDACTED]

Phone: [REDACTED]

Alt Phone:

Fax:

Address1: [REDACTED]

Address2:

City: Coaldale

State: PA

Zip: [REDACTED]

Email: None

Dealer Details

Code: PA023

Name: Keystone Kia

Case History

*** PHONE LOG 10/08/2013 09:59:58 AM (Local Time) LThayer Action Type:

Writer states

1. What concern? can be further assisted

customer states

1. I need to talk to someone about my car
2. Its in the garage, they said I need all my service record
3. I went to the dealership in Jan
4. They need proof for them to fix my engine

writer states

1. Do you go to a dealership?

customer states

1. My husband does the oil changes and being an 11 didnt think I would need the receipts

writer states

1. Is the dealership advising anything further other than the receipts?

customer states

1. No

writer states

1. What is wrong with the vehicle?

customer states

1. Heard a pop then saw smoke from the vents and then dash lights came on then turned off

writer states

1. Were there any flames or was the smoke continuous?

customer states

Case History

1. There was a loud pop then some smoke but it cleared up

writer states

1. Is your vehicle currently at the dealership?

customer states

1. Yes, it had to be towed there

writer states

1. Who you speak with at the dealership?

customer states

1. Jaime

writer states

1. Is he a service advisor or manager?

customer states

1. I dont know if he is either

writer states

1. Which dealership?

customer states

1. Keystone Kia

writer stats

1. What are you asking from kia?

customer states

1. I dont get it
2. Its a new vehicle
3. I like kia products
4. This is my second kia
5. I want it fixed.

writer states

1. Advised will have to research into it
2. Advised will call back once there is more information,
3. Is there any way you can get receipts for the oil purchased?

Customer states

1. No, they were purchased by cash.

[!<For Internal Use Only:
>!]

*** PHONE LOG 10/08/2013 10:06:47 AM (Local Time) LThayer Action Type: Outgoing call

Writer contacted PA023 spoke to Service Advisor Jaime

1. Calling to follow up with [REDACTED]

Service Advisor Jaime

1. Internal engine damage
2. It will be up to the rep or KMA
3. There is oil in it, but going to start it up it locks up
4. Dont know if its the right oil, it is black as coal

writer states

1. that is all there is so far

Service Advisor Jaime

1. She has not given authorize, or receipts.
2. It was towed in
3. This is the first time to this dealership.

writer states

1. Thank you

[!<For Internal Use Only:
>!]

*** PHONE LOG 10/08/2013 10:10:49 AM (Local Time) LThayer Action Type: Outgoing call

Writer contacted [REDACTED]

1. Calling in regards to the dealership
2. Advised they are still needing the receipts
3. Advised will be sending a request to the DPSM for review
4. May take 2 working days, and when there is more information will call you back

Case History

Customer states

1. Thank you

[!<For Internal Use Only:
>!]

*** EMAIL OUT 10/08/2013 10:17:29 AM (Local Time) LThayer Action Type: External email

- a) Customer name [REDACTED]
- b) VIN:KNAFU4A27B5 [REDACTED]
- c) MY and Mileage: 11 Forte 50000
- d) Dealer Code: PA023
- e) Selling Dealer: (Y or N)no
- f) Original Owner: (Y or N)yes
- g) Current Issue and Diagnosis: engine inop / seized
- h) Repeat Concern? (Y or N) no
- i) Able to Duplicate? (Y or N)yes
- j) Repair History of current concern with Dates and Mileage:n/a
- k) Customer Request:Repair under warranty
- l) Justification for goodwill assistance? (i.e., extenuating circumstances, pertinent factors, etc)Customer stated its a 2011 Vehicle, shouldnt have this issue
- m) Maintenance History (For goodwill requests only)None, customer husband been doing oil changes

Devon, 1. Customer is requesting assistance with repairs to vehicle. 2. Dealership says oil is black as coal, and customer advised her husband has been doing their oil changes 3. Dealership has asked for receipts and customer cant provide any

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] LThayer_10-08-2013110954.doc>>

*** PHONE LOG 10/10/2013 11:11:48 AM (Local Time) LThayer Action Type: Incoming call

1. Calling to check on the status

Writer states

1. Advised that the District manager has been contacted and awaiting response
2. Advised once there is a response will call back

Customer states

1. Thank you

[!<For Internal Use Only:
>!]

*** PHONE LOG 10/11/2013 01:04:34 PM (Local Time) LThayer Action Type: Incoming call

[REDACTED] states

1. Calling to follow up

Writer states

1. Advised still waiting a response from the DPSM

Customer states

1. Can I have that information to contact him?

Writer stats

1. Advised that the DPSM is not a public contact

Customer

1. Ok
2. Is a rental covered under warranty?

Writer states

1. Advised it is not
2. Advised the customer can make a request and if they say no you can contact KMA who can also request one for the customer and then that would be the answer
3. Advise that under warranty concerns one can be provided on a case by case basis

Customer states

1. Will follow up on Monday thank you

[!<For Internal Use Only:
>!]

Case History

Attachments to Case:

File Name

Email Attachment 10/08/2013 10:11:37 AM

Location

\\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_ [REDACTED] LThayer_10-08-2013110954.doc

******End Case Report* [REDACTED] *****

PE19-004

KIA

6/28/2019

DEFECT A

CA FILES

FORTE



INVOICE

INVOICE NUMBER		INVOICE DATE	
[REDACTED]		07/16/2016	
BILL TO		CLIENT CODE	
Attn: JOHN SALERNO HERTZ CLAIMS MGMT PO Box PO BOX 5075 DES PLAINES IL 60017-5075		HER250020	
		BUSINESS LINE / LOSS TYPE	
		A - Rental	
FOR INQUIRIES:		SUBMIT PAYMENT TO:	
PDA Chicago - North, IL #896 pdachicago-north@pdaorg.net (847) 516-3225		PDA TIN: 75-1160563 PO Box 471909 Fort Worth, TX 76147 <i>Please reference the invoice number and enclose a copy of the invoice on all payments.</i>	

INSURED	CLAIMANT	ASSIGNMENT DATE	PDA ASSIGNMENT #
HERTZ CORP		07/15/2016	896-607-0147
CLAIM #	POLICY #	LOSS DATE	REFERENCE #
[REDACTED]	Unit #: 15951109198	07/14/2016	

LOCAL CPA
SALVAGE SERVICE

\$ 60.00

Thank you for your business!

Terms: Professional fees due upon receipt. Interest accrues at 1% per month. Please reference the invoice number and enclose a copy of the invoice on all payments.	TOTAL CHARGES:	60.00
	INVOICE TOTAL:	\$ 60.00



Condition Report

Date: 7/16/2016
Property Condition: Total Loss

Assignment Number
[REDACTED]

Office:

PDChicago - North, IL #896
P.O. Box 392
Arlington Heights, IL 60006
Phone: 847-516-3225
Fax: 847-516-3119

Insurance Company:
HERTZ CLAIMS MGMT
Adjuster: JOHN SALERNO

Vehicle/Owner Information:

Insured: HERTZ CORP
Vehicle: 2015 Kia FORTE
VIN #: KNAFK4A62F5 [REDACTED]

Loss Recap for Total Loss

Damage Appraisal...\$32,608.47
Percent of ACV..... 261.39%
Deductible.....\$0.00
Total.....\$32,608.47

Assignment Received: 7/15/2016

Date of Loss: 7/15/2016

Date of First Contact: 7/15/2016

Date of Inspection: 7/16/2016

Inspection Location:

Repair Facility:

HERTZ CORP
2170 S MANNHEIM RD DES PLAINES, IL 60018

Loss Recap

Estimated Amount of Open Damages: \$0.00

Estimated Salvage Value: \$0.00

Repair Facility Estimate Amount: \$0.00

Recommendation: Total Loss

Primary Damage:

Secondary Damage:

Damage Appraisal: \$32,608.47

Claim #: [REDACTED]

Policy #:

Unit #: 15951109198

Agreed Scope of Damage: No

Days to Repair: 0

Appearance Allowance: No

Betterment/Depreciation: No

Applicable:

Reason:

Tow Charges: \$0.00

Storage Rate Per Day / Total: N/A

Direction to Pay: Unknown

Drivable: No

Condition Summary

Interior:
Paint:

Exterior:
Paint: 0

Special Equipment:

Approx Cost of Special
Equipment: \$0.00

Tire Information:

Tread Depth:

(in 32nd's)

LF:0 RF:0

LR:0 RR:0

Spare:0

Size:

Type:

Remarks

Open Items

Assignment completed. The estimate and photos are attached.

Date: 7/16/2016 04:06 PM
Estimate ID: [REDACTED]
Estimate Version: 1
Correction: 1
Profile ID: * PDA

Property Damage Appraisers (PDA Chicago-North)

P.O. Box 392, Arlington Heights, IL 60006
(847) 516-3225
Fax: (847) 516-3119
Email: pdachicago-north@pdaorg.net

* Not An Authorization For Repair *
Read disclaimers following appraisal calculations.

Damage Assessed By: Richard Drozd
Classification: Field

Appraised For: JOHN SALERNO.

Date of Loss: 7/14/2016
Date Assigned: 7/16/2016
Deductible: 0.00
File Number: [REDACTED]
Policy No: U t # [REDACTED]

Claim Number: [REDACTED]

Insured: HERTZ CORP
Owner: HERTZ CORP
Address: 2170 S MANNHEIM RD, DES PLAINES, IL 60018

Mitchell Service: 911665

Description: 2015 Kia Forte LX
Body Style: 4D Sed
VIN: KNAFK4A62F5 [REDACTED]
Mileage: 31,186
OEM/ALT: O
Color: SILVER
Options: PASSENGER AIRBAG, POWER LOCK, POWER WINDOW, POWER STEERING, REAR WINDOW DEFOGGER
AIR CONDITION, TILT STEERING COLUMN, AM/FM STEREO, DRIVER AIRBAG
HEATED EXTERIOR MIRROR, FRONT SIDE AIRBAG WITH HEAD PROTECTION
ANTI-LOCK BRAKE SYS., TRACTION CONTROL, TIRE INFLATION/PRESSURE MONITOR
AUXILIARY INPUT, BLUETOOTH WIRELESS CONNECTIVITY, SATELLITE RADIO, CD PLAYER
POWER ADJUSTABLE EXTERIOR MIRROR, AUTOMATIC TRANSMISSION, TRIP COMPUTER
FIRST ROW BUCKET SEAT, CLOTH SEAT, SIDE AIRBAGS, AUTOMATIC HEADLIGHTS
SECOND ROW SIDE AIRBAG WITH HEAD PROTECTION, REMOTE DECKLID OR TAILGATE RELEASE
MP3 PLAYER, ELECTRONIC STABILITY CONTROL, REAR BENCH SEAT
STEERING WHEEL AUDIO CONTROLS

Drive Train: 1.8L Inj 4 Cyl 6A FWD
License: DZLJ52 FL

Search Code: 896

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
1	AUTO	BDY	OVERHAUL	Frt Bumper Cover Assy			2.4 #
2	100025	BDY	REMOVE/REPLACE	Frt Bumper Cover	86511 A7000	291.70	INC #
3	AUTO	REF	REFINISH	Frt Bumper Cover			C 2.8
4	100016	BDY	REMOVE/REPLACE	Frt Bumper Energy Absorber	86520 A7010	70.00	INC
5	100017	BDY	REMOVE/REPLACE	Frt Bumper Reinforcement Bar	86530 A7100	250.00	INC #
6	AUTO	BDY	REMOVE/INSTALL	Frt Bumper Cover			INC #
7	100575	BDY	REMOVE/REPLACE	Grille	86350 A7500	141.67	INC #
8	100576	BDY	REMOVE/REPLACE	Grille Garnish	86356 A7000	30.08	INC
9	101748	BDY	REMOVE/REPLACE	R Frt Combination Lamp Assembly	92102 A7210	692.10	0.3 #
10	AUTO	BDY	CHECK/ADJUST	Headlamps			0.4
11	101749	BDY	REMOVE/REPLACE	L Frt Combination Lamp Assembly	92101 A7210	692.10	0.3 #
12	100784	BDY	REMOVE/REPLACE	Hood Panel (HSS)	66400 A7000	443.33	1.3
13	AUTO	REF	REFINISH	Hood Outside			C 2.6
14	AUTO	REF	REFINISH	Add For Hood Underside			C 1.3
15	100796	BDY	REMOVE/REPLACE	Hood Latch	81130 A7010	52.77	INC
16	101651	BDY	REMOVE/REPLACE	Cooling Radiator	25310 3X600	369.10	INC #
17	AUTO	BDY	REMOVE/INSTALL	R Front Combination Lamp			INC #

ESTIMATE RECALL NUMBER: 07/16/2016 16:05:52 8966070147
Mitchell Data Version: OEM: JUN_16_V

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Software Version: 7.1.204

Page 1 of 5

Date: 7/16/2016 04:06 PM
 Estimate ID: XXXXXXXXXX
 Estimate Version: 1
 Correction: 1
 Profile ID: * PDA

18	AUTO	BDY	REMOVE/INSTALL	L Front Combination Lamp				INC	#
19	101652	BDY	REMOVE/REPLACE	Cooling Module Assembly	25380 3X500	366.53		INC	#
20	101653	MCH	REMOVE/REPLACE	A/C Condenser Assy	-M 97606 3X601	399.90		1.5	
21	AUTO	MCH	REMOVE/REPLACE	Evacuate & Recharge A/C	-M			1.4	
22	101318	BDY	REMOVE/REPLACE	R Air Deflector	29134 A7000	17.80		0.4	#
23	101314	MCH	REMOVE/REPLACE	A/C Compressor	-M Recycled Parts	100.00	*	1.2	
24	101313	MCH	REMOVE/REPLACE	A/C Hose	-M 97775 A7600	370.53		1.3	
25	100725	MCH	REMOVE/REPLACE	A/C Heater Assembly	-M 97205 A7010	571.00		1.4	#
26	AUTO	MCH	REMOVE/INSTALL	Instrument Panel Assy	-M			INC	
27	100744	MCH	REMOVE/REPLACE	Blower Assembly	-M 97100 A7100	527.20		2.0	#
28	100390	BDY	REMOVE/REPLACE	R Fender Panel (HSS)	66321 A7000	208.33		0.8	#
29	AUTO	REF	REFINISH	R Fender Outside				C 1.6	
30	AUTO	REF	REFINISH	R Add To Edge Fender				C 0.5	
31	100396	BDY	REMOVE/REPLACE	L Fender Panel (HSS)	66311 A7000	225.00		0.8	#
32	AUTO	REF	REFINISH	L Fender Outside				C 1.6	
33	AUTO	REF	REFINISH	L Add To Edge Fender				C 0.5	
34	101655	BDY	REMOVE/REPLACE	Frnt Body Radiator Support (Com/Steel)	64101 A7001	503.42		4.7	#
35	AUTO	MCH	REMOVE/REPLACE	Add To R&R Mechanical Components	-M			0.4	#
36	100701	MCH	REMOVE/REPLACE	Engine Wiring Harness	-M ORDER FROM DEALER	1,641.77			
37	100703	BDY	REMOVE/REPLACE	Fuse Box Cover	91950 A7710	22.17		0.1	
38	100702	MCH	REMOVE/REPLACE	Engine Electronic Control Unit	-M ORDER FROM DEALER	1,303.52		0.8	
39	101384	MCH	REMOVE/REPLACE	Air Bag Module-Driver Front	-M Recycled Parts	100.00	*	0.4	
40	101656	MCH	REMOVE/REPLACE	Air Bag Module-Passenger Front	-M 84530 A7700	958.22	*	INC	#
41	100365	MCH	REMOVE/REPLACE	R Air Bag Impact Sensor	-M 95930 3X100	127.50		INC	#
42	100350	MCH	REMOVE/REPLACE	L Air Bag Impact Sensor	-M 95930 3X100	127.50		INC	#
43	101657	MCH	REMOVE/REPLACE	Air Bag Control Module	-M 95910 A7350	563.85		0.5	#
44	AUTO	BDY	REMOVE/INSTALL	Ctr Console				0.5	
45	101396	MCH	REMOVE/REPLACE	Engine Crankshaft Pulley	-M 23124 2E000	122.55		INC	
46	101394	MCH	REMOVE/REPLACE	Engine Timing Cover	-M 21350 2E030	310.98		1.7	#
47	101410	BDY	REMOVE/REPLACE	Engine Cover	29240 2E000	145.30		0.3	
48	101406	MCH	REMOVE/REPLACE	Engine Valve Cover	-M 22410 2E010	239.23		1.2	
49	101631	MCH	REMOVE/REPLACE	Engine Intake Manifold	-M 28310 2E200	466.67		1.3	
50	101444	BDY	REMOVE/REPLACE	Air Cleaner Assembly	28110 A5350	97.40		0.6	
51	101641	BDY	REMOVE/REPLACE	Air Cleaner Intake Duct	28210 3X900	58.58		0.3	
52	101452	BDY	REMOVE/REPLACE	Air Cleaner Intake Duct	28220 A7000	106.93		0.8	
53	101456	BDY	REMOVE/REPLACE	Air Cleaner Hose	28140 3X320	158.75		0.3	
54	101354	MCH	REMOVE/REPLACE	Exhaust Manifold	-M 28510 2E350	1,434.43		2.0	
55	101388	BDY	REMOVE/REPLACE	Exhaust Manifold Heat Shield	28525 2E200	120.73		INC	#
56	101389	MCH	REMOVE/REPLACE	Upr Exhaust Front Oxygen Sensor	-M 39210 2E100	164.92		INC	#
57	101640	MCH	REMOVE/REPLACE	Lwr Exhaust Front Oxygen Sensor	-M 39210 2E401	189.40		INC	#
58	101332	MCH	REMOVE/REPLACE	Alternator	-M Recycled Parts	60.00	*	1.6	
59	101251	BDY	REMOVE/REPLACE	Battery	N.A.	0.00	*	INC	
60	101252	BDY	REMOVE/REPLACE	Battery Insulator	37112 A7100	27.70			
61	101730	BDY	REMOVE/REPLACE	Battery Tray	37150 A7200	47.02		0.6	#
62	101715	MCH	REMOVE/REPLACE	Starter	-M 36100 2E120	285.00		0.8	
63	100330	GLS	REMOVE/REPLACE	W/Shield Glass	86111 A7110	583.33		2.7	#
64	100912	BDY	REMOVE/REPLACE	R W/Shield Wiper Blade Arm	98320 A7500	81.03		INC	#
65	100593	BDY	REMOVE/REPLACE	W/Shield Wiper Link	98120 A7000	98.65		0.5	#
66	AUTO	BDY	REMOVE/INSTALL	Cowl Top Panel				INC	#
67	100594	BDY	REMOVE/REPLACE	W/Shield Wiper Motor	Recycled Parts	50.00	*	INC	#
68	100914	BDY	REMOVE/REPLACE	Cowl/Dash Cowl Top Cover	86150 A7000	156.70		INC	#
69	101719	BDY	REMOVE/REPLACE	Cowl/Dash Cowl Panel	66700 A7000	353.05		7.5	
70	AUTO	REF	REFINISH	Cowl Panel				1.5	
71	101723	BDY	REMOVE/REPLACE	Cowl/Dash Panel	64300 A7051	439.85			
72	101725	BDY	REMOVE/REPLACE	Otr Cowl/Dash Insulator	84124 A7000	95.62			
73	101727	BDY	REMOVE/REPLACE	Inr Cowl/Dash Insulator	84120 A7800	248.23			
74	101669	MCH	REMOVE/REPLACE	Inst Panel	-M 84710 A7020WK	1,141.73		3.0	
75	101555	BDY	REMOVE/REPLACE	Inst Panel Vent Louver	ORDER FROM DEALER	241.47			
76	101673	BDY	REMOVE/REPLACE	R Inst Panel Trim Panel	84720 A7000WK	192.68			
77	101675	BDY	REMOVE/REPLACE	Inst Panel Cluster Finish Panel	ORDER FROM DEALER	359.17			
78	101676	BDY	REMOVE/REPLACE	Lwr Inst Panel Steering Column Cover	ORDER FROM DEALER	40.25			
79	101557	BDY	REMOVE/REPLACE	Ctr Inst Panel Vent	ORDER FROM DEALER	128.38			
80	101559	BDY	REMOVE/REPLACE	Ctr Upr Inst Panel Trim Panel	84745 A7000WK	104.98			
81	101560	BDY	REMOVE/REPLACE	L Lwr Inst Panel Side Panel	ORDER FROM DEALER	55.57			
82	101563	BDY	REMOVE/REPLACE	Inst Panel Cluster	ORDER FROM DEALER	1,153.93			

ESTIMATE RECALL NUMBER: 07/16/2016 16:05:52 8966070147
 Mitchell Data Version: OEM: JUN_16_V

Date: 7/16/2016 04:06 PM
 Estimate ID: XXXXXXXXXX
 Estimate Version: 1
 Correction: 1
 Profile ID: * PDA

83	101566	BDY	REMOVE/REPLACE	Inst Panel Radio	ORDER FROM DEALER	2,000.00		
84	101569	BDY	REMOVE/REPLACE	Inst Panel Reinforcement	ORDER FROM DEALER	411.37	7.6	#
85	101499	BDY	REMOVE/REPLACE	R Frt Seat Belt	88820 B0500WK	0.00	* 0.9	#
86	AUTO	BDY	REMOVE/INSTALL	Rear Seat Cushion				INC
87	101508	BDY	REMOVE/REPLACE	L Frt Seat Belt	88810 B0500WK	235.45	0.9	#
88	101509	BDY	REMOVE/REPLACE	L Frt Seat Belt Pretensioner	88831 B0500WK	152.05	0.3	#
89	101503	BDY	REMOVE/REPLACE	R Frt Seat Belt Buckle	88840 B0500WK	85.85	0.2	#
90	AUTO	BDY	REMOVE/INSTALL	R Frt Seat Assy				0.3
91	100473	BDY	REMOVE/REPLACE	Roof Headliner	85313 A7330ED	480.08	3.8	
92	AUTO	REF	ADD'L OPR	Clear Coat				2.7
93	AUTO		ADD'L COST	Paint/Materials		453.00	*	

* - Judgment Item
 # - Labor Note Applies
 C - Included in Clear Coat Calc

Recycler Information Section:

Rockford Auto Parts
 1023 Seminary Street
 Rockford IL 61104
 815-964-3396 / 800-39;815-964-0993

23	2015 Kia	Forte	A/C COMPRESSOR	VA	100.00
Part Number: BB1364					
Description: 1.8L 4DR SEDAN LIKE NEW,					
39	2015 Kia	Forte	AIR BAG	VA	100.00
Part Number: BB1364					
Description: PASSENGER ROOF 4DR SEDAN,					

LKQ-Keystone- Metro
 2450 Black Lane
 Caseyville IL 62232
 866-266-0097;616-345-6851

58	2015 Kia	Forte	ALTERNATOR	VA	60.00
Part Number: \$AK291					
Description: 1.8,AUTO,FWD 1.8L,					
67	2015 Kia	Forte	WINDSHIELD WIPER MOTOR	VA	50.00
Part Number: \$AL621					
Description: ,					

Disclaimer: The price indications on recycled parts are real or composite values, based on the pricing option selected with QRP. Prices are the latest available at time of inventory download and are subject to change and availability.
 To determine actual repairer net or wholesale price, call the automotive recycler of your choice.
 Certain parts located for this quote are interchangeable but are not an exact match. Call the automotive recycler of your choice.



Estimate Totals

I. Labor Subtotals	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals	II. Part Replacement Summary	Amount
Body	36.9	50.00	0.00	0.00	1,845.00	Taxable Parts	24,092.10
Refinish	15.1	50.00	0.00	0.00	755.00	Sales Tax @ 10.250%	2,469.44
Glass	2.7	50.00	0.00	0.00	135.00		
Mechanical	22.5	125.00	0.00	0.00	2,812.50	Total Replacement Parts Amount	26,561.54
Non-Taxable Labor					5,547.50		
Labor Summary	77.2				5,547.50		
						IV. Adjustments	Amount
III. Additional Costs					Amount	Insurance Deductible	0.00
Taxable Costs					453.00		
Sales Tax @ 10.250%					46.43	Customer Responsibility	0.00
Total Additional Costs					499.43		
Paint Material Method: Rates Init Rate = 30.00 , Init Max Hours = 99.9, Addl Rate = 0.00							
						I. Total Labor:	5,547.50
						II. Total Replacement Parts:	26,561.54
						III. Total Additional Costs:	499.43
						Gross Total:	32,608.47
						IV. Total Adjustments:	0.00
						Net Total:	32,608.47
						TOTAL LOSS	

Point(s) of Impact

0 Unknown (P)

Insurance Co: HERTZ CLAIMS MGMT
 Address: 2170 S MANNHEIM RD
 DES PLAINES, IL 60018
 Work Phone: (800) 338-1125

Body Shop: HERTZ CORP
 Address: 2170 S MANNHEIM RD
 DES PLAINES, IL 60018
 Telephone: (847) 759-7412

*****Notice*****

This is not an authorization for repair. All costs of repairs are the sole responsibility of the vehicle owner, who must authorize all repairs. Failure to deliver a copy of this appraisal to the repair shop by the vehicle owner may result in out of pocket expense to the vehicle owner. Providing a copy of this appraisal is not an acceptance of coverage or liability and all issues of coverage or liability are to be determined by the insurance carrier.

*****Notice*****

Deductibles may or may not be addressed or included in this appraisal. If applicable, the repairer should collect the deductible from the vehicle owner prior to the release of the repaired vehicle.

*****Supplement Procedure Notice*****

It is the repairer's responsibility to send notification of the supplement via fax or email to PDA (at (847)516-3225 or pdachicago-north@pdaorg.net), including a statement whether the repairs have been halted on the vehicle. PDA will respond to your request within 24 hours. Please allow 48 hours to complete supplement processing from the date of request to ensure timely release of the vehicle

*****Notice*****

This appraisal is subject to the complete review and approval by the assigning insurance company to assure accuracy, cost effectiveness, and that accepted industry repair standards are met. The insurance company listed has the right to accept or reject any part or all of this appraisal or make any changes they feel necessary.

Any person who knowingly presents a false or fraudulent insurance claim for the payment of a loss may be guilty of a crime and may be subject to fines and confinement in state prison.



Engine Fire

The Hertz Corporation
2170 S Mannheim Rd, Des Plaines, IL 60018
(847) 759-7412
Fax: (866) 333-7097

FOR PAYMENT REMIT INVOICES TO:

HERTZ CORPORATION
ATTN: P O CONTROL
P O BOX 24210
OKLAHOMA CITY, OK
73124

EVERY INVOICE MUST INCLUDE A VDA/PO NUMBER & UNIT NUMBER

Damage Assessed By: HERTZ STAFF APPRAISER
Classification: None

Owning/Unit #: 15951109198

VDA Type Active
Date of Loss: 7/14/2016
Deductible: UNKNOWN
RA Number Salvage

VDA Number: 2298Y26764A

Charge Area: 05496
Parts Vendor: PDA 847-516-3119

Mitchell Service: 911665

Description: 2015 Kia Forte LX
Body Style: 4D Sed
VIN: KNAFK4A62F5 [REDACTED]
Mileage: 31,186
OEM/ALT: O

Drive Train: 1.8L Inj 4 Cyl 6A FWD
License: DZLJ52 FL

Search Code: None

Color: silver
Options: PASSENGER AIRBAG, POWER LOCK, POWER WINDOW, POWER STEERING, REAR WINDOW DEFOGGER
AIR CONDITIONING, TILT STEERING COLUMN, AM/FM STEREO, DRIVER AIRBAG
HEATED EXTERIOR MIRROR, FRONT SIDE AIRBAG WITH HEAD PROTECTION
ANTI-LOCK BRAKE SYS., TRACTION CONTROL, TIRE INFLATION/PRESSURE MONITOR
AUXILIARY INPUT, BLUETOOTH WIRELESS CONNECTIVITY, SATELLITE RADIO, CD PLAYER
POWER ADJUSTABLE EXTERIOR MIRROR, AUTOMATIC TRANSMISSION, TRIP COMPUTER
FIRST ROW BUCKET SEAT, CLOTH SEAT, SIDE AIRBAGS, AUTOMATIC HEADLIGHTS
SECOND ROW SIDE AIRBAG WITH HEAD PROTECTION, REMOTE DECKLID OR TAILGATE RELEASE
MP3 PLAYER, ELECTRONIC STABILITY CONTROL, REAR BENCH SEAT
STEERING WHEEL AUDIO CONTROLS

ESTIMATE RECALL NUMBER: 07/14/2016 13:16:09 2298Y26764A

Mitchell Data Version: OEM: MAY_16_V

Software Version: 7.1.203

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Date: 7/14/2016 01:16 PM
Estimate ID: XXXXXXXXXX
Estimate Version: 0
Committed
Profile ID: * Hertz

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
1	900500	BDY *	REPAIR	SALVAGE ESTIMATE	Sublet	60.00 *	0.0*

* - Judgment Item

Remarks

Vehicle Year: 15
Vehicle Make: Y
Vehicle Model: N1FE

Estimate Totals

I. Labor Subtotals	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals	II. Part Replacement Summary	Amount
Body	0.0	18.00	0.00	60.00	60.00		
	Non-Taxable Labor				60.00	Total Replacement Parts Amount	0.00
Labor Summary	0.0				60.00		
III. Additional Costs					Amount	IV. Adjustments	Amount
Total Additional Costs					0.00	Customer Responsibility	0.00
						I. Total Labor:	60.00
						II. Total Replacement Parts:	0.00
						III. Total Additional Costs:	0.00
						Gross Total:	60.00
						IV. Total Adjustments:	0.00
						Net Total:	60.00

Direct Vend ? SALVAGE

Vendor #: 02298136 PDA SALVAGE ESTIMATE
Address: NoBody

Appraisers Signature: _____ ID#: _____

agrees to complete all repairs and replacements as specified in
this authorization contract price of \$ _____ and subject
to the Terms & Conditions on the Reverse Side. Quality of repair
is guaranteed, as is delivery of vehicle on or before

ESTIMATE RECALL NUMBER: 07/14/2016 13:16:09 2298Y26764A
Mitchell Data Version: OEM: MAY_16_V

Software Version: 7.1.203

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Page 2 of 3

Date: 7/14/2016 01:16 PM
Estimate ID: 
Estimate Version: 0
Committed
Profile ID: * Hertz

_____.
No 'open' items except as noted.

Signature Repairer

(Seller): _____

Inspected By: _____ ID#: _____

2nd Inspection Required Over \$2000.00 Total

Inspected By: _____ ID#: _____

Cycle Time Information

Veh. Due Date 7/18/2016

Repair Dates:

Accident Report (Y/N)?: Y
Program Car (Y/N)?: N

ESTIMATE RECALL NUMBER: 07/14/2016 13:16:09 2298Y26764A

Mitchell Data Version: OEM: MAY_16_V

Software Version: 7.1.203

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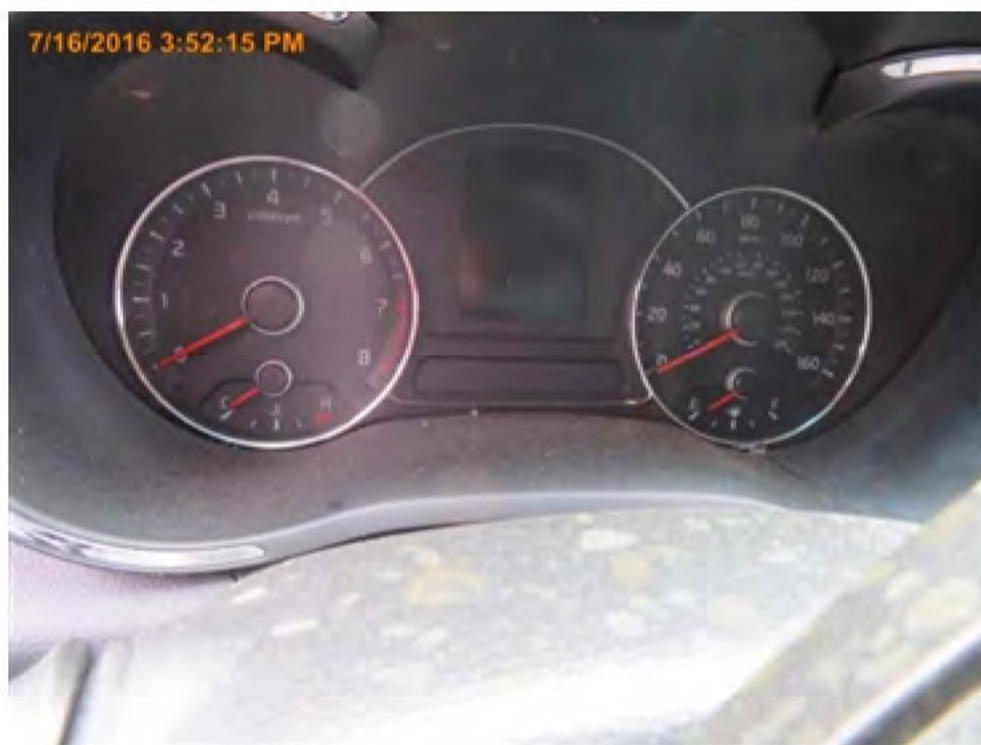
Page 3 of 3





Document Name: VIN.jpg

Remarks:



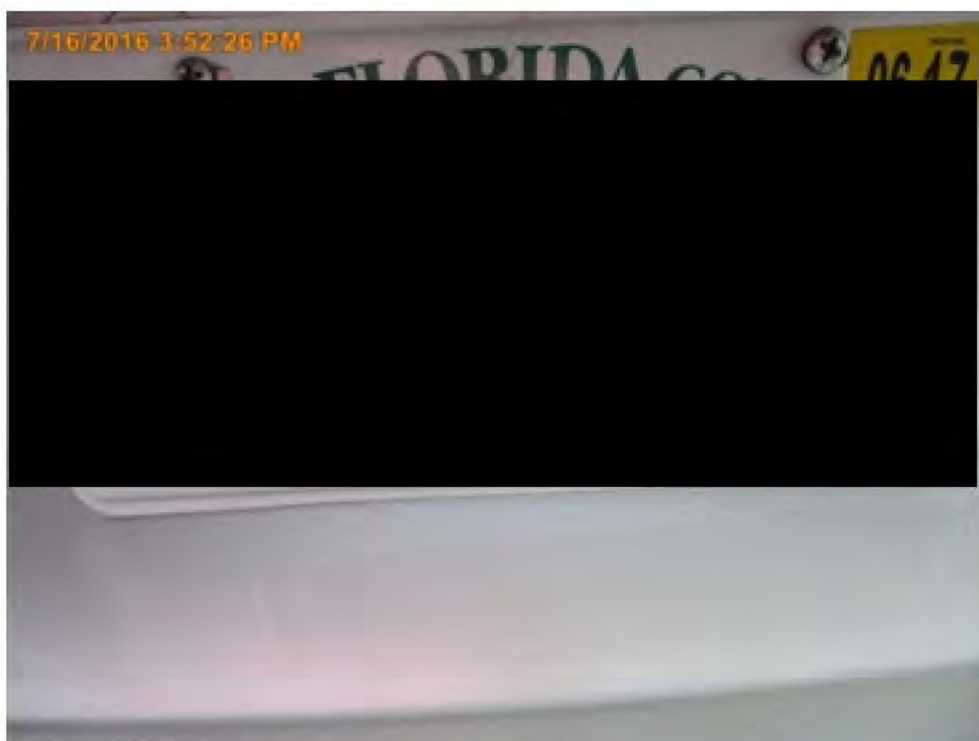
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Remarks:



Document Name: INTERIOR.jpg

Remarks:



Document Name: LICENSE.jpg

Remarks:



Document Name: LEFTFRONT.jpg

Remarks:



Document Name: RIGHTFRONT.jpg

Remarks:



Document Name: RIGHTREAR.jpg

Remarks:



Document Name: LEFTREAR.jpg

Remarks:



Document Name: SEATS.jpg

Remarks:

Work Order Detail

4A62F5314529

LOUISVILLE

2015 SIL KIA FORTE 1.8L

Owning Area: P01595 - POOL 01595

Equipment: 4A62F5314529 - 2015 FORTE 1.8L

Owning Area/Unit#: 015951109198

Job Type: REPAIR

Opened: 10/07/2015 11:08

Finished: 10/07/2015 12:00

Closed: 10/08/2015 05:34

VDA Ref:

License/ST:

Repair Reason: J - OTHER

By 108435 - DANNY AUTRY

By 108435 - DANNY AUTRY

By 189149 - GERALD PROBUS

Multi-Unit Project:

Department:

VIN:

Warranty:

Mileage 1 Reading:

Mileage 2 Reading:

Shop Downtime:

User Downtime:

FLEET

KNAFK4A62F

YES

15865

0

0.87

18.43

Performed Repairs:

Complaint: SPLASH SHIELD - WHEEL WELL

Fail/Cause: OT--SPLASH SHIELD - WHEEL WELL- DAMAGED

Correction: REPLACED WITH NEW SPLASH GUARD

Task 002-090-WHEEL WELL SPLASH SHIELD

Repair Reason: J - OTHER

Internal Labor				
Employee	Hours	Cost	Clock Off	Clock On
108435	0.17	\$5.61	10/07/2015 11:55	10/07/2015 11:45
108435	0.05	\$1.65	10/07/2015 11:58	10/07/2015 11:55

Internal Parts				
Part Number	Description	Qty	Unit Issue	Total Cost
86811 A7000	SPLASH GUARD ASSEMBLY FR	1	\$63.75	\$63.75
86812 A7000	SPLASH GUARD ASSEMBLY	1	\$72.03	\$72.03

Complaint: SPLASH SHIELD - WHEEL WELL

Fail/Cause: OT--SPLASH SHIELD - WHEEL WELL

Correction: DAMAGED - REPLACED WITH NEW

Task 002-090-WHEEL WELL SPLASH SHIELD

Repair Reason: J - OTHER

Internal Labor				
Employee	Hours	Cost	Clock Off	Clock On
108435	0.17	\$5.61	10/07/2015 11:55	10/07/2015 11:45
108435	0.05	\$1.65	10/07/2015 11:58	10/07/2015 11:55

Internal Parts				
Part Number	Description	Qty	Unit Issue	Total Cost
86811 A7000	SPLASH GUARD ASSEMBLY FR	1	\$63.75	\$63.75
86812 A7000	SPLASH GUARD ASSEMBLY	1	\$72.03	\$72.03

Work Order Detail

4A62F5314529

- LOUISVILLE

2015 SIL KIA FORTE 1.8L

Owning Area: P01595 - POOL 01595

Equipment: 4A62F5314529 - 2015 FORTE 1.8L

Owning Area/Unit#: 015951109198

License/ST:

Job Type: REPAIR

Repair Reason: J - OTHER

Opened: 10/15/2015 05:16

By 217722 - DONNIE ELZY

Finished: 10/15/2015 08:17

By 217722 - DONNIE ELZY

Closed: 10/16/2015 07:49

By 221440 - JERRY PERRY

VDA Ref:

Multi-Unit Project:

Department: FLEET

VIN: KNAFK4A62F

Warranty: NO

Mileage 1 Reading: 15981

Mileage 2 Reading: 0

Shop Downtime: 2.29

User Downtime: 26.55

Performed Repairs:

Complaint: PM NON WARRANTY OIL CHANGE

Fail/Cause: PM-PREVENTATIVE MAINTENANCE DUE

Correction: PERFORMED OIL AND FILTER CHANGE, INSPECTED AND IF NECESSARY ROTATED TIRES, VISUALLY INSPECTED BRAKE PADS/ROTORS, CHECKED WATER IN ALL NON-MAINTENANCE FREE BATTERIES, ENSURED BATTERY IS PROPERLY SECURED, PERFORMED CUSTOMER SATISFACTION INSPECTION

Task 019-PM-PM

Repair Reason: -

Internal Labor

Employee	Hours	Cost	Clock Off	Clock On
217722	0.38	\$12.55	10/15/2015 08:13	10/15/2015 07:50

Internal Parts

Part Number	Description	Qty	Unit Issue	Total Cost
12345610	BULK OIL; 5W-30 MOTOR OIL BULK BY THE QUART	5	\$1.49	\$7.45
M09688	PM; OIL FILTERS	1	\$2.00	\$2.00

Task 022-008-CALIFORNIA TIRE PRESSURE TEST (USE Repair Reason: J - OTHER

Complaint: CUSTOMER SATISFACTION INSP

Fail/Cause: CUST SAT-PERFORM INSPECTION

Correction: CK TIRE PRESSURE AND TREAD DEPTH, CK FUNCTIONALITY OF KEY/REMOTE, POWER PORTS, WIPERS/WASHER, H EATER-A/C, RADIO/ENTERTAINMENT, SEATS & SAFETY BELTS, DRIVER DOOR LOCKS & WINDOW CONTROLS, ALL EXTERIOR LIGHTS, MIRRORS, AND DETAIL/CLEANLINESS.

Task 019-CUST INS-NON PM CUSTOMER SATISFACTION Repair Reason: -

Internal Labor

Employee	Hours	Cost	Clock Off	Clock On
217722	0.05	\$1.65	10/15/2015 08:16	10/15/2015 08:13

Test Results:

Test Number: 7617221 Test Type: HERTZ SAFE TIRE: HERTZ SAFE TIRE QUESTION

Test Datetime: 10/15/2015 08:13

Location: --: NOT ASSIGNED

Employee: 217722: DONNIE ELZY

Vendor: :

Vendor Invoice:

Comments:

Element	Results	Min Value	Value Found	Threshold	Quantitative
Comments	Not Perf.	Max Value	Adjusted Value	UOM	
ALL TIRES MEET 4/32" MIN TIRE TREAD DEPTH STD YES		0		0	
YES	N	0			
Q1 IS Y PUT Y IF NO LIST ACTION TAKEN:		0		0	
Y	N	0			
ROTATED TIRES DURING THIS REPAIR? YES OR NO		0		0	
NO	N	0			

Work Order Detail

4A62F5314529

LOUISVILLE

2015 SIL KIA FORTE 1.8L

Owning Area: P01595 - POOL 01595

Equipment: 4A62F5314529 - 2015 FORTE 1.8L

Owning Area/Unit#: 015951109198

License/ST:

Job Type: REPAIR

Repair Reason: J - OTHER

Opened: 10/15/2015 05:16

By 217722 - DONNIE ELZY

Finished: 10/15/2015 08:17

By 217722 - DONNIE ELZY

Closed: 10/16/2015 07:49

By 221440 - JERRY PERRY

VDA Ref:

Multi-Unit Project:

Department:

FLEET

VIN:

KNAFK4A62F5

Warranty:

NO

Mileage 1 Reading: 15981

Mileage 2 Reading: 0

Shop Downtime: 2.29

User Downtime: 26.55

Performed Repairs:

Complaint: PM NON WARRANTY OIL CHANGE

Fail/Cause: PM-PREVENTATIVE MAINTENANCE DUE

Correction: PERFORMED OIL AND FILTER CHANGE, INSPECTED AND IF NECESSARY ROTATED TIRES, VISUALLY INSPECTED BRAKE PADS/ROTORS, CHECKED WATER IN ALL NON-MAINTENANCE FREE BATTERIES, ENSURED BATTERY IS PROPERLY SECURED, PERFORMED CUSTOMER SATISFACTION INSPECTION

Task 019-PM-PM

Repair Reason: -

Internal Labor

Employee	Hours	Cost	Clock Off	Clock On
217722	0.38	\$12.55	10/15/2015 08:13	10/15/2015 07:50

Internal Parts

Part Number	Description	Qty	Unit Issue	Total Cost
12345610	BULK OIL; 5W-30 MOTOR OIL BULK BY THE QUART	5	\$1.49	\$7.45
M09688	PM; OIL FILTERS	1	\$2.00	\$2.00

Task 022-008-CALIFORNIA TIRE PRESSURE TEST (USE Repair Reason: J - OTHER

Complaint: CUSTOMER SATISFACTION INSP

Fail/Cause: CUST SAT-PERFORM INSPECTION

Correction: CK TIRE PRESSURE AND TREAD DEPTH, CK FUNCTIONALITY OF,KEY/REMOTE, POWER PORTS, WIPERS/WASHER, H EATER-A/C, RADIO/ENTERTAINMENT, SEATS & SAFETY BELTS, DRIVER DOOR LOCKS & WINDOW CONTROLS, ALL EXTERIOR LIGHTS, MIRRORS, AND DETAIL/CLEANLINESS.

Task 019-CUST INS-NON PM CUSTOMER SATISFACTION Repair Reason: -

Internal Labor

Employee	Hours	Cost	Clock Off	Clock On
217722	0.05	\$1.65	10/15/2015 08:16	10/15/2015 08:13

Test Results:

Test Number: 7617221 Test Type: HERTZ SAFE TIRE: HERTZ SAFE TIRE QUESTION

Test Datetime: 10/15/2015 08:13

Location: --: NOT ASSIGNED

Employee: 217722: DONNIE ELZY

Vendor: :

Vendor Invoice:

Comments:

Element	Results	Min Value	Value Found	Threshold	Quantitative
Comments	Not Perf.	Max Value	Adjusted Value	UOM	
ALL TIRES MEET 4/32" MIN TIRE TREAD DEPTH STD YES		0		0	
YES	N	0			
Q1 IS Y PUT Y IF NO LIST ACTION TAKEN:		0		0	
Y	N	0			
ROTATED TIRES DURING THIS REPAIR? YES OR NO		0		0	
NO	N	0			

Work Order Detail

- LOUISVILLE

4A62F5314529

2015 SIL KIA FORTE 1.8L

Owning Area: P01594 - POOL 01594

Equipment: 4A62F5314529 - 2015 FORTE 1.8L

Owning Area/Unit#: 015951109198

Job Type: REPAIR

Opened: 10/20/2015 06:13

Finished: 10/27/2015 07:17

Closed: 10/30/2015 09:43

VDA Ref:

License/ST:

Repair Reason: J - OTHER

By 108435 - DANNY AUTRY

By 108435 - DANNY AUTRY

By 189149 - GERALD PROBUS

Multi-Unit Project:

Department: FLEET

VIN: KNAFK4A62

Warranty: YES

Mileage 1 Reading: 16323

Mileage 2 Reading: 0

Shop Downtime: 71.57

User Downtime: 243.50

Performed Repairs:

Complaint: TIRE PRESSURE WARNING LIGHT

Fail/Cause: OT-4 TIRES LOW AIR PRESSURE-

Correction: ADDED AIR PRESSURE

Task 022-000-CHECK ALL TIRES CONDITION AND

Repair Reason: J - OTHER

Internal Labor				
Employee	Hours	Cost	Clock Off	Clock On
108435	0.07	\$2.31	10/27/2015 07:05	10/27/2015 07:01

Task 022-002-RESET TIRE LIGHT

Repair Reason: J - OTHER

Internal Labor				
Employee	Hours	Cost	Clock Off	Clock On
108435	0.13	\$4.29	10/27/2015 07:13	10/27/2015 07:05

Complaint: CUSTOMER SATISFACTION INSP

Fail/Cause: CUST SAT-PERFORM INSPECTION

Correction: CK TIRE PRESSURE AND TREAD DEPTH, CK FUNCTIONALITY OF KEY/REMOTE, POWER PORTS, WIPERS/WASHER, H EATER-A/C, RADIO/ENTERTAINMENT, SEATS & SAFETY BELTS, DRIVER DOOR LOCKS & WINDOW CONTROLS, ALL EXTERIOR LIGHTS, MIRRORS, AND DETAIL/CLEANLINESS.

Task 019-CUST INS-NON PM CUSTOMER SATISFACTION Repair Reason:

Internal Labor				
Employee	Hours	Cost	Clock Off	Clock On
108435	0.02	\$0.66	10/27/2015 07:14	10/27/2015 07:13

Test Results:

Test Number: 7647818 Test Type: HERTZ SAFE TIRE: HERTZ SAFE TIRE QUESTION

Test Datetime: 10/27/2015 07:01

Location: --: NOT ASSIGNED

Employee: 108435: DANNY AUTRY

Vendor: :

Vendor Invoice:

Comments:

Element	Results	Min Value	Value Found	Threshold	Quantitative
Comments	Not Perf.	Max Value	Adjusted Value	UOM	
ALL TIRES MEET 4/32" MIN TIRE TREAD DEPTH STD YES		0		0	
YES	N	0			
Q1 IS Y PUT Y IF NO LIST ACTION TAKEN:		0		0	
Y	N	0			
ROTATED TIRES DURING THIS REPAIR? YES OR NO		0		0	
NO	N	0			

Work Order Detail

VENDED-2016-123237

4A62F5314529

VENDED - VENDED REPAIRS

2015 SIL KIA FORTE 1.8L

Owning Area: P01599 - POOL 01599

Equipment: 4A62F5314529 - 2015 FORTE 1.8L

Owning Area/Unit#: 015951109198

License/ST: [REDACTED]

Job Type: REPAIR

Repair Reason: J - OTHER

Opened: 07/11/2016 19:30

By 30373 - RONDA GREENE

Finished: 07/11/2016 19:30

By 30373 - RONDA GREENE

Closed: 07/11/2016 19:30

By 30373 - RONDA GREENE

VDA Ref:

Multi-Unit Project:

Department: FLEET

VIN: KNAFK4A62F5 [REDACTED]

Warranty: NO

Mileage 1 Reading: 30527

Mileage 2 Reading: 0

Shop Downtime: 0.00

User Downtime: 0.00

Performed Repairs:

Complaint: VENDED PM NON WARRANTY

Fail/Cause: PM-PREVENTATIVE MAINTENANCE DUE

Correction: VEND TO ON OR OFF LOT VENDOR

Task 031-019-VENDED PM

Repair Reason: -

Commercial Labor/Parts

Vendor	Part Number	Hours	Labor	Qty	Parts	Misc
FILENET		0.00	\$0.00	0	\$0.00	\$25.00

Work Order Detail

4A62F5314529

- DES PLAINES

2015 SIL KIA FORTE 1.8L

Owning Area: P02298 - POOL 02298

Equipment: 4A62F5314529 - 2015 FORTE 1.8L

Owning Area/Unit#: 015951109198

License/ST:

Job Type: REPAIR

Repair Reason: J - OTHER

Opened: 07/18/2016 14:58

By 174326 - BRIAN HERBERT EGGERS

Finished: 07/18/2016 16:02

By 174326 - BRIAN HERBERT EGGERS

Closed: 07/19/2016 14:06

By 24948 - CHUCK CIALONI

VDA Ref:

Multi-Unit Project:

Department: FLEET

VIN: KNAFK4A62F5

Warranty: YES

Mileage 1 Reading: 0

Mileage 2 Reading: 0

Shop Downtime: 0.00

User Downtime: 23.13

Performed Repairs:

Complaint: VEHICLE DAMAGED

Fail/Cause: OT-INSPECT FIRE DAMAGE VEHICLE

Correction: INSPECT FIRE DAMAGE VEHICLE.. REMOVE HOOD LATCH TO OPEN HOOD. OIL FILTER IS A BRAND CALLED MIGHTY AND IT IS LOOSE, CAN TURN BY HAND. ENGINE BLOCK HAS A HOLE AROUND/ABOVE THE OIL FILTER AREA ABOUT THE SIZE OF A GOLF BALL.

Task 019-GATE 10-GATEKEEPER REJECT OR SENT TO Repair Reason: J - OTHER

Internal Labor				
Employee	Hours	Cost	Clock Off	Clock On
174326	1.03	\$62.79	07/18/2016 16:02	07/18/2016 15:00

Task 026-002-HCM INSPECTION REQUEST

Repair Reason: J - OTHER

Internal Labor				
Employee	Hours	Cost	Clock Off	Clock On
174326	0.02	\$1.22	07/18/2016 15:00	07/18/2016 14:59



Consumer Assistance Center Case Report

Printed By: AnReyes

Case Number - [REDACTED]

10/05/2016 02:11:41 PM

Case Details

Title: Fleet vehicle engine caught on fire

VIN: KNAFK4A62F5 [REDACTED]

Mileage: 0

Status: Working

Year: 2015

Model: FORTE

Priority: Standard

Severity: Low

Call Source: Email

Owner: Andrew Reyes

Owner Email: areyes@kiausa.com

Case Type Level1: Complaint

Case Type Level2: Quality

Case Type Level3: Product Liability

Case Type Level4: Fire/Explosion

Contact Details

Name: [REDACTED]

Phone: [REDACTED]

Alt Phone:

Fax:

Address1: [REDACTED]

Address2:

City: Oklahoma City

State: OK

Zip: [REDACTED]

Email: [REDACTED]

Dealer Details

Code: ZZ001

Name: na

Case History

*** CASE DISPATCHED 09/02/2016 08:40:32 AM (Local Time) CLOftus from WIP Default to Queue National CA.

*** PHONE LOG 09/02/2016 08:41:05 AM (Local Time) CLOftus Action Type: NCA was forwarded customer email:

From: [REDACTED]
Sent: Monday, August 29, 2016 3:13 PM
To: 'lgallegos@kiausa.com'
Cc: John C. Jameson
Subject: Kia Forte thermal event - KNAFK4A62F [REDACTED]

Linda, we had a thermal event, engine caught on fire, on a Kia Forte. We would like to have this car bought back since there does not appear to be any evidence of improper repair or abuse on this vehicle. Thanks

Location of vehicle:
2170 Mannheim Rd
Des Plaines IL 60018

Contact name:
John Salerno
847 759 7412

[REDACTED]
Director Warranty and Recall Administration
The Hertz Corporation | 14501 Hertz Quail Spring Pkwy, OKC, OK. 73134
Phone: 405-775-3301 | Mobile: 405-365-1526
jross@hertz.com | www.hertz.com

[<For Internal Use Only:
>]

Case History

*** CASE ACCEPTED 09/06/2016 06:36:32 AM (Local Time) JeffStroup
from Queue National CA to WIP Inbox/Need To Call.

*** PHONE LOG 09/06/2016 07:49:04 AM (Local Time) AnReyes Action Type: Outgoing call
NCA left VM for [REDACTED]
Writer:

1. Calling in reference to email from Warranty and Recall admin.
2. Requesting photos of the vehicle as well as a fire report if available.
3. Please send over to my email address areyes@kiausa.com

[!<For Internal Use Only:
>!]

*** PHONE LOG 09/06/2016 08:02:01 AM (Local Time) AnReyes Action Type: Outgoing call
NCA emailed [REDACTED] z accident script, requesting photos, fire report

[!<For Internal Use Only:
>!]

*** PHONE LOG 09/13/2016 12:07:42 PM (Local Time) AnReyes Action Type: Outgoing call

NCA left VM for customer [REDACTED]
Director Warranty and Recall Administration

1. Requesting information about vehicle.
2. Specifically, photos, fire report, current status.
3. Give me a call back to discuss at 949 430 3388
4. You can send information to areyes@kiausa.com

[!<For Internal Use Only:
>!]

*** PHONE LOG 09/20/2016 08:26:52 AM (Local Time) AnReyes Action Type: Outgoing call

NCA left VM for [REDACTED] Hertz maintenance rep.

1. Requesting a call back to discuss

[!<For Internal Use Only:
>!]

*** PHONE LOG 09/28/2016 10:06:53 AM (Local Time) AnReyes Action Type: Outgoing call

NCA rec'd VM from [REDACTED]

1. Requesting a call back [REDACTED]

[!<For Internal Use Only:
>!]

*** PHONE LOG 09/28/2016 10:10:13 AM (Local Time) AnReyes Action Type: Outgoing call

NCA spoke with [REDACTED]

Writer:

1. Requesting more info on this

Rep:

1. Will send you photos
2. Had no luck last time
3. [REDACTED]

Writer:

1. Will email and you can respond

Rep thanked

[!<For Internal Use Only:
>!]

*** PHONE LOG 09/30/2016 02:03:25 PM (Local Time) AnReyes Action Type: Outgoing call

Rec'd photos, pending review

[!<For Internal Use Only:
>!]

*** PHONE LOG 09/30/2016 02:03:32 PM (Local Time) AnReyes Action Type: Outgoing call

Tread review completed

[!<For Internal Use Only:
>!]

Attachments to Case:

File Name

2298Y26764A.pdf
Doc35.pdf
Pics Kia.pdf

Location

K:\CA-Consumer Affairs [REDACTED] \2298Y26764A.pdf
K:\CA-Consumer Affairs [REDACTED] \Doc35.pdf
K:\CA-Consumer Affairs [REDACTED] \Pics Kia.pdf

*****End Case Report K3267907 *****

























Payment Summary Detail

1595-4778

Printed Date: Thursday, September 24, 2015 3:14 PM
Requested By: Bryce Williams

		Amount Due	Amount Provided
Vehicle VIN:	KNAFK4A62F5 [REDACTED] - 2015 KIA FORTE LX Silver - Stock # [REDACTED]		
Seller:	Manheim Louisville (LOUA) 5425 Highway 31 East, Clarksville, IN 47129		
Purchase Date:	9/17/2015		
Principal		\$10,880.00	\$10,880.00
Fee	Fee Type: Floorplan / Curtailment	\$12.00	\$12.00
Subtotal		\$10,892.00	\$10,892.00
Grand Total		\$10,892.00	\$10,892.00

ACH Authorization

X

Signature

The totals reflected are only applicable if payment is submitted by 8pm EST on a business day.

NextGear Capital 1320 City Center Drive, Suite 100A, Carmel, IN, 46032



Stroup, Jeff [KMA]

From: Jerry J Ross <JRoss@hertz.com>
Sent: Monday, February 27, 2017 6:43 AM
To: Stroup, Jeff [KMA]; Robert A Head
Subject: RE: 2015 Kia Forte - [REDACTED]**VIN**KNAFK4A62F5[REDACTED]**Hertz unit 1595-1109198

Jeff, below is the new evaluation with the mileage adjustment. Thanks

2015 Kia Forte

Sedan 4D LX I4

Values

	Rough Trade-In	Average Trade-In	Clean Trade-In	Clean Retail
Base Price	\$7,000	\$8,000	\$8,800	\$11,025
Mileage (30,527)	N/A	N/A	N/A	N/A
Total Base Price	\$7,000	\$8,000	\$8,800	\$11,025
Options:				
Price with Options	\$7,000	\$8,000	\$8,800	\$11,025

Jerry Ross
Director Warranty and Recall Administration
The Hertz Corporation | 14501 Hertz Quail Spring Pkwy, OKC, OK. 73134
Phone: 405-775-3301 | Mobile: 405-476-6492
jross@hertz.com | www.hertz.com

From: Stroup, Jeff [KMA] [mailto:JStroup@kiausa.com]
Sent: Friday, February 24, 2017 5:21 PM
To: Jerry J Ross; Robert A Head
Subject: RE: 2015 Kia Forte - [REDACTED]**VIN**KNAFK4A62F5[REDACTED]**Hertz unit 1595-1109198

Jerry,

Can you please revise the mileage to 30,527 as I'm reviewing a maintenance order dated 7/11/16? Then I can take that information for review.

Thank you,

Jeff Stroup

Consumer Affairs Field Operations Manager
Kia Motors America
111 Peters Canyon Road Irvine, CA 92606
P: (949) 468-4620 F: (949) 299-3217
jstroup@kiausa.com



From: Jerry J Ross [<mailto:JRoss@hertz.com>]
Sent: Friday, February 24, 2017 1:40 PM
To: Stroup, Jeff [KMA]; Robert A Head
Subject: RE: 2015 Kia Forte - [REDACTED]*VIN**KNAFK4A62F[REDACTED]*Hertz unit 1595-1109198

Jeff, the price seems a little low can you do a little better. Thanks



2015 Kia Forte

Sedan 4D LX I4

Values

	Rough Trade-In	Aver. Trade
Base Price	\$7,000	\$8,0
Mileage (20,000)	\$900	\$9
Total Base Price	\$7,900	\$8,9
Options:		
W/out Auto. Trans.	-\$675	-\$
Price with Options	\$7,225	\$8,1

[REDACTED]
Director Warranty and Recall Administration
The Hertz Corporation | 14501 Hertz Quail Spring Pkwy, OKC, OK. 73134
Phone: 405-775-3301 | Mobile: 405-476-6492
jross@hertz.com | www.hertz.com

From: Stroup, Jeff [KMA] [<mailto:JStroup@kiausa.com>]
Sent: Friday, February 24, 2017 2:15 PM
To: Jerry J Ross; Robert A Head
Subject: RE: 2015 Kia Forte - [REDACTED]**VIN**KNAFK4A62F[REDACTED]**Hertz unit 1595-1109198

Jerry,

It appears we reached out to John with an offer of \$7,172.00 for the repurchase. We also asked if he was not the appropriate person to let us know. We haven't heard back since then.

Jeff Stroup
Consumer Affairs Field Operations Manager
Kia Motors America
111 Peters Canyon Road Irvine, CA 92606
P: (949) 468-4620 F: (949) 299-3217
jstroup@kiausa.com



From: [REDACTED]
Sent: Friday, February 24, 2017 12:06 PM
To: Stroup, Jeff [KMA]; Robert A Head
Subject: RE: 2015 Kia Forte - [REDACTED]**VIN**KNAFK4A62F[REDACTED]**Hertz unit 1595-1109198

Jeff, I am the contact person for all payments, title, and documentation. John is the contact person at the location. Has an offer been made on this vehicle?

[REDACTED]
Director Warranty and Recall Administration
The Hertz Corporation | 14501 Hertz Quail Spring Pkwy, OKC, OK. 73134
Phone: 405-775-3301 | Mobile: 405-476-6492
jross@hertz.com | www.hertz.com

From: Stroup, Jeff [KMA] [<mailto:JStroup@kiausa.com>]
Sent: Friday, February 24, 2017 11:31 AM
To: [REDACTED]
Subject: RE: 2015 Kia Forte - [REDACTED]**VIN**KNAFK4A62F[REDACTED]**Hertz unit 1595-1109198

[REDACTED]
Apologize for delay in response but it appears our team has been speaking with John Salerno. If that is not the correct contact, please advise so we can reach.

Thank you,

Jeff Stroup
Consumer Affairs Field Operations Manager

Kia Motors America
111 Peters Canyon Road Irvine, CA 92606
P: (949) 468-4620 F: (949) 299-3217
jstroup@kiausa.com



From: Robert A Head [<mailto:RHead@hertz.com>]
Sent: Tuesday, February 21, 2017 2:38 PM
To: J [REDACTED]
Subject: RE: 2015 Kia Forte [REDACTED]**VIN**KNAFK4A62F5[REDACTED]**Hertz unit 1595-1109198

Any update please ?

From: [REDACTED]
Sent: Thursday, February 09, 2017 2:41 PM
To: JStroup@kiausa.com
Cc: Robert A Head
Subject: RE: 2015 Kia Forte - [REDACTED]**VIN**KNAFK4A62F5[REDACTED]**Hertz unit 1595-1109198

Jeff, can I get the status on our request to buyback this vehicle

[REDACTED]
Director Warranty and Recall Administration
The Hertz Corporation | 14501 Hertz Quail Spring Pkwy, OKC, OK. 73134
Phone: 405-775-3301 | Mobile: 405-476-6492
jross@hertz.com | www.hertz.com

From: [REDACTED]
Sent: Wednesday, February 01, 2017 3:26 PM
To: 'JStroup@kiausa.com'
Subject: FW: 2015 Kia Forte - [REDACTED]**VIN**KNAFK4A62F5[REDACTED]**Hertz unit 1595-1109198

Jeff, can I get the status on our buyback request. Thanks

[REDACTED]
Director warranty and Recall Administration
The Hertz Corporation | 14501 Hertz Quail Spring Pkwy, OKC, OK. 73134
Phone: 405-775-3301 | Mobile: 405-476-6492
jross@hertz.com | www.hertz.com

From: [REDACTED]
Sent: Wednesday, January 11, 2017 2:20 PM
To: 'Stroup, Jeff [KMA]'
Subject: RE: 2015 Kia Forte - [REDACTED]**VIN**KNAFK4A62F5[REDACTED]**Hertz unit 1595-1109198

Jeff, attached is the purchase invoice for the Kia Forte.

[REDACTED]
Director warranty and Recall Administration
The Hertz Corporation | 14501 Hertz Quail Spring Pkwy, OKC, OK. 73134
Phone: 405-775-3301 | Mobile: 405-365-1526
jross@hertz.com | www.hertz.com

From: Stroup, Jeff [KMA] [mailto:JStroup@kiausa.com]

Sent: Tuesday, January 10, 2017 5:21 PM

To: [REDACTED]

Subject: FW: 2015 Kia Forte - [REDACTED]**VIN**KNAFK4A62[REDACTED]**Hertz unit 1595-1109198

Jerry,

Andrew has transferred out of the department. I just tried to call but might be after hours. Can you give me a call at the below number?

Thank you,

Jeff Stroup

Consumer Affairs Field Operations Manager

Kia Motors America

111 Peters Canyon Road Irvine, CA 92606

P: (949) 468-4620 F: (949) 299-3217

jstroup@kiausa.com



THE KIA SOUL AND SPORTAGE NAMED "HIGHEST RANKED COMPACT MULTI-PURPOSE VEHICLE AND SMALL SUV IN INITIAL QUALITY" BY J.D. POWER.

[LEARN MORE](#)

From: [REDACTED]

Sent: Tuesday, January 10, 2017 2:22 PM

To: Reyes, Andrew [KMA]

Cc: Charles T. Cialoni; Robert A Head

Subject: FW: 2015 Kia Forte - [REDACTED]**VIN**KNAFK4A62[REDACTED]**Hertz unit 1595-1109198

Andrew, we need a decision on this vehicle. It has been 3 months since the car has been inspected.

[REDACTED]
Director Warranty and Recall Administration
The Hertz Corporation | 14501 Hertz Quail Spring Pkwy, OKC, OK. 73134
Phone: 405-775-3301 | Mobile: 405-365-1526
jross@hertz.com | www.hertz.com

From: Charles T. Cialoni

Sent: Wednesday, December 14, 2016 2:51 PM

To: Reyes, Andrew [KMA]

Cc: Robert A Head; John C. Salerno; Jerry J Ross

Subject: RE: 2015 Kia Forte - [REDACTED]**VIN**KNAFK4A62[REDACTED]**Hertz unit 1595-1109198

Hello Andrew,

Do you have update on this unit yet? Your inspector was out to see it on Oct 2, I was hoping to have this one resolved by now.

Please let us know if there is any more information that we can provide to speed the process, thank you.

Chuck Cialoni

Area Maintenance Manager
The Hertz Corporation
2170 South Mannheim Road,
Des Plaines, IL 60018 USA
Phone: 847-759-7410 | Fax: 866-777-0603

ccialoni@hertz.com

From: Charles T. Cialoni

Sent: Thursday, November 17, 2016 4:06 PM

To: 'Reyes, Andrew [KMA]' <AREyes@Kiausa.com>

Cc: [REDACTED]

Subject: RE: 2015 Kia Forte [REDACTED]

It looks like we purchased the vehicle used at 15823. There are oil changes in the attachment at 15981 and 30527 (2nd doc from last).

Chuck Cialoni

Area Maintenance Manager
The Hertz Corporation
2170 South Mannheim Road,
Des Plaines, IL 60018 USA
Phone: 847-759-7410 | Fax: 866-777-0603

ccialoni@hertz.com

From: Reyes, Andrew [KMA] [<mailto:AREyes@Kiausa.com>]

Sent: Thursday, November 17, 2016 3:50 PM

To: Charles T. Cialoni <CCialoni@hertz.com>

Cc: [REDACTED]

Subject: RE: 2015 Kia Forte - [REDACTED]

Hello,

We'd like to confirm whether or not there have been more oil changes than the one we see at 15,981 miles. Thank you.

From: Charles T. Cialoni [mailto:CCialoni@hertz.com]
Sent: Monday, November 14, 2016 6:42 AM
To: Reyes, Andrew [KMA]
Cc: Robert A Head; John C. Salerno; Jerry J Ross
Subject: RE: 2015 Kia Forte [REDACTED]

Hello Andrew,

Any updates for this vehicle?

Chuck Cialoni
Area Maintenance Manager
The Hertz Corporation
2170 South Mannheim Road,
Des Plaines, IL 60018 USA
Phone: 847-759-7410 | Fax: 866-777-0603

ccialoni@hertz.com

From: Charles T. Cialoni
Sent: Thursday, October 06, 2016 3:47 PM
To: Reyes, Andrew [KMA] <AREyes@Kiausa.com> [REDACTED]
Cc: Robert A Head <RHead@hertz.com>
Subject: RE: 2015 Kia Forte [REDACTED] 7

Eric inspected this unit today. Thank you.

Chuck Cialoni
Area Maintenance Manager
The Hertz Corporation
2170 South Mannheim Road,
Des Plaines, IL 60018 USA
Phone: 847-759-7410 | Fax: 866-777-0603

ccialoni@hertz.com

From: Reyes, Andrew [KMA] [mailto:AREyes@Kiausa.com]
Sent: Thursday, October 06, 2016 11:39 AM
To: [REDACTED]
Cc: Charles T. Cialoni <CCialoni@hertz.com>
Subject: RE: 2015 Kia Forte - [REDACTED]

Thank you,

Who will be the best point of contact at the location?

The engineer's name is Eric Sauck, contact number is 949 943 4273.

From: [REDACTED]
Sent: Thursday, October 06, 2016 9:23 AM
To: Reyes, Andrew [KMA]
Cc: Charles T. Cialoni
Subject: RE: 2015 Kia Forte - [REDACTED]

The lot that the car is in closes at 4 pm. Tell your inspector to give himself enough time.

From: Jerry J Ross
Sent: Thursday, October 06, 2016 11:20 AM
To: Reyes, Andrew [KMA]
Cc: Robert A Head; Charles T. Cialoni; John C. Salerno
Subject: RE: 2015 Kia Forte [REDACTED]

Andrew you can inspect the vehicle. Please contact Chuck at 847-759-7410 or John at 847-759-7414 to make arrangements.

Jerry Ross
Director Warranty and Recall Administration
The Hertz Corporation | 14501 Hertz Quail Spring Pkwy, OKC, OK. 73134
Phone: 405-775-3301 | Mobile: 405-365-1526
jross@hertz.com | www.hertz.com

From: Reyes, Andrew [KMA] [<mailto:AREyes@Kiausa.com>]
Sent: Thursday, October 06, 2016 11:09 AM
To: Jerry J Ross
Subject: FW: 2015 Kia Forte [REDACTED]
Importance: High

Jerry,

Per our conversation, below is our request for permission to inspect the 2015 Kia Forte located at the Des Plaines, IL location. Let me know if there is anything else that you need from me.

I appreciate your assistance,



Andrew Reyes

National Consumer Affairs

Kia Motors America, Inc.

111 Peters Canyon Rd, Irvine, CA 92606

T 949.430.3388 F 949.468.4509 E areyes@kiausa.com

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From: Reyes, Andrew [KMA]
Sent: Thursday, October 06, 2016 8:58 AM
To: 'cpmoore@hertz.com'
Cc: [REDACTED]
Subject: 2015 Kia Forte [REDACTED]
Importance: High

Good morning,

Hertz vehicle bearing VIN : KNAFK4A62F5 [REDACTED] is currently located at the Des Plaines Hertz location. A Kia engineer from California is currently in the area and we would like to obtain permission to inspect the vehicle this afternoon. You are more than welcome to have a representative from Hertz participate in the inspection. Please let me know who we would need to contact in order to obtain permissions.

Thank you,

 **Andrew Reyes**
National Consumer Affairs Analyst
Kia Motors America, Inc.
111 Peters Canyon Rd, Irvine, CA 92606
T 949.430.3388 F 949.468.4509 E areyes@kiausa.com

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Payment Summary Detail

1595-4778

Printed Date: Thursday, September 24, 2015 3:14 PM
Requested By: Bryce Williams

		Amount Due	Amount Provided
Vehicle VIN:	KNAFK4A62F5 [REDACTED] - 2015 KIA FORTE LX Silver -- Stock #12609		
Seller:	Manheim Louisville (LOUA) 5425 Highway 31 East Clarksville, IN 47129		
Purchase Date:	9/17/2015		
Principal		\$10,880.00	\$10,880.00
Fee	Fee Type: Floorplan / Curtailment	\$12.00	\$12.00
Subtotal		\$10,892.00	\$10,892.00
Grand Total		\$10,892.00	\$10,892.00

ACH Authorization

X

Signature

Purchase
10,892
with 15,823 miles

last 30,527

30527
- 15823

14704

14704
x 10892

158156

The totals reflected are only applicable if payment is submitted by 8pm EST on a business day.

NextGear Capital 1320 City Center Drive, Suite 100A, Carmel, IN, 46032

Page 1 of 1



Advertisement

2015 Kia Forte Pricing Report

**Style:** LX Sedan 4D**Mileage:** 30,527

Vehicle Highlights

Fuel Economy:
City 26/Hwy 39/Comb 31 MPG

Doors: 4

Drivetrain: FWD

EPA Class: Midsize Cars

Country of Origin: Korea

Max Seating: 5

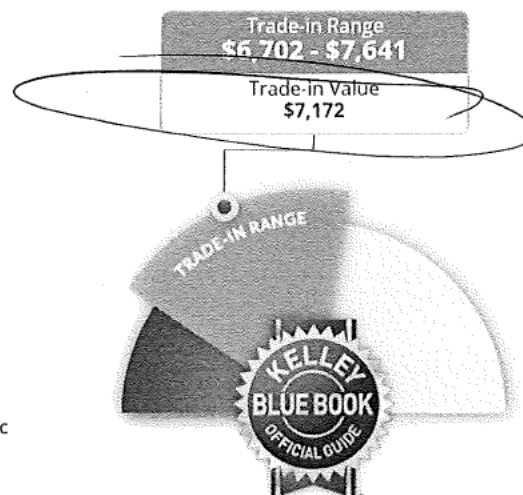
Engine: 4-Cyl, 1.8 Liter

Transmission: Auto, 6-Spd w/Sportmatic
& Active ECO System

Body Style: Sedan

Country of Assembly: Korea

Trade In To a Dealer



Trade-In Values valid for your area through 02/09/2017
Fair Condition

Your Configured Options

Our pre-selected options, based on typical equipment for this car.

✓ Options that you added while configuring this car.

Engine

4-Cyl, 1.8 Liter

Transmission

Auto, 6-Spd w/Sportmatic & Active ECO
System

Drivetrain

FWD

Braking and Traction

Hill Start Assist Control
Traction Control
Electronic Stability Control
ABS (4-Wheel)

Comfort and Convenience

Keyless Entry
Air Conditioning
Power Windows
Power Door Locks

Steering

Power Steering
Tilt & Telescoping Wheel

Entertainment and Instrumentation

AM/FM Stereo
MP3 (Single Disc)
SiriusXM Satellite
Bluetooth Wireless

Safety and Security

Dual Air Bags
Side Air Bags
F&R Head Curtain Air Bags

Wheels and Tires

Steel Wheels

Exterior Color

✓ Silver

Glossary of Terms

Tip:

It's crucial to know your car's true
condition when you sell it, so that you

The Hertz Corporation

14501 Hertz Quail Springs Parkway
OKC, OK. 73134

May 26, 2017

[REDACTED]
Kia Motors America

VIN: KNAFK4A62F5 [REDACTED]

Ryan:

This letter serves as a guarantee that upon receipt of Kia's \$8,000 check for the buyback of the above referenced vehicle, Hertz will release title of said vehicle to Kia.

Sincerely,

[REDACTED]
Jerry Ross

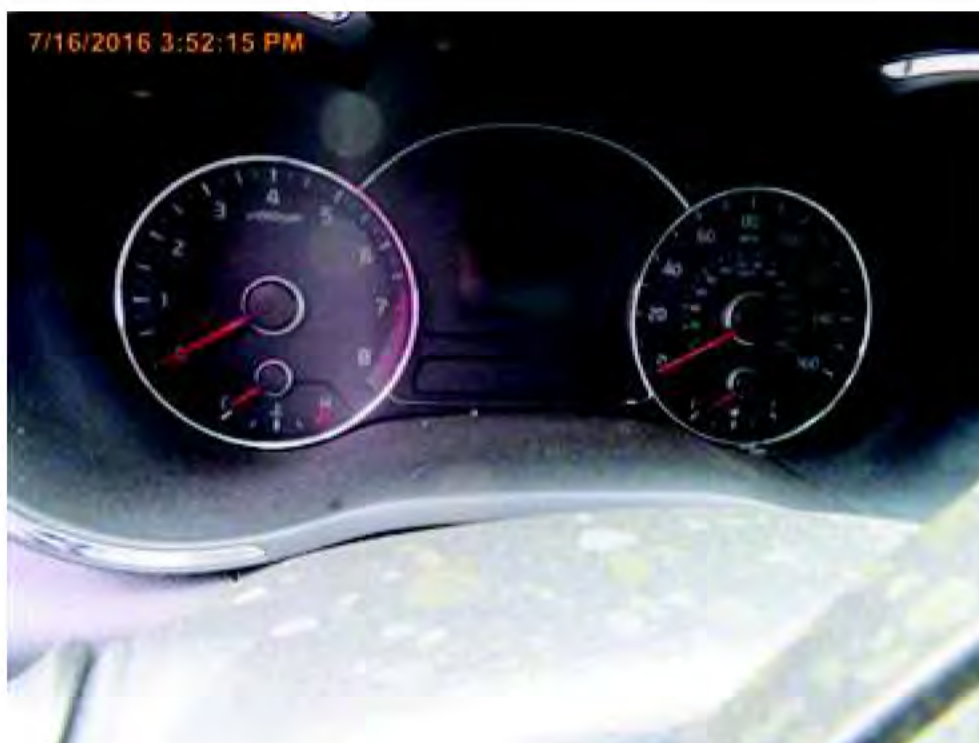
Director Warranty & Recall Administration

Hertz
[REDACTED]



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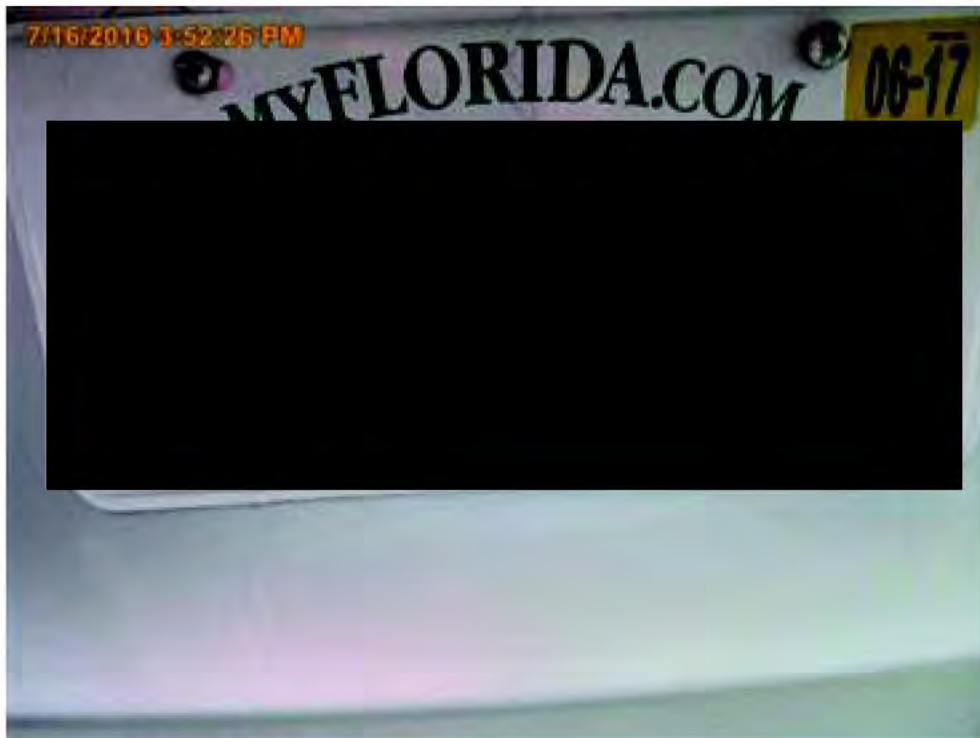
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Remarks:



Document Name: LICENSE.jpg

Remarks:



Document Name: LEFTFRONT.jpg

Remarks:



Document Name: RIGHTFRONT.jpg

Remarks:



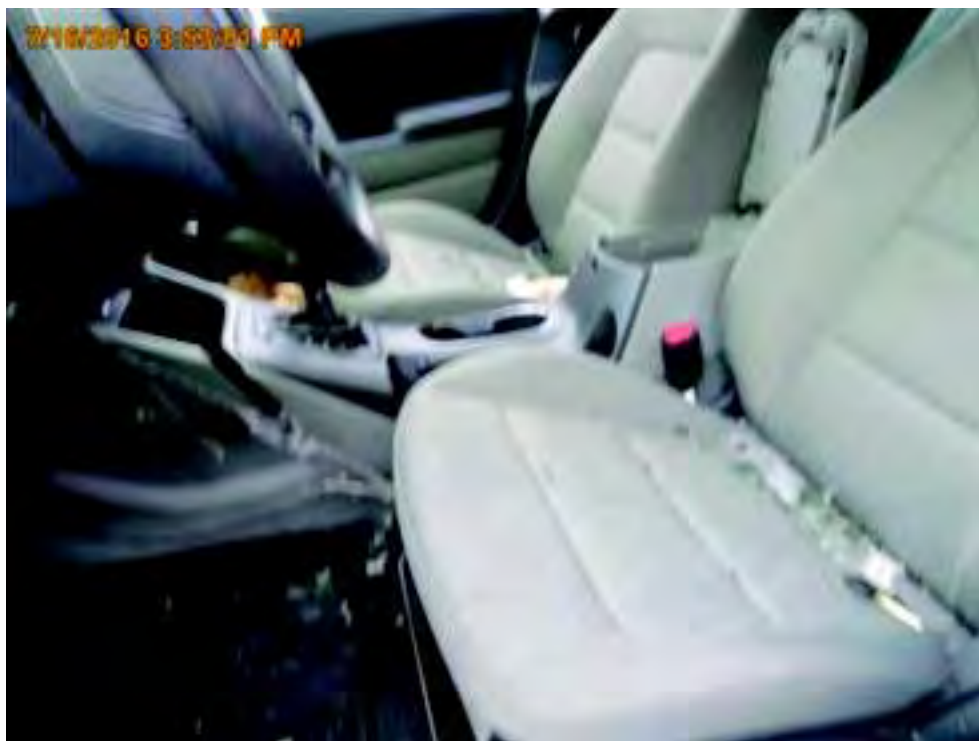
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Remarks:



Document Name: LEFTREAR.jpg

Remarks:



Document Name: SEATS.jpg

Remarks: